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: City of Colonial Heights
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# 40876 12/03/2024 by Joey Musaitef	**Order #1220: CCH - Library PCs & Monitors x12** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed New Install Remote Internal Do Not Respond Tier 1	02/10/2025 Closed By: William McCauley

Discussion: 02/05/2025 7:56 AM UTC-05/ Dalton Boothe - Arrive onsite
Unloaded devices
Remove devices from domain
Remove old hardware
Install new device
Install office
Add printer
Install DeepFreeze
Ran into issues with Office on 7 of the 12 devices
Worked with Will to try and determine root cause
Appears to be due to the BIOS version
Created Windows 11 installation media as my USB was not recognized by the device
Wipe devices
Reprep and go to install Office
Same issue
Will worked with Lenovo
I worked on reprepping devices
Once complete I took boxes to the recycle bins
All ended up being full
Brook asked that I leave them in the back room and they will break them down
Moved old hardware to closet
Verified all was good to go
Left site

02/05/2025 7:15 AM UTC-05/ William McCauley - travel from Richmond to CH library

arrive onsite
remove old PCs from the domain > remove work stations and install new work stations
had issues getting PC connect to internet > turn off DHCP and back on > PCs then started getting internet again
had a lot of problems getting office to install of 7 of the 12 machines > 4 of the machines allowed us to install office with out issues
only different between the machines is the BIOS version
wipe and reinstall OS on the 7 machines > still wont allow us install office as the BIOS did not revert back to factory
called lenovo was on hold for about an hour > after being transferred around multiple times i got in contact with premier support and they sent a link for a recovery ISO image > starting downloading said it will take 4 hours to download then you have to create a recovery USB
we re-preped the 7 machines and installed open office
got with Bruce and explained the issues and work around we are using until there is another BIOS update > they are okay with this
when then installed deepfreeze on the PCs > i had to make configuration changes to the DF installer as bruce stated the library is open until 8pm > PCs will now reboot every weekday at 830pm and update saturday and sunday
We then packed up the old equipment and moved to a room in the library > throw out all trash
I then went through each PC and updated the local proactive and admin passwords for machines we re-prepped
sign into public side and lock PCs
one of the new PCs completely died (CH-LIB-LAB11) blue screen of death. I started an RMA ticket and waiting for lenovo to process
advised Brooke on this issue
packed defective pc up and took with me

02/05/2025 6:51 AM UTC-05/ Dalton Boothe - Travel to CCH Library

02/04/2025 8:00 PM UTC-05/ William McCauley - Decom Old Lab PCs:

thaw PCs
disable tamper protection / uninstall sophos
uinstall deepfreeze
uninstall ninjaone
delete PCs out of sophos portal
ran updates on DF server
create new patching policy in NinjaOne for Lab PCs and apply the policy to each PC

01/30/2025 9:15 AM UTC-05/ William McCauley - test all monitors and confirm they are working
pack up all monitors and PCs
emailed Bruce and Lewis for scheduling

01/28/2025 10:22 AM UTC-05/ William McCauley - add exclusions Faronica sent me to sophos

Recommended that Sophos be disabled when Deep Freeze is installed. As well, recommended that the following exceptions be made in Sophos for Deep Freeze.

C:\Program Files (x86)\Faronics (and all sub Folders).
C:\Program Files (x86)\Faronics\Deep Freeze\Install C-0\DFServ.exe.
C:\Program Files (x86)\Faronics\Deep Freeze\Install C-0_$DF\FRZState2K.exe

01/27/2025 12:00 PM UTC-05/ William McCauley - Lewis forwarded me the email Bruce got for the license
I followed instructions and logged into the Faronics portal and see the license
I called faronics support they assisted me in upgrading the console, setting up a configuration file to deploy
Faronics showed me how to uninstall DF from the current PCs
Library PCs will reboot each day at 6pm
PCs will thaw Saturday and Sunday 6pm -11 and allow for updates to be processed, need to change the update schedule for lab PCs in ninjaone to remove friday as a update day
got it installed on one PC but you have to connect the VPN in order for it to show in the DF console

01/21/2025 3:05 PM UTC-05/ William McCauley - finish prepping LAB4-LAB9
realized i didnt install adobe on LAB1-3 and Lab11-12
need to go back and install adobe on those systems and prep will be complete

01/20/2025 10:45 AM UTC-05/ William McCauley - unbox and set up 12 PCs
perform basic prep and add PCs to library domain (had to create VPN network on library firewall)
completed all prep on CH-LIB-LAB1, CH-LIB-LAB10, CH-LIB-LAB11, CH-LIB-LAB12, CH-LIB-LAB2, CH-LIB-LAB3
Will complete prep on LAB4-LAB9 1/21

01/09/2025 4:05 PM UTC-05/ William McCauley - check into Deep freeze licensing
check server no license information showing
check itboost there is a license key i tried entering and comes up as invalid
reach out to faronics support
tech stated the license expired in 2021 and provided an email address to get a renewal quote
will talk to lewis about this

01/09/2025 9:03 AM UTC-05/ Dalton Boothe - Basic prep on CCH-MZ010GEE, CCH-MZ010GEM, and CCH-MZ010GEB

Deduct 3.5 hours for updates, other tickets worked and tech assistance

12/03/2024 10:15 AM UTC-05/ Joey Musaitef - CCH - Library PCs & Monitors x12

Internal: 02/04/2025 9:13 PM UTC-05/ William McCauley - added Deep Freeze quote to products ($2100)
added PC prep fee ($275 X 12)

01/30/2025 9:38 PM UTC-05/ William McCauley - Assigned / DBoothe /

12/18/2024 7:49 PM UTC-05/ William McCauley - est ship/delivery 12/24

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	02/05/2025 [7:56 AM - 5:37 PM]	CCH-AIS 24/25	NC	Onsite	Technician	9.68
McCauley, William	02/05/2025 [7:15 AM - 6:10 PM]	CCH-AIS 24/25	NC	Admin	Technician	9.92
Boothe, Dalton	02/05/2025 [6:51 AM - 7:56 AM]	CCH-AIS 24/25	NC	Travel	Technician	1.08
McCauley, William	02/04/2025 [8:00 PM - 9:23 PM]	CCH-AIS 24/25	NC	Admin	Technician	1.38

McCauley, William	01/30/2025 [9:15 AM - 11:50 AM]	CCH-AIS 24/25	NC	Admin	Technician	2.58
McCauley, William	01/28/2025 [10:22 AM - 10:57 AM]	CCH-AIS 24/25	NC	Admin	Technician	0.58
McCauley, William	01/27/2025 [12:00 PM - 2:00 PM]	CCH-AIS 24/25	NC	Admin	Technician	2.00
McCauley, William	01/21/2025 [3:05 PM - 5:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.92
McCauley, William	01/20/2025 [10:45 AM - 5:00 PM]	CCH-AIS 24/25	NC	Admin	Technician	4.75
McCauley, William	01/09/2025 [4:05 PM - 4:40 PM]	CCH-AIS 24/25	NC	Admin	Technician	0.58
Boothe, Dalton	01/09/2025 [9:03 AM - 3:55 PM]	CCH-AIS 24/25	NC	Admin	Technician	3.37

Ticket# 40195
10/11/2024
by Ray Fulk

Retain Backups for ERP Servers Ahead of SaaS Migration
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/30/2025
Closed By: William McCauley

Discussion: 01/30/2025 10:21 AM UTC-05/ Ray Fulk - I went back and removed the E:\ERP_Retention folder from CH-BACKUP. Closing ticket.

01/30/2025 8:12 AM UTC-05/ Ray Fulk - Lewis included me in an email chain saying we could remove these old backups. I followed up to ask if/when we could also shut down the VMs, and Lewis is going to get back with me on that. I will remove the old backups from the E: drive today and close this ticket.

01/21/2025 11:15 AM UTC-05/ The migration is complete. I'm checking with Tyler about the need to keep those back-ups and also about the possibility of downing the 4 servers and then decommissioning. I'll let you know. Thanks. Le
This sender is trusted.

sophospsmartbannerend

The migration is complete. I'm checking with Tyler about the need to keep those back-ups and also about the possibility of downing the 4 servers and then decommissioning.

I'll let you know. Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/21/2025 8:11 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I wanted to follow up and see how the ERP migration is coming along.

Thank you,
Ray Fulk

01/10/2025 8:14 AM UTC-05/ Ray Fulk - I checked on the ERP server backup last night and confirmed it completed successfully.

01/09/2025 11:07 AM UTC-05/ Great! Thanks Ray. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray Fulk Sent: Thursday, J
This sender is trusted.

sophospsmartbannerend

Great! Thanks Ray.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/09/2025 10:30 AM UTC-05/ Ray Fulk - Lewis,

It looks like ERPAPP successfully backed up last night, and the other ERP servers backed up successfully the night before. Those servers will back up again tonight starting at 7pm, and ERPAPP will run again tomorrow night at 8pm.

Thank you,
Ray Fulk

Notes
I checked on the backup jobs in Veeam, and it looks like ERPAPP backed up successfully last night and the other ERP servers backed up on 1/7 at 7:32 PM.

01/09/2025 9:52 AM UTC-05/ Good Morning Ray, Thank you for checking in on this. We had a couple of meetings this week and them migration is set to start Friday and should be completed by Monday. Monday and Tuesday have been set
This sender is trusted.

sophospsmartbannerend

Good Morning Ray,

Thank you for checking in on this. We had a couple of meetings this week and them migration is set to start Friday and should be completed by Monday. Monday and Tuesday have been set aside for testing, etc. Once we go live on Wednesday, I will check with Tyler to ascertain if we can finally do away with the back-ups you have retained for us.

The only other think I can think to request is to make sure we have a good, complete back-up of all the financial servers data prior to Friday.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/09/2025 8:21 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I saw you previously said the cutover is set to start today, and wanted to double-check to see if we needed to do anything else beforehand.

Thank you,
Ray Fulk

11/19/2024 10:19 AM UTC-05/ Good Morning Ray, The conversion start date is January 9th. And we should be live that following Monday. Let me see if we need to retain those still as I know the concern was over that one weekend. Th
This sender is trusted.

sophospsmartbannerend

Good Morning Ray,

The conversion start date is January 9th. And we should be live that following Monday. Let me see if we need to retain those still as I know the concern was over that one weekend. They may want more recent back-ups when they start the final conversion.

Thx and will let you know.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/19/2024 10:13 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I am reaching back out to follow up on this. There's no rush, but I wanted to see if you had an estimate on when this ERP migration would be complete.

Thank you,
Ray Fulk

10/23/2024 8:03 AM UTC-04/ Ray Fulk - Lewis,

Yes, that's fine, I just wanted to make sure the migration was still ongoing.

Thank you,
Ray Fulk

10/22/2024 5:53 PM UTC-04/ Ray, Can we hold on to those? They advised not to overwrite until they let us know. Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office
This sender is trusted.

sophospsmartbannerend

Ray,

Can we hold on to those? They advised not to overwrite until they let us know.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
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www.colonialheightsva.gov
[image]

10/22/2024 11:08 AM UTC-04/ Ray Fulk - Lewis,

I wanted to follow up on the ERP server migration to the cloud to see if that is still in progress or if I can remove these backup files I had retained last week.

Thank you,
Ray Fulk

10/14/2024 8:19 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I confirmed that these backup files finished copying over to the E: drive this weekend, and tested them out to make sure they look good. Please let me know when the migration is complete so I can remove these.

Thank you,
Ray Fulk

Notes
I confirmed that the backup files successfully copied over to the E: drive over the weekend. I tested out importing the backups, and used the file-level restore to check the backups. Everything looks good, so I will keep this open until they are ready to delete these backup copies.

10/11/2024 4:24 PM UTC-04/ Great Ray. Thanks so much! Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray Fulk Sen
This sender is trusted.

sophospsmartbannerend

Great Ray.

Thanks so much!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/11/2024 4:06 PM UTC-04/ Ray Fulk - From Lewis's email:
"We are going to be migrating our Tyler/Munis Financial package from on-prem to SAAS. They asked if we could hold aside our back-up from yesterday (10-10) for a period of time in case something goes wrong. Is there a way to segregate the MUNIS back-up? I'm checking to see how long they want us to hold that."

10/11/2024 4:06 PM UTC-04/ Ray Fulk - Lewis,

I've begun copying the backups from 10/10 from the NAS to CH-BACKUP so that we can hold onto them for now.

Thank you,
Ray Fulk

Notes
I went into CH-BACKUP and created a folder called E:\ERP_Retention. I then connected to the NAS and began copying the metadata, full, and incremental backup files for the ERPAPP and ERP backup jobs for 10/10. I monitored for a few minutes to make sure that was running properly, and based off of the estimates, that should complete in about 13 hours.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	01/30/2025 [10:21 AM - 10:25 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Fulk, Ray	01/10/2025 [8:14 AM - 8:17 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Fulk, Ray	01/09/2025 [10:30 AM - 10:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.18
Fulk, Ray	10/14/2024 [8:19 AM - 8:45 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.43
Fulk, Ray	10/11/2024 [4:06 PM - 4:22 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 41230
12/30/2024
by Eric Nelson

[MEDIUM] Alert for Sophos Central [City of Colonial Heights]: A device is not encrypted
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/21/2025
Closed By: William McCauley

Discussion: 01/21/2025 11:44 AM UTC-05/ Dalton Boothe - Arrive onsite
Met with Beverly
Attempted to enable encryption
She will either need physical key or reenter password on every boot
Added to do not encrypt policy
Marking complete
Left site

01/21/2025 8:46 AM UTC-05/ Eric Nelson - tried to call Beverly left VM

01/20/2025 12:05 PM UTC-05/ Eric Nelson - I called Lewis. Beverly she is off today but he gave contact number, 8045209322. will call tomorrow

01/14/2025 4:02 PM UTC-05/ Eric Nelson - Hey Lewis is there a contact number for Beverly ? I am trying to reach her about her device we received an alert saying its not encrypted

01/07/2025 9:45 AM UTC-05/ Eric Nelson - Good morning Beverly I am just following up on this to see when is a good time to connect and turn encrtption back on for your device ?

12/31/2024 9:24 AM UTC-05/ Eric Nelson - Good morning, Beverly. We received a Sophos alert indicating that your device is not encrypted. When would be a suitable time for me to remote in and turn encryption back on?

12/30/2024 3:15 PM UTC-05/ Eric Nelson - Sophos Central Event Details for City of Colonial Heights
What happened: A device that should be encrypted is not encrypted.
Where it happened: CH-MJ0AFLPQ
User associated with device: Beverly Young
How severe it is: Medium
What Sophos has done so far: We tried to start encryption.
What you need to do: Log in to the device and follow the instructions of the Sophos Device Encryption dialogs. This will start encryption.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	01/21/2025 [11:44 AM - 12:00 PM]	CCH-AIS 24/25	NC	Onsite	Technician	0.27
Nelson, Eric	01/21/2025 [8:46 AM - 8:54 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Nelson, Eric	01/20/2025 [12:05 PM - 12:08 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Nelson, Eric	01/14/2025 [4:02 PM - 4:03 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Nelson, Eric	01/07/2025 [9:45 AM - 9:48 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Nelson, Eric	12/31/2024 [9:24 AM - 9:28 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07

Ticket# 41043
12/11/2024
by Joey Musaitef

Order #1224: CCH - Asst. City Manager IMac Desktop
City of Colonial Heights
Lenny Caballero
8045209333
caballerol@colonialheightsva.gov

Headquarter Support

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

01/15/2025
Closed By: William McCauley

Discussion: 01/14/2025 12:09 PM UTC-05/ Ray Fulk - I continued troubleshooting the CH-EMPLOYEEDEVICES network access on this Mac with Eric. Were were able to log into the administrator account and get logged into the employee devices SSID using Lenny's credentials. We could also log into his AD account and confirm it's connected to the wifi. However, if we reboot, we can't access the domain account since it doesn't connect to the network until after he logs in.
I researched this and found the following. I see where they recommend allowing the creation of a mobile account under the AD settings, so that users can access their domain account even when they can't access the domain right away (like you can in Windows): https://easyosx.net/2020/01/13/how-to-connect-your-mac-to-an-active-directory-domain/
I enabled that setting, then asked Eric to switch over to the user's domain account to cache the credentials. When we did that, it comes up with the following prompt and doesn't accept any of the admin credentials we have on record:

If we bypass it, it will let us log in, but after rebooting we still can't connect to domain user account. I'm not sure what other credentials we could try if it isn't accepting the local admin account. Eric is going to follow up with Gerardo about this, since he is a Mac user who may have more insight on this.
While I waited, I did some more digging, and I think the local proactive account may be the SecureToken admin. We switched to that account and were able to use sysadminctl to enable SecureToken on the mobile account: https://www.alansiu.net/2021/05/12/command-to-add-a-secure-token-to-a-macos-user-account/.
After that, we rebooted again and the mobile account allowed us to log in using Lenny's domain credentials, and after logging in the employee devices wifi then connected.
We took a few minutes to install Sophos, then rebooted and tested Lenny's account again to confirm it still works.

01/14/2025 10:00 AM UTC-05/ Eric Nelson - Adding my time to ticket Ray was assisting me with this ticket troubleshoot steps are listed in his notes

01/09/2025 2:30 PM UTC-05/ Evan Nelson - Sophos still blocking internet
Uninstalled Sophos, able to browse internet
Found KB for setting firewall exception for sophos on mac
PC populated in Sophos correctly
Monitoring

01/09/2025 10:30 AM UTC-05/ William McCauley - message with evan about issues with mac > get on call
having a lot of issues keeping pc connected to ethernet
PC connected to domain but we cant log into an account
hardwired connection drops and we cant connect to the domain on the public wifi
did some troubleshooting
had to start teamviewer session
eventually removed the PC from the domain > restart > turn wifi off and connect PC to hardwired
I was then able to add the PC to the domain and keep a conneciton
connection dropped again and evan was getting a message that sophos is blocking all connections
check sophos portal > unable to reset health status
gave evan tamper protection password > he uninstalled sophos > i deleted the PC from sophos portal
i was then able to connect to the device again
reinstall sophos
confirmed we can log into domain accounts and stay connected
Evan will finish up from here

01/09/2025 9:00 AM UTC-05/ Evan Nelson - Joined pc to domain
PC connected to domain but drops internet at login screen
Unable to log in on domain after restart

01/07/2025 1:22 PM UTC-05/ Evan Nelson - Spoke with Lewis. Assist Manager is available all week for deployment of equipment. Will schedule a time through Teresa with the printer issue.

01/06/2025 8:34 AM UTC-05/ Evan Nelson - Emailed Lewis to schedule time for install

12/20/2024 9:55 AM UTC-05/ Evan Nelson - Installed Tunnelblick
Imported vpn configuration

12/18/2024 2:00 PM UTC-05/ William McCauley - go through initial set up
Create local admin and proactive accounts
install ninjaone
install sophos
install chrome

12/11/2024 11:29 AM UTC-05/ Joey Musaitef - CCH - Asst. City Manager IMac Desktop
MUST JOIN DOMAIN
MUST BE ABLE TO ACCESS FILE SHARE ON SERVER

Internal: 01/08/2025 10:36 AM UTC-05/ Evan Nelson - On site 1/9 9am

01/06/2025 8:34 AM UTC-05/ Evan Nelson - Emailed Lewis to schedule time for install

12/20/2024 9:50 AM UTC-05/ William McCauley - Assigned / EVNelson /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	01/14/2025 [12:09 PM - 1:52 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.72
Nelson, Eric	01/14/2025 [10:00 AM - 1:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	3.50
Nelson, Evan	01/09/2025 [2:30 PM - 4:19 PM]	CCH-AIS 24/25	NC	Onsite	Technician	1.82
McCauley, William	01/09/2025 [10:30 AM - 12:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	2.00
Nelson, Evan	01/09/2025 [9:00 AM - 12:30 PM]	CCH-AIS 24/25	NC	Onsite	Technician	3.50
Nelson, Evan	01/07/2025 [1:22 PM - 1:28 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Nelson, Evan	01/06/2025 [8:34 AM - 8:39 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Nelson, Evan	12/20/2024 [9:55 AM - 10:58 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.05
McCauley, William	12/18/2024 [2:00 PM - 3:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.00

Ticket# 41205
12/30/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/13/2025
Closed By: Joey Musaitef

Discussion: 01/13/2025 12:00 PM UTC-05/ Joey Musaitef - 38.25 emailed lewis
closing ticket
This time entry is marked No Charge

12/30/2024 1:40 AM UTC-05/ Lewis needs the hours that proactive worked on issue for CH

Internal: 12/30/2024 1:40 AM UTC-05/

Resolution: 01/13/2025 12:00 PM UTC-05/ Joey Musaitef - 38.25 emailed lewis
closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	01/13/2025 [12:00 PM - 12:15 PM]		NC	Remote	Technician	0.25

Ticket# 41160
12/19/2024

Please contact Teresa Cherry in the Treasurers Office. She is having an issue with her printer taki
City of Colonial Heights
Teresa Cherry
8045209333
cherryt@colonialheightsva.gov

Headquarter
Support

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

01/15/2025
Closed By: William McCauley

Discussion: 01/09/2025 12:30 PM UTC-05/ Evan Nelson - Swapped printer cable
All print jobs started printing. Printer is operational again
Complete

01/08/2025 8:49 AM UTC-05/ That works. We will be here. Teresa Teresa Cherry Treasurer City of Colonial Heights 804-520-9321 www.colonialheightsva.gov From: helpdesk@proactive-info.com Sent: Wednesday, January 8, 2025 8:48 AM
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

That works. We will be here.

Teresa

Teresa Cherry
Treasurer
City of Colonial Heights
804-520-9321
www.colonialheightsva.gov
[image]

01/08/2025 8:39 AM UTC-05/ Anytime tomorrow works. Teresa Teresa Cherry Treasurer City of Colonial Heights 804-520-9321 www.colonialheightsva.gov From: helpdesk@proactive-info.com Sent: Wednesday, January 8, 2025 8:31 AM To: T
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Anytime tomorrow works.

Teresa

Teresa Cherry
Treasurer
City of Colonial Heights
804-520-9321
www.colonialheightsva.gov
[image]

01/08/2025 8:25 AM UTC-05/ Evan Nelson - Emailed Teresa to schedule a visit 1/9

12/27/2024 9:55 AM UTC-05/ Evan Nelson - Teresa called. Notified her that due to staff shortage, the earliest we can be on site is 1/6.

12/26/2024 12:24 PM UTC-05/ Dalton Boothe - Attempted to reach Teresa
Will need to call back

12/20/2024 1:44 PM UTC-05/ Evan Nelson - Teresa called
Printer not printing
Printer is on but not communicating with pc
Might be bad cable

12/20/2024 10:13 AM UTC-05/ Dalton Boothe - Reached out to Teresa
She stated she went to copy and got a memory full error
Had her reboot the printer
I was placed on hold
Once back she tested
Success
Verified all was good to go
Marking complete

12/19/2024 10:17 AM UTC-05/ Dalton Boothe - Reached out to Teresa
Remoted in
Began looking at the issue
Printer online
Sent test page
Success
Printer like normal
Tried the PDF in question
Slow
Checked settings
All looked good
Installed HP Smart
All looked good
Did some research
Black ink was getting low, according to Google this can lead to slow printing
Tested a multipage Word document
Printed quick
I believe the document in question just takes more ink to print
5 Page DMV document with lots of text and colored boxes
The amount of ink required can also slow down the print speed
Keeping ticket open
She will monitor if it is ink heavy documents that are slow

12/19/2024 9:44 AM UTC-05/ Please contact Teresa Cherry in the Treasurers Office. She is having an issue with her printer taking too long to print.
804-678-8607 or 804-520-9321

When did you notice the problem?
Thursday, December 19, 2024 at 9:44 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 01/08/2025 10:38 AM UTC-05/ Evan Nelson - On site 1/9 9am

01/06/2025 8:00 AM UTC-05/ Evan Nelson - Sent email to Teresa explaining due to weather on site visits have been delayed

12/31/2024 3:52 PM UTC-05/ Evan Nelson - Scheduled tentative time for 1/6 11am

12/27/2024 9:04 AM UTC-05/ William McCauley - Assigned / EVNelson /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	01/09/2025 [12:30 PM - 1:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.50
Nelson, Evan	01/08/2025 [8:25 AM - 8:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Nelson, Evan	01/06/2025 [8:00 AM - 8:10 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Nelson, Evan	12/31/2024 [3:52 PM - 3:52 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.00
Nelson, Evan	12/27/2024 [9:55 AM - 10:00 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Boothe, Dalton	12/26/2024 [12:24 PM - 12:26 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Nelson, Evan	12/20/2024 [1:44 PM - 1:59 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.25
Boothe, Dalton	12/20/2024 [10:13 AM - 10:22 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Boothe, Dalton	12/19/2024 [10:17 AM - 10:51 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.57

Ticket# 40504
11/05/2024

Please take a look at Virtual Server NWPSCADPRD (10.100.201.49). It is our production CAD Server and
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/06/2025
Closed By: William McCauley

Discussion: 01/06/2025 1:11 PM UTC-05/ Ray Fulk - Lewis, Liz,

Since things seem to be running better, I will go ahead and mark this as closed.

Thank you,
Ray Fulk

01/06/2025 11:39 AM UTC-05/ Hi there! Everything has been find since the restoration. No complaints for weeks now. Thanks Liz Sent from my iPhone On Jan 6, 2025, at 11:37, Lewis Archileti wrote: Good morning Ray, As far as I
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sophospsmartbannerend

Hi there!

Everything has been find since the restoration. No complaints for weeks now.

Thanks

Liz

Sent from my iPhone

On Jan 6, 2025, at 11:37, Lewis Archileti <archiletil@colonialheightsva.gov> wrote:
Good morning Ray,

As far as I can tell, everything's been rather stable. I've been off since the 23rd. I haven't heard any complaints. Unless Liz can add anything it seems like everything should be working. OK.

Thanks for checking in and keep an eye on it.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jan 6, 2025, at 11:35 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

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01/06/2025 11:38 AM UTC-05/ Good morning Ray, As far as I can tell, everything's been rather stable. I've been off since the 23rd. I haven't heard any complaints. Unless Liz can add anything it seems like everything should be wo
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sophospsmartbannerend

Good morning Ray,

As far as I can tell, everything's been rather stable. I've been off since the 23rd. I haven't heard any complaints. Unless Liz can add anything it seems like everything should be working. OK.

Thanks for checking in and keep an eye on it.

Lewis A.Archileti

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On Jan 6, 2025, at 11:35 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

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01/06/2025 11:21 AM UTC-05/ Ray Fulk - Lewis, Liz,

Good morning, I've been keeping an eye on the storage array in to see if any further issues have been logged, and things look stable from what I see here. I wanted to find out if you were seeing any further issues on the domain since we had to restore the VMs in December.

Thank you,
Ray Fulk

Notes
I checked the storage array again, and things still look good. I'm going to follow up with Lewis to see if they are still running into any issues before I close this.

01/03/2025 10:28 AM UTC-05/ Ray Fulk - I checked on the storage array and Veeam backups.

12/30/2024 3:35 PM UTC-05/ Ray Fulk - I checked the logs on the storage array to see if there were any issues over the weekend.

12/27/2024 8:45 AM UTC-05/ Ray Fulk - I checked on Veeam and the storage array to make sure things look good.

12/23/2024 11:05 AM UTC-05/ Ray Fulk - Kyle started working on a quote with Lenovo for replacement VM storage and hosts, and Lenovo had a question about what RAIDs we had in place, so I gathered that information. I checked the logs on the array, and noticed that storage controller A rebooted again from 10:55 PM - 11:05 PM on 12/21. It looks like this was due to the cache mirroring between the two storage controllers being out of sync. Once the reboot completed, the caching appears to be synced again.

12/17/2024 11:09 AM UTC-05/ Ray Fulk - I checked Veeam and the storage array again, and things still look good there. I checked the event logs on CH-DC1 to see if there were any Group Policy errors. I saw one for the default domain policy about it being unable to find a path. I checked the GPO itself and under the User > Preferences > Windows Settings > Registry section, I see the following error: "An unknown error occurred while data was gathered for this extension. Details: Could not find a part of the path '\\CH-DC2.colonial-heights.com\sysvol\colonial-heights.com\Policies\{31B2F340-016D-11D2-945F-00C04FB984F9}\User\Preferences\Registry\Registry.xml'." I checked both the Veeam backups from earlier this month, as well as some going back to 2022, and I do not see a Preferences folder under the User folder for this GPO. At worst, if we need to we can recreate the setting if necessary, but it looks like this has been missing for some time now.

12/16/2024 2:03 PM UTC-05/ Ray Fulk - I checked on the Veeam backups and the storage array, then gathered some information for Chris about new backup infrastructure.

12/13/2024 10:14 AM UTC-05/ Ray Fulk - I checked the backup jobs and confirmed they are almost complete, with the CityVM jobs being 56% complete after running for about 12 hours. I checked on the storage array and made sure things still looked good.

12/12/2024 8:36 AM UTC-05/ Ray Fulk - I checked on the backup jobs and confirmed that the ERPAPP, ERP, and SoftCode backup jobs completed last night. The NewWorld job is 29% complete after running for about 2.5 hours.
 I checked the storage array to make sure things still look good there.

12/11/2024 2:15 PM UTC-05/ Ray Fulk - I went in and re-enabled the backup jobs, and manually started ERPAPP. I had to remove and add the VM back in the job configuration before it would start correctly. I did the same thing for the other backup jobs I enabled. I monitored the jobs as they ran for a bit to make sure they were running correctly.
I checked the storage array to make sure things still look good there.

12/11/2024 1:28 PM UTC-05/ I just checked with Liz. She said Tyler hasn't advised not to so let's go ahead and resume. Thanks Ray. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 O
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sophospsmartbannerend

I just checked with Liz. She said Tyler hasn't advised not to so let's go ahead and resume.

Thanks Ray.

Lewis Archileti
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[image]

12/11/2024 1:18 PM UTC-05/ Ray Fulk - Lewis, Liz,

Good afternoon, I hadn't heard back about whether I could start enabling backup jobs again, so I wanted to follow up on this.

Thank you,
Ray Fulk

12/10/2024 9:51 AM UTC-05/ Thanks Ray. Liz – You have been working with Tyler. Do you think we are safe to reenable the VM back-ups? Ray – I'm assuming the last VM back-ups are from this past Thursday night? If Liz is comfortab
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sophospsmartbannerend

Thanks Ray.

Liz – You have been working with Tyler. Do you think we are safe to reenable the VM back-ups?

Ray – I'm assuming the last VM back-ups are from this past Thursday night? If Liz is comfortable where we are with Tyler, I say let's reenable those ASAP.

Lewis Archileti
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[image]

12/10/2024 9:43 AM UTC-05/ Ray Fulk - Lewis, Liz,

Veeam is currently set to keep the current week's backups, as well as the prior week's backups. Offsite replication is in place, and that is set to keep the last two days' worth of backups (one full and two incrementals). Also, you're correct that incremental backups only backup the changes made on the server since the last full or incremental backup, so in order to restore from that backup file you would need that specific incremental backup file, the most recent full backup file, and possibly any incremental backups in between.

As far as suggestions go, I'd say the first priority is getting the VM backup jobs re-enabled ASAP. From there, we could see about increasing the backup schedule on the jobs for the ERP and NWPS servers from every other day to daily, and see how that goes performance-wise.

Thank you,
Ray Fulk

12/10/2024 9:25 AM UTC-05/ Good Morning Ray, Thanks for checking in and also sending the back-up schedule. During our monthly call yesterday, I discussed back-up with Cari along with the entire virtual environment. I know her c
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sophospsmartbannerend

Good Morning Ray,

Thanks for checking in and also sending the back-up schedule. During our monthly call yesterday, I discussed back-up with Cari along with the entire virtual environment. I know her concern was our aging infrastructure and where we should go from here.

We discussed several options – AWS, etc. and Liz and I are also going to talk to Tyler to see if they have a Public Safety Cloud Option but for the time being, we will continue with what we are doing.

From your e-mail, it appears we do a full back-up once a week and incremental back-ups approximately 3 times weekly. Do we keep more than 1 full back up for each? And maybe a crazy question, for the incremental back-ups, if one runs on a Tuesday is that totally separate from the full back-up or does it append that back-up? As you can imagine, I'm worried about corruption and how much we would lose should 1 of the back-ups be corrupt and we need to reload it. In other words – are the incremental separate from the full back-ups?

Remembering from years ago when I worked in Petersburg, we would back-up daily but keep 4 weeks of Saturday back-ups off site in case of a problem.

If you have any suggestions, I would love to hear your thoughts as you are much more familiar with our Virtual Environment and its capacity, etc.

Thanks again for getting us back-up and running so quickly.

Lewis

Lewis Archileti
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(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/10/2024 8:38 AM UTC-05/ Ray Fulk - Lewis, Liz,

Good morning, I wanted to follow up and see how things look, to determine if I can re-enable these paused backup jobs. On that subject, you also mentioned possibly increasing the backup frequency. We can see about setting that up; I think the only two factors to consider are whether there is enough storage for additional incremental backups, and how quickly they can complete (keeping in mind that Veeam on CH-BACKUP only processes two servers at a time). For reference, here is the current backup schedule:

Courthouse Servers - Incrementals 7pm Sunday, Monday, Wednesday, Friday; Full 7pm Saturday
City Hall Servers - Incrementals 6pm Sunday, Monday, Wednesday, Friday; Full 6pm Saturday
CH-FILEBOX - Incrementals 6pm Monday-Friday; Full 6pm Saturday
CityVMs - Incrementals 6pm Tuesday, Thursday, Saturday; Full 6pm Saturday
SoftCode_VMs - Incrementals 9pm Monday, Wednesday, Friday; Full 9pm Saturday
ERPAPP - Incrementals 8pm Monday, Wednesday, Friday; Full 8pm Saturday
ERP - Incrementals 7pm Tuesday, Thursday, Saturday; Full 7pm Saturday
NewWorld - Incrementals 8pm Tuesday, Thursday, Saturday; Full 8pm Saturday

Thank you,
Ray Fulk

Notes
Over the weekend, Lewis mentioned he wanted to discuss increasing the backup frequency, so I went through and checked on the current backup schedule in Veeam and will send that to him. I also checked on the storage array and made sure things look good.

12/09/2024 10:16 AM UTC-05/ Ray Fulk - Lewis, Liz,

I don't know for certain what is stored on the database servers, but I do know that those did not go down. Only the servers listed in my prior email had to be restored, and only data that was saved on those servers would have been lost as a result.

Thank you,
Ray Fulk

12/09/2024 10:14 AM UTC-05/ Ray Fulk - Will mentioned that some users are getting domain trust errors when they try to log in. I let him know we had to restore all of the domain controllers, so those computers may need to be removed from the domain and joined back to it. I logged into CH-DC2 and CH-RADIUS to check the event logs and make sure SYSVOL replication is still working. It looks like it is, but while I was in there, I saw an error about a GPO being missing: file \\colonial-heights.com\SysVol\colonial-heights.com\Policies\{B5960A50-1D85-4AF5-B025-2F4CE7ECC406}\gpt.ini. I checked that path and confirmed that the folder {B5960A50-1D85-4AF5-B025-2F4CE7ECC406} isn't present. I checked Veeam, and it looks like all of the GPO folders present there are missing on DC2. I checked group policy and confirmed it could not access the GPOs listed thre. I restored the missing folders from the backup to C:\Windows\SYSVOL\domain\policies on DC2. Once I did that, I confirmed I was able to access most of the GPOs in Group Policy Management again, except "Disable Win10 Notifications," "Disable Windows Notifications," and "Mapped Drive for Timesheets". I checked the most recent DC1 backup for those folders matching the GUID for these policies, as well as a backup of DC 2 from last Saturday, but I don't see them listed there. It's possible these GPOs may have been disabled at some point, as I do see a GPO labeled "Timesheets" that maps a drive, and that is loading properly. At worst, we may need to delete and recreate these policies if they are still being used.
From CH-RADIUS, I checked on the NETLOGON 5723 errors indicating which devices experienced domain trust issues this weekend, and compiled a list. However, I don't think every device on the list is currently experiencing issues, because 1) a number of them are servers I've successfully logged into, 2) the event report mentions the error could be transient, and 3) there are listings of these errors even before restoring the domain controllers. I sent that list over to Will since he's been looking into these domain trust errors.

12/09/2024 10:05 AM UTC-05/ Thanks Ray. So if I understand correctly, only changes such as updates or configuration changes, etc. saved on those VMs would have been lost? The actual data – such as ERP Data or CAD/Records data is
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sophospsmartbannerend

Thanks Ray.

So if I understand correctly, only changes such as updates or configuration changes, etc. saved on those VMs would have been lost? The actual data – such as ERP Data or CAD/Records data is saved elsewhere and should not have been affected?

Thanks.

Lewis

Lewis Archileti
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City of Colonial Heights, VA
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www.colonialheightsva.gov
[image]

12/09/2024 9:24 AM UTC-05/ Ray Fulk - Lewis, Liz,

I needed to restore the following VMs from Thursday night's backup. However, because the database servers run on different storage pools on the storage array (since they require SSDs for performance reasons), those did not fail and need to be restored. I would think most of the records are kept on those DB servers, so there may not have been any data loss there (though I would recommend users check to make sure). Only changes saved between Thursday night and Friday night directly on the following servers would have been lost:

VCSA
DCs
 CH-DC1
 CH-DC2
 CH-RADIUS

NWPS servers (production)
 NWPSAMQPRD
 NWPSCADPrd
 NWPSCADWeb
 NWPSELSPrd
 NWPSESSPrd
 NWPSGIS10x
 NWPSINT
 NWPSMMSPrd
 NWPSRSNPrd
 NWPSWEBPrd

ERP servers
 ERPApp Hard Disk #3 - this drive is used to store SQL backups on ERPAPP. The disks for the databases themselves were not affected.
 ERPEXWEB

Any remaining VMs
 clnfinapp1
 CityGIS
 CityGIS2
 CH-Ignition
 ShieldAPP
 SoftCodeAPP
 UPS_Monitoring
 NWPSVMS
 NWPSAPPTst
 NWPSELSTst
 NWPSRSNTst
 NWPSCADTst
 NWPSMMSTst
 CH-EXCHANGE

Thank you,
Ray Fulk

12/09/2024 9:10 AM UTC-05/ Good Morning Ray, Thanks for getting all of these servers back on-line. So Liz and I can understand and let others know, can you explain what data was reloaded? Friday night I remember your or Kyle me
This sender is trusted.

sophospsmartbannerend

Good Morning Ray,

Thanks for getting all of these servers back on-line.

So Liz and I can understand and let others know, can you explain what data was reloaded? Friday night I remember your or Kyle mentioning possibly having to reload the last good back-up from Thursday. Is that what was done and if so, I am assuming anything which was entered, modified, etc. following that back-up is missing or needs updated?

As you can imagine, we are going to probably get a lot of questions so just want to know what was done and what may be missing.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
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[image]

12/09/2024 8:15 AM UTC-05/ Ray Fulk - Lewis, Liz,

Good morning, the NWPS test servers finished restoring overnight. The services appear to be running on those, except for the Enterprise Law Enforcement Records Crashes Build service on NWPSRSNTST. It looks like the restore for CH-EXCHANGE finished as well. Please let me know when users have had a chance to test things out further so I can re-enable the backup jobs for these VMs.

Thank you,
Ray Fulk

Notes
 I checked on the CH-EMPLOYEEDEVICES SSID in Sophos Central to confirm users were connecting devices to it.
 The NWPS Test servers finished restoring overnight. I logged into each of those and checked on them, and it looks like the only service that failed to start is Enterprise Law Enforcement Records Crashes Build on NWPSRSNTST.
 Veeam says the restore job for CH-EXCHANGE completed as well, so I checked on that in vCenter but didn't power it back on.
 I logged back into the storage array and reviewed the logs again to confirm there were no errors.

12/08/2024 7:51 PM UTC-05/ Thanks Ray. I just took a look at the messaging switch and it’s up and running so I think we’re good there. Thank you again. Lewis A.Archileti Director of Information Technology City of Colonial Heigh
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sophospsmartbannerend

Thanks Ray. I just took a look at the messaging switch and it’s up and running so I think we’re good there. Thank you again.

Lewis A.Archileti

Director of Information Technology

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On Dec 8, 2024, at 7:26 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

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12/08/2024 6:52 PM UTC-05/ Ray Fulk - Lewis, Liz,

The following VMs have finished restoring today:
clnfinapp1 -Tthis is a Linux VM, and I don't have credentials to log in and look at it.
CityGIS - DONE
CityGIS2 - DONE
CH-Ignition - DONE
ShieldAPP - ThinPrint Client service fails to initialize printer list
SoftCodeAPP - DONE
UPS_Monitoring - DONE
NWPSVMS - This is a Linux VM, and I don't have credentials to log in and look at it.

I have queued up the restore jobs for the remaining NWPS test VMs, as well as CH-EXCHANGE:
NWPSAPPTst
NWPSELSTst
NWPSRSNTst
NWPSCADTst
NWPSMMSTst

Thank you,
Ray Fulk

Notes
ShieldApp, SoftCodeApp, UPS_Monitoring, and NWPSVMS finished restoring, so I checked on those. It looks like the ThinPrint client on ShieldApp is failing to initialize the printer list, so I will let Lewis and Liz know about that.
I queued up the backup restores for the remaining NWPS test servers: NWPSAPPTst, NWPSELSTst, NWPSRSNTst, NWPSCADTst, and NWPSMMSTst. After thinking it over, I decided to also restore CH-EXCHANGE even though it isn't actively being used, in case they need to power it back on for any reason.
I checked on the storage array again and confirmed things look good.

12/08/2024 3:33 PM UTC-05/ Ray Fulk - Clnfinapp1 finished restoring, and I confirmed that it booted back up. However, this is a Linux VM that I don't have credentials to in order to check on anything running on it. It looks like the CH-FILEBOX backup job finished, so the restore jobs are moving a bit faster now; ShieldApp is 29% complete.

12/08/2024 10:12 AM UTC-05/ Ray Fulk - CityGIS and CityGIS2 finished restoring overnight, so I logged into those to make sure the services are running. I logged back into the storage array to check the logs and status on that, and things still look good there. Currently, Veeam is restoring clnfinapp1 (not to be confused with CH-FINAPP, which is a physical server), and that is 51% complete. However, it's also currently running at 3 MB/s due to the other backup jobs running, so it still has a long time before it finishes.

12/07/2024 9:43 PM UTC-05/ Ray Fulk - I checked vSphere and DNS, but I don't see where any of the virtual machines have the messaging switch IP address 10.100.201.65 assigned to it. That said, I do see one Linux VM that was already powered off called NWPSVMS, though the IP address in vCenter is 10.100.200.193. I suspect that could be it, though I thought we had shut that down at some point previously, so that's why I didn't include it with the other production VMs. I called Lewis and discussed it with him, and he said there's no rush to get it back online. I went ahead and queued up the restore for that as well.

12/07/2024 9:26 PM UTC-05/ Hey Ray. It's Lewis. I tried to call Support but don't get an answer. We're missing one server. It's our messaging switch at 10.100.201.65. I can't ping it and Tyler's on the phone with Liz hoping to
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sophospsmartbannerend
Hey Ray. It's Lewis. I tried to call Support but don't get an answer. We're missing one server. It's our messaging switch at 10.100.201.65. I can't ping it and Tyler's on the phone with Liz hoping to get it back up.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

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On Dec 7, 2024, at 8:10 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

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12/07/2024 8:10 PM UTC-05/ Ray Fulk - Lewis, Liz,

No, I haven't restored those yet. I have those towards the end of the list since they are for testing.

Thank you,
Ray Fulk

12/07/2024 8:10 PM UTC-05/ Ray Fulk - The remaining restore jobs are still running, with CityGIS being 65% complete. The physical server backup jobs have started up, so that has reduced the available bandwidth for the restore jobs.
In order to ensure as many of these restore jobs as possible have a chance to run overnight, I queued up the restore jobs for ShieldAPP, SoftCodeAPP, and UPS_Monitoring. Once those complete, the NWPS test servers should be the last ones on the list.
I checked the storage array again to make sure things still looked good.

12/07/2024 7:37 PM UTC-05/ Hi Ray - Did you restore the Public Safety test servers as well? We're not able to connect to them currently. Thanks! Liz Gegenheimer, Information Systems Coordinator Department of Information Technol
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Hi Ray -

Did you restore the Public Safety test servers as well? We're not able to connect to them currently.

Thanks!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

12/07/2024 6:25 PM UTC-05/ Ray Fulk - CH-IGNITION finished restoring, so I logged into that and confirmed the services are up. It looks like CityGIS should be done around 8pm.

12/07/2024 2:54 PM UTC-05/ Ray Fulk - The F: drive restore completed, so I checked the settings in vCenter for ERPAPP to make sure they looked good, then booted it back up. It came back online normally, and when I logged in, I confirmed the F: drive was available and contained the SQL backups from the night of 10/3. All of the services appear to be running as well.
I went back into Veeam and began restored ERPEXWEB. I logged into that and confirmed things look good and that the services were running. I was able to pull up the payment portal from the City website, log in, and view my most recent water bill.
Lewis emailed and said that Liz and Tyler support were able to get the NWPS services back up and running, as the servers need to be brought up in a specific order. I let him know about ERPEXWEB.
I went into Veeam and began restoring the following VMs: clnfinapp1, CityGIS, CityGIS2, CH-Ignition. I will check up on those in a few hours.

12/07/2024 12:57 PM UTC-05/ Ray Fulk - Lewis, Liz,

The updates finished on NWPSWEBPRD, and the services appear to be running there. The F: drive restore for ERPAPP is still underway and is about 42% complete.

Thank you,
Ray Fulk

Notes
NWPSWEBPRD finished applying updates, and it looks like all of the NWPS services are running for that. The F: drive for ERPAPP is about 42% complete. I logged back into the storage array to check on things there and make sure they still look good.

12/07/2024 11:56 AM UTC-05/ Thanks Ray for the update! I can have Tyler support take a look after everything has completely come up. Liz Sent from my iPhone On Dec 7, 2024, at 11:51, Ray Fulk wrote: Notice ATTENTION: This e-m
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sophospsmartbannerend

Thanks Ray for the update! I can have Tyler support take a look after everything has completely come up.

Liz

Sent from my iPhone

On Dec 7, 2024, at 11:51, Ray Fulk <helpdesk@proactive-info.com> wrote:

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12/07/2024 10:34 AM UTC-05/ Ray Fulk - Lewis,

I wanted to reach out and give you another update. All of the production NWPS servers have finished restoring, though NWPSWEBPRD is in the middle of applying updates. I checked the services on the other servers, and it looks like some of these are failing to start, so you may have to have Tyler support look at them to get them back up and running:

NWPSESSPrd
- Enterprise Law Enforcement Records GIS Sync

NWPSGIS10x
- Enterprise Gis Map Package Service
- Enterprise GIS Script Execution Service
(This may be due to the Datadog service already listening on ports 5000 and 5002)

NWPSINT
- PS-INT-GIS-API-Service
- Enterprise Law Enforcement Interfaces LiveScan API
- Enterprise Law Enforcement Interfaces LiveScan-Dataworks
- NewWorld.Interop.CadEnterpriseRadioImportInterface
- Linx.Service
- PublicSafetyMugshotImport.Service

NWPSMMSPRD
- EnterpriseMobileServices

NWPSRSNPRD
- Enterprise Law Enforcement Records Email
- Enterprise Law Enforcement Records GIS

- Enterprise Law Enforcement Records IBR API
- Enterprise Law Enforcement Records IBR Build Service
- Enterprise Law Enforcement Records Integrations CAD
- Enterprise Law Enforcement Records Integrations Mobile
- Enterprise Law Enforcement Records Notification
- Enterprise Law Enforcement Records Public API
- Enterprise Law Enforcement Records Reporting

Currently, I am in the process of restoring the F: drive on ERPAPP, and temporarily had to shut that server down to run the restore. Once that is back up, I should then be able to restore ERPEXWEB, though it may be a bit because that F: drive is 700 GB. I estimate about 4 hours before it will be ready.

Thank you,
Ray Fulk

Notes
NWPSINT and NWPSMMSPrd finished restoring. I logged into NWPSINT and confirmed that the following services failed to start. I will check on these once the other servers finish restoring:
PS-INT-GIS-API-Service
Enterprise Law Enforcement Interfaces LiveScan API
Enterprise Law Enforcement Interfaces LiveScan-Dataworks
NewWorld.Interop.CadEnterpriseRadioImportInterface
Linx.Service
PublicSafetyMugshotImport.Service
The EnterpriseMobileServices on NWPSMMSPRD also failed to start.
NWPSRSNPRD finished restoring while I was checking on these servers, so I checked on that and found the following services failed to start:
Enterprise Law Enforcement Records Email
Enterprise Law Enforcement Records GIS
Enterprise Law Enforcement Records IBR API
Enterprise Law Enforcement Records IBR Build Service
Enterprise Law Enforcement Records Integrations CAD
Enterprise Law Enforcement Records Integrations Mobile
Enterprise Law Enforcement Records Notification
Enterprise Law Enforcement Records Public API
Enterprise Law Enforcement Records Reporting
NWPSWEBPRD finished restoring, but it is applying updates.
I logged into ERPAPP and confirmed that the DBExport (F:) drive is unresponsive since that was created on the Admin_HDD datastore (while the other drives were on the ERPAPP_SSD datastore). I went to remove that virtual disk, and found that all of the virtual disks are showing as 0 MB. I researched this and found the following article: https://tom-spirit.blogspot.com/2015/12/vsphere-vm-is-showing-disk-size-of-0b.html. I confirmed that in this case, the Veeam snapshot shows in Snapshot Manager, but I'm unable to remove it. I tried to shut down ERPAPP, but it wouldn't shut down after multiple attempts, so I was forced to power it off. I unregistered and re-registered the VM, but it wouldn't let me consolidate the volumes. I detached all three virtual disks from the VM and added the ones on ERPAPP_SSD back, and they now show the correct size. I went into Veeam and began restoring the 700 GB disk for the F: drive to the ADMIN_HDD_1 datastore.

12/07/2024 7:24 AM UTC-05/ Ray Fulk - Lewis,

I corrected a SYSVOL replication error that was preventing me from logging into CH-RADIUS and NWPSAMQPRD. The remaining NWPS VMs are still restoring now, and once they finish I will check to make sure the services are running. After that, I can begin restoring ERPEXWEB.

Thank you,
Ray Fulk

Notes
NWPSAMQPRD, NWPSCADPrd, NWPSCADWeb, and NWPSELSPrd finished restoring, and I logged into each to confirm the services were running. The only issue I ran into was that NWPSAMQPRD didn't accept the proactive domain credentials, but did accept the domain admin creds.
I went back into CH-BACKUP and checked on the storage array again to make sure there were no errors.
I went into Veeam and began the restore jobs for the remaining NWPS production VMs: NWPSESSPrd, NWPSGIS10x, NWPSINT, NWPSMMSPrd, NWPSRSNPrd, NWPSWEBPrd.
I tried logging into CH-RADIUS again, and it still says there are no logon servers to process the request. I researched this issue and found the following, but it doesn't seem to accept the DSRM password we have on record either: https://learn.microsoft.com/en-us/troubleshoot/windows-server/active-directory/no-logon-servers-are-available. I used the virtual keyboard to press F8 while rebooting the CH-RADIUS VM so that I could manually start up the DSRM. It then allowed me to log in with the DSRM password. It looks like SYSVOL is not replicating properly. I logged into CH-DC2 to see if there was a duplicate entry for CH-RADIUS in AD Sites and Servers, but it said it could not connect to the domain. I tried DC1 and go the same error.
I reviewed the event logs, and it looks like FRS replication isn't functioning between the DCs after restoration. I checked the FSMO roles, and confirmed that DC2 is the primary domain controller. I took a backup copy of the SYSVOL folder on DC2, then performed an authoritative restore: https://learn.microsoft.com/en-us/troubleshoot/windows-server/networking/use-burflags-to-reinitialize-frs. After doing that, I confirmed I was able to pull up AD Users and Computers on DC2, as well as Sites and Services. I performed a non-authoritative restore on DC1 and confirmed I could pull up AD management tools there as well. I set the burflags registry key to d2 on CH-RADIUS, then rebooted it out of DSRM. After that, I was able to successfully log back in. I performed the same certificate fix in Network Policy Server that I did yesterday, since those changes would have been reverted by this backup. I made sure the AP IP addresses were still correct.
I tested NWPSAMQPRD and confirmed I can log into the Proactive account now that the SYSVOL replication has been fixed.
The restore jobs for NWPSESSPrd and NWPSGIS10x finished, so I logged in to check on those. The Enterprise Law Enforcement Records GIS Sync wasn't started on NWPSESSPrd, so I tried starting that and got the following error:

I logged into NWPSGIS10x to see if maybe there were stopped services there. It looks like the Enterprise Gis Map Package Service and Enterprise GIS Script Execution Service aren't running. When I start them, they don't give an error, but they stop soon afterwards. I reviewed the event logs, and it looks like the script service is failing because it wants to listen on port 5002 and something else is already doing so. The GIS Map Package service also fails because something is listening on port 5000. I ran netstat and found that the Datadog Agent service is using those ports. This might be something Tyler support needs to check on, as I'm not sure if I should stop that in order to start the GIS services or not. I'll wait for the other NWPS servers to finish restoring before I reach out to Lewis about this.
I took another look at the NWPSESSPrd server, and it looks like the config file for the GIS Sync service connects to NWPSRSNPrd, which hasn't finished restoring yet. I will check back up on this later.

12/07/2024 12:00 AM UTC-05/ Ray Fulk - I went to check on the reconstruction, and saw in Teams that the VMs are down. I checked the storage array, and the HDD volume has failed. Joanna went onsite, and I asked her to insert the old drive into slot 17 on shelf 00, to see if the extra capacity would help. One thing I noticed earlier is that when we replaced the drive in bay 20 earlier, it showed the same serial number and manufacture date as before, but I thought that might just be an error on the array. However, the drive in bay 17 appears to be the new drive:

I asked Joanna to pull what we thought was the new drive and send a picture of it, and that appears to be the old one (the date of manufacture in the lower right shows DOM 02FEB2019)

I asked Joanna to send me a picture of the drive she just put into bay 17, and confirmed that is the new drive, so I asked her to move it to bay 20.

The volume still doesn't appear to be rebuilding, so I think we may have to recreate it and restore everything from backups. I made a note of the volume settings for CAD_HDD and Admin_HDD:

I also gathered the settings for the Conventional_DDP pool:

I got on a call with Joanna and Lewis to discuss this, and Lewis was alright with me restoring from the backup. We got a list of which VMs to restore:
VCSA
DCs
NWPS servers
ERP servers
Any remaining VMs.

Lewis asked if it was reasonable to estimate that I could finish the restore by Monday morning. I couldn't say for sure, but if the restore speed is reasonably fast I think it could be possible.
I disabled the VM backup jobs in veeam so that they don't keep trying to run. I then went back into the storage array, deleted the Conventional_DDP and recreated it, then recreated the volumes. From there, I was able to log into CH-HOST2 and successfully rescan the iSCSI adapter and detect the new volumes. I had to create new datastores called CAD_HDD_1 and Admin_HDD_1 pointing to the new volumes. I went into Veeam to try and restore CH-VCSA67, but ran into issues restoring it directly since that vCenter VM isn't running. Instead, it looks like I can restore the VM files to CH-BACKUP temporarily, then upload those to the Admin_HDD_1 datastore.
I restored the files to CH-BACKUP, and it took a while to then upload them to the ADMIN_HDD_1 datastore. It took a while for the upload to complete as I had to upload them one at a time. However, once that finished, I was able to to de-register the old CH-VCSA67 VM and register the new one, then boot it back up.
Since the DCs are down, I had to edit the hosts file on CH-BACKUP to map the hostnames ch-vcenter and ch-vcenter.colonial-heights.com to the IP 10.100.200.56. After that, Veeam was able to connect to vCenter again. I refreshed the storage adapters on CH-HOST3 and confirmed the new datastores showed up. I tried to do the same on CH-HOST1, but vCenter is having trouble syncing with it. I disconnected it from vCenter and reconnected it, and that cleared up the issue there.
I powered off the hung CH-DC1 VM, and initiated a restore in Veeam. It took about 23 minutes to complete at around 45 MB/s. Once it booted up, I confirmed I could ping it and that hostname resolution was working again.
I restored CH-DC2 and CH-RADIUS, though it looks like there may be some difficulty logging into CH-RADIUS that I'll look into tomorrow.
I queued up restores for NWPSAMQPRD, NWPSCADPrd, NWPSCADWeb, and NWPSELSPrd.

12/06/2024 9:00 PM UTC-05/ Ray Fulk - I went to check on the reconstruction, and saw in Teams that the VMs are down. I checked the storage array, and the HDD volume has failed. Joanna went onsite, and I asked her to insert the old drive into slot 17 on shelf 00, to see if the extra capacity would help. One thing I noticed earlier is that when we replaced the drive in bay 20 earlier, it showed the same serial number and manufacture date as before, but I thought that might just be an error on the array. However, the drive in bay 17 appears to be the new drive:

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I queued up restores for NWPSAMQPRD, NWPSCADPrd, NWPSCADWeb, and NWPSELSPrd.

12/06/2024 6:32 PM UTC-05/ Ray Fulk - I checked on the reconstruction and confirmed it is still running.

12/06/2024 4:38 PM UTC-05/ Ray Fulk - The reconstruction job completed, but it still shows the drive as failed, as well as the errors about the drive channel. I decided to try starting the reconstruction job once more to see if it still fails. If it does, we may need to see about moving the drive to another bay in the array, in case bay 20 itself is bad. I did some further research about this, and saw suggestions to update the firmware on the storage array. I researched that and found the page for firmware from April 2024, but it keeps asking for the device serial number when I try to download it and never starts the download: https://datacentersupport.lenovo.com/us/en/products/storage/lenovo-storage/thinksystem-de4000h/7y75/7y75cto1ww/s4avh771/downloads/ds564043.
I will check on the reconstruction further this evening.

12/06/2024 3:39 PM UTC-05/ Ray Fulk - I checked the storage array again, and see alerts about drive channel 1 being degraded and that disk 20 is flagged as failed again. However, it also says the rebuild is still running (though now it says it is 62% complete and should finish in 37 minutes). Furthermore, when I look at the performance graphs for drive channel 1 on both controllers, it shows activity. I checked the host channel latency, and that also appears fine.
I logged back into NWPSCADPRD and reviewed the event logs, and I see no new ESENT event 508 warnings since 11/12. I monitored disk performance in Resource Monitor as well, and that appears to be fine as well. I will see what happens when the reconstruction completes.

12/06/2024 11:10 AM UTC-05/ Ray Fulk - I monitored while Dalton replaced the drive. I needed to manually start the drive reconstruction after he did so, but it is running now. The storage array estimates it will take about 44 hours to complete. I reviewed the performance on the array and don't see any high latency. Performance on NWPSCADPRD also looks good. I will periodically check on the storage array.
Dalton also asked me about an issue users were having connecting to the CH-EMPLOYEEDEVICES wifi. I checked Sophos Central and didn't see any errors there. I also made sure that the DHCP pool still had leases. I checked on CH-RADIUS and made sure all of the AP IP addresses were correct. I reviewed the event logs, and saw an alert about an expired certificate. I checked the computer's certificate store and made sure the new certificate I had recently set up for CH-RADIUS was still there, then checked the network policy for the employee devices network and updated the Microsoft PEAP settings under the Constraints tab to use the newest root certificate. Dalton was then able to connect to the wifi. He checked with other users and confirmed they were also able to connect.

12/06/2024 11:01 AM UTC-05/ Dalton Boothe - Arrive onsite
Replaced drive
Worked with Ray on CH-EMPLOYEEDEVICE WiFi issue
Verify users connected
Marking complete

12/06/2024 10:49 AM UTC-05/ Dalton Boothe - Travel to City Hall

12/03/2024 9:23 AM UTC-05/ Dalton Boothe - Lewis,

Awesome! My first visit is at 9, so if all goes well I should be there before noon, but I will keep you updated as Friday moves along. Ray stated there may be some, but not as bad as what has been happening as of late. I believe we replaced one in the past without any problems. What building is the array located in?

Thank you,
Dalton Boothe

12/03/2024 9:15 AM UTC-05/ Friday morning is good. I assume it is hot swapable so there will be no down time? I also imagine it will have to rebuild so do you know if we will experience any latency? Thanks Dalton! Lewis Lewis A
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Friday morning is good. I assume it is hot swapable so there will be no down time? I also imagine it will have to rebuild so do you know if we will experience any latency?

Thanks Dalton!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/03/2024 9:03 AM UTC-05/ Dalton Boothe - Lewis & Liz,

Good morning! I have an onsite in the area on Friday and was hoping to swing by to get this drive swapped. Just wanted to verify this worked with you all and verify where the array is located. Any info is greatly appreciated!

Thank you,
Dalton Boothe

11/19/2024 9:05 AM UTC-05/ Ray Fulk - I checked the storage array and confirmed things still looked good. I asked Joey about the ETA for the replacement drive, and he said it should be in on the first week of December.

11/18/2024 8:15 AM UTC-05/ Ray Fulk - I checked the storage array to make sure there were no errors/latency over the weekend.

11/15/2024 8:14 AM UTC-05/ Ray Fulk - I checked the storage array to confirm things still look good so far. I then turned my attention to the boot disk warning on .193. It's possible we may need to reinstall ESXi, so I searched for and downloaded an ESXi 6.5 installation ISO.

11/14/2024 8:36 AM UTC-05/ Ray Fulk - I checked the storage array last night and this morning, and didn't see any further latency so far.

11/13/2024 5:13 PM UTC-05/ Sounds good. Thank you for looking! Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov On Nov 13, 2024,
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sophospsmartbannerend

Sounds good. Thank you for looking!

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Nov 13, 2024, at 5:02 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

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11/13/2024 4:34 PM UTC-05/ Ray Fulk - Lewis,

I checked on the storage array and it looks like it has marked the drive in bay 20 as failed and rebooted storage controller A once more. Now that the drive is not being used, I don't think it should cause any further slowdowns, and I see where latency has gone back down to normal. Once the replacement drive arrives, we may want to schedule the install for later in the afternoon as I'm not sure if the RAID rebuild might cause a performance hit.

Thank you,
Ray Fulk

Notes
Dalton asked if the storage array was experiencing latency again. I checked and confirmed it is. Furthermore, it looks like the array has officially flagged disk 20 as failed, so it's good that we have that ordered now. Looking at the logs, it looks like storage controller A rebooted once more at 4:23 pm after the drive was marked failed. Around 4:45, the latency went back down to normal. I logged into CH-DC1 and confirmed that the disk queue length is back down to normal as well. Now that the disk has failed, I don't believe we will get any further latency spikes since the storage array is done trying to use that disk. We may want to schedule the the replacement drive install for late in the afternoon in case the RAID rebuild causes some latency.

11/13/2024 4:28 PM UTC-05/ Dalton Boothe - Need to wait on drive

11/13/2024 9:32 AM UTC-05/ Thank you Ray. They reached out from Dispatch last night around 6:17 advising CAD was lagging extremely badly. I let them know there wasn’t much I could do and that we were hoping to replace the drive
This sender is trusted.

sophospsmartbannerend

Thank you Ray.

They reached out from Dispatch last night around 6:17 advising CAD was lagging extremely badly. I let them know there wasn’t much I could do and that we were hoping to replace the drive which was causing the problem.

Thanks.

Lewis Archileti
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[image]

11/13/2024 8:15 AM UTC-05/ Ray Fulk - Lewis,

I've looked up the part number for this drive and passed that along to Joey. I also checked the logs again to see if there is any pattern on when the drive times out, as we ran into this about a week ago as well. However, it looks like this happened on 10/3, 10/9, 10/17, 10/18, 10/19, 10/20, 10/22, 11/5, 11/6, and 11/12, so it seems to vary.

Thank you,
Ray Fulk

Notes
I checked on the storage array throughout the evening last night. Apart from the slowness yesterday afternoon, there was another period of latency from 5:47 pm - 6:27 pm, and then the rest of the night was fine. I checked again this morning and see no other instances of latency. We ran into this last Tuesday as well, so I wasn't sure if there was a correlation. I checked the logs to find every instance of timeouts on drive 20, and it looks like it happened on:
10/3, 10/9, 10/17, 10/18, 10/19, 10/20, 10/22, 11/5, 11/6, and 11/12; it seems to vary and there isn't really a pattern to it from what I can see.
I looked into what kind of drive this is so that I can reach out to Joey for a replacement. While the storage array identifies it as a Seagate drive, I remember that we need to order Lenovo-branded drives or else they won't function: https://lenovopress.lenovo.com/lp0882-lenovo-thinksystem-de4000h-hybrid-storage-array#drives. It looks like this is Part #4XB7A14112, so I messaged Joey to let him know.

11/12/2024 5:12 PM UTC-05/ Ray, Let's go ahead and order a replacement. Is that something you can pass along or do I need to get with Joey? Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heigh
This sender is trusted.

sophospsmartbannerend

Ray,

Let's go ahead and order a replacement. Is that something you can pass along or do I need to get with Joey?

Thanks.

Lewis

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[image]

11/12/2024 4:42 PM UTC-05/ Ray Fulk - Lewis,

I checked and confirmed that there were additional timeout events for the drive in bay 20 starting at 3:19 pm, and that the latency went up at that time as well. The storage array shows that the drive isn't failing, but it does provide the option of manually marking the drive as failed in order to replace it: https://datacentersupport.lenovo.com/us/en/products/storage/lenovo-storage/thinksystem-de4000h/solutions/ht513512-how-to-manually-fail-a-drive-on-thinksystem-storage-de-series. However, Lenovo only recommends doing that on the advice of their support, which I can't reach out to since this storage array is out of warranty. I checked the disk pool that this disk belongs to and confirmed it is configured to allow up to two disk failures. We may want to see about ordering a replacement disk in order to have that on hand if/when this bay 20 disk fails.

Thank you,
Ray Fulk

Notes
Lewis reported that they were experiencing disk latency again and asked me to check the storage array. I checked and confirmed that there were additional timeouts on drive 20 starting at 3:19 pm today. I checked the performance statistics and saw latency around that time as well. The storage array does not show the drive as failing, but there is an option to manually fail the drive in order to replace it: https://datacentersupport.lenovo.com/us/en/products/storage/lenovo-storage/thinksystem-de4000h/solutions/ht513512-how-to-manually-fail-a-drive-on-thinksystem-storage-de-series. However, there is a possibility of data loss or loss of redundancy, so they only recommend doing this on the advice of Lenovo support (which we can't get since this array is out of warranty).

11/12/2024 8:44 AM UTC-05/ Ray Fulk - I checked the event logs and performance statistics again and confirmed everything still appears to be functioning properly.

11/11/2024 8:16 AM UTC-05/ Ray Fulk - I checked the event logs and performance statistics over the weekend and this morning, and so far I don't see any indications of the same issues from last week.

11/08/2024 8:14 AM UTC-05/ Ray Fulk - I reviewed the logs and performance statistics, and everything looks good there.

11/07/2024 11:18 AM UTC-05/ Thanks again Ray! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray Fulk Sent: Thursday, No
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sophospsmartbannerend

Thanks again Ray!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/07/2024 11:00 AM UTC-05/ Ray Fulk - Lewis,

They may have to give me a call, but they have my contact information if needed.

Thank you,
Ray Fulk

11/07/2024 10:50 AM UTC-05/ Ray, One more question – Should we run into a "major" issue after hours or on a weekend, is it something normal support will be able to handle? Thanks. Lewis Lewis Archileti Director of Information Te
This sender is trusted.

sophospsmartbannerend

Ray,

One more question –

Should we run into a "major" issue after hours or on a weekend, is it something normal support will be able to handle?

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[image]

11/07/2024 10:46 AM UTC-05/ Ray Fulk - Lewis,

I also plan on checking the event logs for this storage array each morning to keep on top of what it's doing.

Thank you,
Ray Fulk

11/07/2024 10:37 AM UTC-05/ Thanks Ray. Myself or Liz will let you know if they continue to have problems. Thanks again! Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office
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11/07/2024 10:23 AM UTC-05/ Ray Fulk - Lewis,

I don't think storage controller A needs to be replaced. It looks last night was the first and only time it reset like this, in order to automatically try and resolve the latency issues it was seeing. If anything appears to be an issue, it may be the drive in Bay 20, since I keep seeing events about it timing out at the same time that there are these latency spikes. Until the storage array itself reports a hardware failure, I wouldn't recommend replacing anything yet. If one storage controller does fail, the system is designed for the other controller to keep running everything until it can be replaced.

Thank you,
Ray Fulk

11/07/2024 10:13 AM UTC-05/ Ray, I was updating the ticket and noticed your new comments. Is it your believe that we may need to replace Storage Controller A? Is the loss of connection the ECC is experiencing occurring when Cont
This sender is trusted.

sophospsmartbannerend

Ray,

I was updating the ticket and noticed your new comments. Is it your believe that we may need to replace Storage Controller A?

Is the loss of connection the ECC is experiencing occurring when Controller A fails over to B and resets?

If Controller A does need replaced is it possible to keep it on B until A is replaced?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/07/2024 9:58 AM UTC-05/ ECC reported around 6:35 PM that they lost connectivity twice. Talked to Dalton and he took a look and saw some Errors (I believe) in both the CAD Server along with DC2. We discussed rebooting the server (s) along with DC2 but saw where Ray had noted the USB drive serving as the boot disk may have failed so were afraid what would happen if we attempted a reboot.

11/07/2024 8:43 AM UTC-05/ Ray Fulk - Lewis,

I've been taking a closer look at the DE4000 storage array last night and this morning. For redundancy, the storage array has two storage controllers, A and B, which both handle connections between the hosts and the disks. Usually, they split the load between them. It looks like on 10/20, 10/22, 11/5, and 11/6, storage controller A experienced spikes in latency. Last night, it looks like this prompted the storage array to have controller B handle all traffic for a few minutes while controller A reset itself. From looking into the event logs, it looks like there is a correlation between the periods of high latency and drive timeouts for the hard disk in bay 20 of enclosure 99 in the storage array. Currently, the storage array is not reporting any hardware failures, only showing informational events about what it's seeing with this drive on the backend and its efforts to automatically resolve it. Since storage controller A reset, I don't see any further timeouts for drive 20, and the performance charts do not show any further latency. I'd like to monitor the event logs and performance graphs on this storage array over the next few days to see what they say.

While I was looking into this, I had identified a separate issue with CH-HOST1 (10.100.200.193) where it is having trouble accessing a boot volume. It looks like the recommendation from Broadcom is to move the running VMs to other hosts and reboot this host: https://knowledge.broadcom.com/external/article/313892/error-lost-connectivity-to-the-device-na.html. We may want to hold off on this until we're sure the storage array is functioning properly, but I wanted to bring it to your attention.

Thank you,
Ray Fulk

Notes
I took another look at the storage array performance graphs, particularly Latency. It looks like both iSCSI host channels and drive channel 1 on Controller A experienced latency both last night, on 11/5 and it also looks like 10/20 and 10/22:

I checked the event logs again, and it looks like on 10/20 the controllers detected an issue with the drive in enclosure 99, bay 20, which prompted the controllers to repair their virtual device drivers (VDD) and also disconnect and reconnect that disk:

On 10/22, it looks like the drive continued timing out right around the time there was high latency:

I filtered the logs to show just the "timeout on drive side of controller" events, and it looks like they correlate to periods of high latency:

I checked on this drive, and currently the storage array says it is still optimal, but given how there seems to keep being issues with this drive, we may want to keep an eye on it:

That Conventional_DDP pool is for the HDDs, and handles the volume for the Admin_HDD and CAD_HDD datastores.
I looked further into the boot filesystem error on 10.100.200.193. It looks like Broadcom recommends moving the VMs to other hosts and rebooting this one: https://knowledge.broadcom.com/external/article/313892/error-lost-connectivity-to-the-device-na.html. We may want to hold off until we have a better idea of what's happening with this storage array. If it turns out the USB has failed, we will need to replace it and reinstall ESXi on it, so we may want to have a burned disk with that ready before rebooting.

11/06/2024 7:43 PM UTC-05/ Ray Fulk - While checking on another ticket, I saw an alert from Dalton that Lewis had called because they ran into this issue with the server again. I checked the event logs on the .193 host and found that unlike yesterday, there were path redundancy loss warnings listed beginning at 6:23 pm. Also unlike before, I see where this also affected the other hosts.
I checked the fiber switch, and see the following logs listed that weren't present this morning:
5223 2024-11-06T19:26:41+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_DOWN: Link down on interface Ethernet1/7
5224 2024-11-06T19:26:41+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_REMOVED: Server removed (Chassis=00a0.98fb.c070, port=00a0.98fb.c070
5225 , local port=Ethernet1/7)
5226 2024-11-06T19:26:41+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_DOWN: Link down on interface Ethernet1/8
5227 2024-11-06T19:26:41+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_REMOVED: Server removed (Chassis=00a0.98fb.c071, port=00a0.98fb.c071
5228 , local port=Ethernet1/8)
5229 2024-11-06T19:26:49+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_UP: Link up on interface Ethernet1/7
5230 2024-11-06T19:26:49+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_UP: Link up on interface Ethernet1/8
5231 2024-11-06T19:26:50+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_ADDED: Server discovered (Chassis=00a0.98fb.c071, port=00a0.98fb.c071
5232 , addr=, local port=Ethernet1/8, vlan=0, capability=)
5233 2024-11-06T19:26:50+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_ADDED: Server discovered (Chassis=00a0.98fb.c070, port=00a0.98fb.c070
5234 , addr=, local port=Ethernet1/7, vlan=0, capability=)
5235 2024-11-06T19:27:07+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_DOWN: Link down on interface Ethernet1/7
5236 2024-11-06T19:27:07+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_REMOVED: Server removed (Chassis=00a0.98fb.c070, port=00a0.98fb.c070
5237 , local port=Ethernet1/7)
5238 2024-11-06T19:27:07+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_DOWN: Link down on interface Ethernet1/8
5239 2024-11-06T19:27:07+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_REMOVED: Server removed (Chassis=00a0.98fb.c071, port=00a0.98fb.c071
5240 , local port=Ethernet1/8)
5241 2024-11-06T19:27:59+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_UP: Link up on interface Ethernet1/7
5242 2024-11-06T19:27:59+00:00 NE1032(cnos:default) %NSM-5-IFM_LINK_UP: Link up on interface Ethernet1/8
5243 2024-11-06T19:28:01+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_ADDED: Server discovered (Chassis=00a0.98fb.c071, port=00a0.98fb.c071
5244 , addr=, local port=Ethernet1/8, vlan=0, capability=)
5245 2024-11-06T19:28:01+00:00 NE1032(cnos:default) %LLDP-5-LLDP_SERVER_ADDED: Server discovered (Chassis=00a0.98fb.c070, port=00a0.98fb.c070
5246 , addr=, local port=Ethernet1/7, vlan=0, capability=)
5247 2024-11-06T19:28:29+00:00 NE1032(cnos:default) %STP-5-BRIDGE_TOPO_CHANGE: Bridge 80:01:80:96:21:f8:67:00 for VLAN0001 topology change
5248 2024-11-06T19:28:29+00:00 NE1032(cnos:default) %STP-5-BRIDGE_TOPO_CHANGE: Bridge 80:01:80:96:21:f8:67:00 for VLAN0001 topology change

I ran show clock and found that the clock is an hour ahead, so these events happened at 6:26 pm to 6:28 pm. I fixed the time there. I then checked the storage array and found the following:

If I'm interpreting this correctly, it looks like storage controller A ran into an issue and failed over to storage controller B, then reset. I don't see here what switch ports each device is using, but I suspect storage controller A may be connected to ports 7 and 8 as listed above. I tried checking the MAC addresses on the iSCSI ports on that controller. They are 00:A0:98:FB:C0:74 and 00:A0:98:FB:C0:75. They aren't the same MAC addresses as listed above though, but are almost the same (:70 and :71). Also, I checked the time on the storage array, and found it was 25 minutes behind, so these events correspond to around 6:26 pm as well. I fixed the time there as well.
I pulled up the serial number for this s...

11/06/2024 7:13 PM UTC-05/ Dalton Boothe - Lewis call in afterhours
Found the same event sRay reported on the DC
Will get with Ray in the AM

11/06/2024 10:57 AM UTC-05/ Ray Fulk - Lewis,

After some further checking of the logs, it looks like the VM host that these VMs are on experienced some intermittent connection interruptions between 3:36pm and 3:56 pm yesterday. The other two hosts did not experience this. I can't say for sure why that occurred, I don't see any errors about the 10 Gbps NIC on that server, and the fiber switch for the storage network doesn't show any errors either.

Thank you,
Ray Fulk

Notes
I've been monitoring the disk queue on NWPSCADPRD, and I don't see any evidence of slowdowns there. Based on what Lewis reported, I took another look at the storage array, as it sounds like this impacted several servers. I don't see any errors, so I reviewed the iSCSI configuration for this datacenter. They have a separate network for this with its own fiber switch, so any sluggishness on the LAN should not have affected the iSCSI connection. I reviewed the logs on the fiber switch, and don't see any errors there, and it says that the uptime is 1988 days. I checked to see if these two VMs that experienced the issue are on the same host and found they are both on .193. I drilled down into the event logs on the .193 host, and found that it started experiencing interruptions in connection to the storage array starting at 3:36 pm and stopped at 3:56 pm. I checked the logs on the other two hosts from that period and found they did not experience this issue. CH-DC2 is also on the .193 host (among other VMs), which could have impacted DNS resolution.
Additionally, it looks like the USB drive serving as the boot disk for this .193 host may have failed. I will need to look into what we might need to do about that.

11/06/2024 10:37 AM UTC-05/ Good Morning - I don't have anything further than what Lewis outlined. I know that there are outstanding windows updates that need to be installed as well.
Thanks for looking into this, Liz Gegenheime
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good Morning -

I don't have anything further than what Lewis outlined. I know that there are outstanding windows updates that need to be installed as well.

Thanks for looking into this,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

From: Lewis Archileti <archiletil@colonialheightsva.gov>
Sent: Wednesday, November 6, 2024 9:14 AM
To: Ray Fulk <helpdesk@proactive-info.com>
Cc: Liz Gegenheimer <gegenheimerl@colonialheightsva.gov>
Subject: RE: Ticket#40504/CCH001/Please take a look at Virtual Server NWPSCADPRD (10.100.201.49). It is our production CAD Server and -- has been updated

Good Morning Ray,

I don’t have much. About 3:48, Liz sent a Text asking if I could connect to the Records Server (nwpsrsnprd.colonial-heights.com – 10.100.201.60). It was up but would not respond when I attempted to access Tyler Records – just got the spinning icon. After a few minutes, it did go to the Tyler Login but would not respond when I was trying to login.

At 3:54, Liz texted me saying CAD was down. By that time, I was able to access Records but when I attempted to open an individual record, I received a error saying CAD was not available. I was unable to connect to the server via Ninja or RDP but I could ping it.

When I spoke to Liz, she said she had Tyler Support in (which they were prior to the event) correcting some records. They took a look and I am assuming they saw the same error as you indicating faulty hardware.

Liz may be able to add something here as I don’t know if Tyler Support did anything from their end or if it just came back on its own.

As a side note, also at 3:48, I received a text from the Police Chief & Deputy Chief asking if the e-mail server was down as they said e-mail was running extremely slow. I explained we no longer have an on prem server and it is handled by Microsoft.

Maybe a coincidence they both happened at the same time. The Server traffic would be internal and E-mail external. Could there possibly have been a temp switch issue?

I also don’t know if Elite could have been doing testing, configuring, etc. on their equipment.

Thanks Ray.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/06/2024 9:16 AM UTC-05/ Good Morning Ray, I don’t have much. About 3:48, Liz sent a Text asking if I could connect to the Records Server (nwpsrsnprd.colonial-heights.com – 10.100.201.60). It was up but would not respond when
This sender is trusted.

sophospsmartbannerend

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I also don’t know if Elite could have been doing testing, configuring, etc. on their equipment.

Thanks Ray.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/06/2024 8:14 AM UTC-05/ Ray Fulk - Lewis,

Do you have any further information about what issues you ran into yesterday? I don't see any errors in the VMWare logs, and the only event logs suggesting a hardware error are about a few user profile files that took unusually long to write to at around 3:55 pm yesterday (which could suggest a brief period of slow disk speeds/high disk I/O). I checked the storage array for the VM cluster, and I don't see any errors there.

Thank you,
Ray Fulk

Notes
 I logged into vSphere and checked on the events for this VM. However, I did not see any errors listed there. I logged into NWPSCADPRD directly and reviewed the event logs. It looks like the log that Tyler support is referring to is an ESENT 508 warning about files taking unusually long to write:

 It looks like there were three instances of this at around 3:55pm yesterday. Also, it looks like the files in question are for things like the users' web cache and the start menu folders, rather than production databases.
 It looks like the Windows logon process unexpectedly terminated at 3:56 pm.
 I checked on the storage array for the VMs to see if there were any errors there, but everything appears to be functioning normally. I will reach out to see if they have any further details about what issues they ran into yesterday.

11/05/2024 4:14 PM UTC-05/ Please take a look at Virtual Server NWPSCADPRD (10.100.201.49). It is our production CAD Server and we suddenly had problems with it. Contacted Tyler. It is currently back working but they said the log file shows a hardware error and needs to be looked at on our side.

When did you notice the problem?
Tuesday, November 5, 2024 at 4:14 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 12/03/2024 8:15 AM UTC-05/ William McCauley - Assigned / DBoothe /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	01/06/2025 [11:21 AM - 11:34 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22
Fulk, Ray	01/03/2025 [10:28 AM - 10:33 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	12/30/2024 [3:35 PM - 3:42 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	12/27/2024 [8:45 AM - 8:52 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	12/23/2024 [11:05 AM - 11:33 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.47
Fulk, Ray	12/17/2024 [11:09 AM - 11:31 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
Fulk, Ray	12/16/2024 [2:03 PM - 2:20 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.28
Fulk, Ray	12/13/2024 [10:14 AM - 10:21 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	12/12/2024 [8:36 AM - 8:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	12/11/2024 [2:15 PM - 2:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.70
Fulk, Ray	12/10/2024 [8:38 AM - 8:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.32
Fulk, Ray	12/09/2024 [10:14 AM - 11:37 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.38
Fulk, Ray	12/09/2024 [8:15 AM - 8:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.70
Fulk, Ray	12/08/2024 [6:52 PM - 7:25 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.55
Fulk, Ray	12/08/2024 [3:33 PM - 3:40 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	12/08/2024 [10:12 AM - 10:40 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.47
Fulk, Ray	12/07/2024 [9:43 PM - 10:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.35
Fulk, Ray	12/07/2024 [8:10 PM - 8:28 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.30
Fulk, Ray	12/07/2024 [6:25 PM - 6:37 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20
Fulk, Ray	12/07/2024 [2:54 PM - 3:46 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.87
Fulk, Ray	12/07/2024 [12:57 PM - 1:07 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Fulk, Ray	12/07/2024 [10:34 AM - 11:51 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.28
Fulk, Ray	12/07/2024 [7:24 AM - 9:53 AM]	CCH-AIS 24/25	NC	Remote	Technician	2.48
Fulk, Ray	12/07/2024 [12:00 AM - 2:45 AM]	CCH-AIS 24/25	NC	Remote	Technician	2.75
Fulk, Ray	12/06/2024 [9:00 PM - 11:59 PM]	CCH-AIS 24/25	NC	Remote	Technician	3.00
Fulk, Ray	12/06/2024 [6:32 PM - 6:38 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	12/06/2024 [4:38 PM - 5:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
Fulk, Ray	12/06/2024 [3:39 PM - 4:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.43

Fulk, Ray	12/06/2024 [11:10 AM - 12:02 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.87
Boothe, Dalton	12/06/2024 [11:01 AM - 12:05 PM]	CCH-AIS 24/25	NC	Onsite	Technician	1.07
Boothe, Dalton	12/06/2024 [10:49 AM - 11:01 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.20
Boothe, Dalton	12/03/2024 [9:23 AM - 9:29 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Boothe, Dalton	12/03/2024 [9:03 AM - 9:05 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Fulk, Ray	11/19/2024 [9:05 AM - 9:11 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	11/18/2024 [8:15 AM - 8:21 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	11/15/2024 [8:14 AM - 8:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.50
Fulk, Ray	11/14/2024 [8:36 AM - 8:53 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.28
Fulk, Ray	11/13/2024 [4:34 PM - 5:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.43
Boothe, Dalton	11/13/2024 [4:28 PM - 4:39 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.18
Fulk, Ray	11/13/2024 [8:15 AM - 8:34 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.32
Fulk, Ray	11/12/2024 [4:42 PM - 5:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
Fulk, Ray	11/12/2024 [8:44 AM - 8:50 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	11/11/2024 [8:16 AM - 8:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.23
Fulk, Ray	11/08/2024 [8:14 AM - 8:25 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.18
Fulk, Ray	11/07/2024 [8:43 AM - 10:09 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.43
Fulk, Ray	11/06/2024 [7:43 PM - 8:37 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.90
Boothe, Dalton	11/06/2024 [7:13 PM - 7:33 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.33
Fulk, Ray	11/06/2024 [10:57 AM - 12:02 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.08
Fulk, Ray	11/06/2024 [8:14 AM - 8:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.72

Ticket# 41197
12/26/2024
by Ray Fulk

INTRANETBOX Backups Failing
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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:

12/26/2024 2:45 PM UTC-05/ Thank you Ray!! Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov On Dec 26, 2024, at 2:43 PM, Ray Ful
This sender is trusted.

sophospsmartbannerend

Thank you Ray!!

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Dec 26, 2024, at 2:43 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

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12/26/2024 2:06 PM UTC-05/ Ray Fulk - Lewis,

I rebooted INTRANETBOX and successfully re-ran the failed backup.

Thank you,
Ray Fulk

Notes
I went in and rebooted INTRANETBOX, then confirmed it came back up without issues. I then went back in and retried the failed backup in Veeam, and confirmed it completed successfully.

12/26/2024 1:30 PM UTC-05/ If you can reboot it remotely, do at your convenience. If not, I'll have to go in and do it. I'm off until the 6th but want to make sure we are getting backups. Thx. Lewis A.Archileti Director of Info
This sender is trusted.

sophospsmartbannerend

If you can reboot it remotely, do at your convenience. If not, I'll have to go in and do it. I'm off until the 6th but want to make sure we are getting backups.

Thx.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Dec 26, 2024, at 1:15 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

Notice
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12/26/2024 1:14 PM UTC-05/ Ray Fulk - Lewis,

Good afternoon, I see that the backups for INTRANETBOX are failing again, so we may need to schedule another reboot for that server in order to clear that up.

Thank you,
Ray Fulk

12/26/2024 1:13 PM UTC-05/ Ray Fulk - The Veeam backups for INTRANETBOX are failing again, which will likely require another reboot of that server.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	12/26/2024 [2:06 PM - 2:43 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.62

Ticket# 40735
11/21/2024

Bruce Hansen - Library Director - contacted me yesterday complaining about "chronic wireless network
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/27/2024
Closed By: William McCauley

Discussion: 12/23/2024 11:15 AM UTC-05/ William McCauley - Travel from CH engineering to CH Library
get with Bruce
look through wireless set up > notice that TX power is set to 10% for each AP
changed to 100% on each
test wireless on kindles > wireless seems to be staying connected now after making changes
no issues downloading books to e reader
need to have childless come out and give estimate on running line

12/19/2024 4:00 PM UTC-05/ William McCauley - Meeting with Bruce, Brooke and Lewis
They are having issues with e-reader devices staying connected to the CH-Library SSID, noticed that it was only broadcasting 2.4, we believe the e-reader devices only handle 2.4
Bruce wonders if the SSIDs have bandwidth a limit applied. I check setting and there is no limit
I said i would like to come and test with an e-reader device > scheduled for Monday
Bruce would like me to get a quote together for replacing the APs (6 total) + 1 additional AP > they currently have APX320
I will test onsite monday and get quote together for replacement APs

12/16/2024 4:35 PM UTC-05/ William McCauley - emailed bruce back with times

12/12/2024 3:00 PM UTC-05/ William McCauley - lewis emailed me and bruce to set up a time

12/05/2024 3:20 PM UTC-05/ William McCauley - emailed lewis to schedule meeting

11/26/2024 9:00 AM UTC-05/ Good Morning, Bruce is out sick this week so he asked to put this off until after the Holiday. Once he gets back, I'll let you know some times so we can schedule what works best for you. Thx. Lewis Ar
This sender is trusted.

sophospsmartbannerend

Good Morning,

Bruce is out sick this week so he asked to put this off until after the Holiday. Once he gets back, I'll let you know some times so we can schedule what works best for you.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/26/2024 8:00 AM UTC-05/ William McCauley - emailed lewis for update on scheduling meeting with Bruce

This time entry is marked No Charge

11/22/2024 8:59 AM UTC-05/ I'm checking with the Library and hopefully can set something up early next week

11/21/2024 11:35 AM UTC-05/ William McCauley - emailed lewis back with times i free to meet
This time entry is marked No Charge

11/21/2024 7:57 AM UTC-05/ Bruce Hansen - Library Director - contacted me yesterday complaining about "chronic wireless network issues for quite awhile, and would like to have a meeting to find a resolution."
I told him I would be glad to meet but to expedite a solution, would like someone from ProActive to attend - either in person or via Teams meeting. Could you please give me some available dates and times so I can arrange a meeting with Bruce and his staff at the Library.

When did you notice the problem?
Thursday, November 21, 2024 at 7:57 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

11/14/2024 2:56 PM UTC-05/ William McCauley - Hi Dalton!

Thank you so much for investigating our problem! We've noticed anytime the weather is stormy/rainy/cloudy we have issues with the wifi. Do you think this is an issue more for lewis or for ProActive?

11/14/2024 2:40 PM UTC-05/ William McCauley - Cassandra,

Good afternoon! As this is a reoccurring issue I am discussing with the team the best way to move forward. I will keep you all updated here.

Thanks,
Dalton Boothe

11/14/2024 1:47 PM UTC-05/ William McCauley - When patrons connect to wifi a "No Connection" message appears

11/14/2024 1:45 PM UTC-05/ William McCauley - Unable to access library's wireless networks: public_library , CH-Library

When did you notice the problem?
Thursday, November 14, 2024 at 1:45 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
Yes

When is the best time to contact you?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/23/2024 [11:15 AM - 1:25 PM]	CCH-AIS 24/25	NC	Onsite	Technician	2.17
McCauley, William	12/19/2024 [4:00 PM - 4:15 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.25
McCauley, William	12/16/2024 [4:35 PM - 4:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
McCauley, William	12/12/2024 [3:00 PM - 3:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
McCauley, William	12/05/2024 [3:20 PM - 3:25 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
McCauley, William	11/26/2024 [8:00 AM - 8:03 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
McCauley, William	11/21/2024 [11:35 AM - 11:37 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 41124
12/17/2024
by Eric Nelson

[MEDIUM] Alert for Sophos Central [City of Colonial Heights]: Device Encryption is suspended - check
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/20/2024
Closed By: William McCauley

Discussion: 12/21/2024 12:00 AM UTC-05/ Eric Nelson - Device went back into encrypted state automatically

[image]

This time entry is marked No Charge

12/20/2024 11:59 AM UTC-05/ Eric Nelson - Device went back into encrypted state automatically

[image]

This time entry is marked No Charge

12/17/2024 3:18 PM UTC-05/ Eric Nelson - Good afternoon, Franklin,

We received an Sophos alert that your device encryption has been suspended. What would be a good time to connect with you and get this turned back on?

12/17/2024 3:10 PM UTC-05/ Eric Nelson - Sophos Central Event Details for City of Colonial Heights
What happened: Device Encryption is suspended
Where it happened: CH-MJ0KR869
User associated with device: Franklin McQuage
How severe it is: Medium
What Sophos has done so far: We haven't taken any action. You need to fix this issue.
What you need to do: Check the device and make sure that it is encrypted and that BitLocker is working as expected. If you've stopped or suspended Device Encryption then you can ignore this alert

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	12/21/2024 [12:00 AM - 11:59 AM]	CCH-AIS 24/25	NC	Remote	Technician	3.50
Nelson, Eric	12/20/2024 [11:59 AM - 11:59 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.00
Nelson, Eric	12/17/2024 [3:18 PM - 3:19 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02

Ticket# 41184
12/20/2024

Please create a mailbox and G3 License for Jennifer Patterson.
pattersonj@colonialheightsva.gov Al
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/20/2024
Closed By: William McCauley

Discussion: 12/20/2024 4:35 PM UTC-05/ Evan Nelson - Jennifer Patterson email created
Assigned G3 license
Complete

12/20/2024 3:41 PM UTC-05/ Please create a mailbox and G3 License for Jennifer Patterson.

pattersonj@colonialheightsva.gov

Already in AD with password assigned.

When did you notice the problem?
Friday, December 20, 2024 at 3:41 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 12/20/2024 4:35 PM UTC-05/ Evan Nelson - Jennifer Patterson email created
Assigned G3 license
Complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	12/20/2024 [4:35 PM - 4:56 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.35

Ticket# 41167
12/19/2024

Call Bri at Commonwealth Attorney's Office - 804-520-9293. She is unable to send e-mail. Staying in
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/19/2024
Closed By: William McCauley

Discussion: 12/19/2024 3:54 PM UTC-05/ Eric Nelson - I called Bri and uninstalled and then reinstalled Office. The user is now able to send emails.

12/19/2024 3:48 PM UTC-05/ Call Bri at Commonwealth Attorney's Office - 804-520-9293. She is unable to send e-mail. Staying in the outbox.

When did you notice the problem?
Thursday, December 19, 2024 at 3:47 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 12/19/2024 3:54 PM UTC-05/ Eric Nelson - I called Bri and uninstalled and then reinstalled Office. The user is now able to send emails.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	12/19/2024 [3:54 PM - 4:17 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.38

Ticket# 41151
12/18/2024
by William McCauley

Assist lewis connecting email to outlook mobile
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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 3:28 PM UTC-05/ William McCauley - Assist lewis connecting email to outlook mobile

12/18/2024 3:25 PM UTC-05/ William McCauley - Lewis called having issues setting up another email in outlook on mobile
Per GCC rules you can only have 1 account connected to outlook
have user remove personal account > add work account
had user add email to regular mail app on phone
issues resolved

Resolution: 12/18/2024 3:25 PM UTC-05/ William McCauley - Lewis called having issues setting up another email in outlook on mobile
Per GCC rules you can only have 1 account connected to outlook
have user remove personal account > add work account
had user add email to regular mail app on phone
issues resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/18/2024 [3:25 PM - 3:41 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 41117
12/17/2024

Remove Licenses for users: Casey Andrews, Kaitlyn Underwood, Jason Cowan Add G1 license for new use
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

12/18/2024
Closed By: William McCauley

Discussion: 12/18/2024 1:23 PM UTC-05/ Dalton Boothe - Liz,

Got that license added for Kyle. Please let us know if there are any further issues.

Thank you,
Dalton Boothe

12/18/2024 1:20 PM UTC-05/ Dalton Boothe - Logged back into O365
Added license successfully
Informing Liz

12/18/2024 11:44 AM UTC-05/ Dalton Boothe - Still would not take license
Will give it some more time to sync and try again

12/18/2024 11:33 AM UTC-05/ I changed Kyle Rogers to rogersky

12/17/2024 1:30 PM UTC-05/ Dalton Boothe - Liz,

She has rogersk as an alias.

Thank you,
Dalton Boothe

12/17/2024 1:04 PM UTC-05/ Hi Dalton - Does Kiva Rogers have rogersk or krogers?

12/17/2024 12:03 PM UTC-05/ Dalton Boothe - Removed the licenses
Went to add the license for Kyle
It stated a user already had the email as their proxyAddress
Combed through the DC
Found a contact named Kiva Rogers who has krogers@colonialheightsva.gov as an alias
Attempted to reach out to Liz to see how she would like to proceed
Left name and number in VM

12/17/2024 11:28 AM UTC-05/ Remove Licenses for users: Casey Andrews, Kaitlyn Underwood, Jason Cowan

Add G1 license for new user - Kyle Rogers (rogersk)

When did you notice the problem?
Tuesday, December 17, 2024 at 11:28 AM EST

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
Boothe, Dalton	12/18/2024 [1:23 PM - 1:24 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	12/18/2024 [1:20 PM - 1:23 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	12/18/2024 [11:44 AM - 12:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.35
Boothe, Dalton	12/17/2024 [1:30 PM - 1:31 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	12/17/2024 [12:03 PM - 12:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.87

Ticket# 41145
12/18/2024

Please remove licenses for Logan Harris & Devan Dyer. Thank you!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

12/18/2024
Closed By: William McCauley

Discussion: 12/18/2024 11:49 AM UTC-05/ William McCauley - Remove licenses for requested users
email Liz this is complete

12/18/2024 11:31 AM UTC-05/ Please remove licenses for Logan Harris & Devan Dyer. Thank you!

When did you notice the problem?
Wednesday, December 18, 2024 at 11:31 AM EST

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
McCauley, William	12/18/2024 [11:49 AM - 11:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 41108
12/17/2024

Please contact Roger Underhill in Recreation (804-520-9390). He has moved offices and needs to a ne
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/18/2024
Closed By: William McCauley

Discussion: 12/18/2024 11:24 AM UTC-05/ Dalton Boothe - Lewis,

Sounds good! I will mark this complete! I appreciate you, sir. Have a great one.

Thank you,
Dalton Boothe

12/18/2024 9:35 AM UTC-05/ Contacting Cobb Technology to move the Recreation Printer. I installed the Printer for Dianne in Billing & Collections this morning.

12/17/2024 11:40 AM UTC-05/ Dalton Boothe - Spoke with Roger
He told me this was a full size network printer
Got with the team
This is outside of our scope
Called Lewis
He was unaware of the size of the printer and will have Larry arrange for their vendor to come out and move it
He will also try and get to Dianne tomorrow morning and will let us know if we need to schedule something
Leaving ticket open

12/17/2024 9:28 AM UTC-05/ Please contact Roger Underhill in Recreation (804-520-9390). He has moved offices and needs to a network printer moved from his old area at Shepherd Stadium to his new area.

Also, Please contact Dianne Piotrowski at 804-504-5714 - she has a new printer which needs installed.
Thanks.

When did you notice the problem?
Tuesday, December 17, 2024 at 9:28 AM EST

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
Boothe, Dalton	12/18/2024 [11:24 AM - 11:25 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	12/17/2024 [11:40 AM - 12:02 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37

Ticket# 41125
12/17/2024
by Eric Nelson

[HIGH] Alert for Sophos Central [City of Colonial Heights]: Switch "W3600437DFQMJD3" lost connection
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/17/2024
Closed By: William McCauley

Discussion: 12/17/2024 3:37 PM UTC-05/ Eric Nelson - Disregard these were the Library switches being prepped this morning they are currently boxed up

12/17/2024 3:16 PM UTC-05/ Eric Nelson - Sophos Central Event Details for City of Colonial Heights
What happened: Switch W3600437DFQMJD3 lost connection to Sophos Central.
Where it happened: 1000 Yacht Basin Dr, Colonial Heights, VA 23834, USA
User associated with device: n/a
How severe it is: High
What Sophos has done so far: No further action has been taken.
What you need to do: Check with your internet provider for any problems or outages. Also, check if cables are connected properly to the switch and the switch is powered ON.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	12/17/2024 [3:37 PM - 3:39 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 41126
12/17/2024
by Eric Nelson

[HIGH] Alert for Sophos Central [City of Colonial Heights]: Switch "W36004YYKRQ2J08" lost connection
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/17/2024
Closed By: William McCauley

Discussion: 12/17/2024 3:35 PM UTC-05/ Eric Nelson - Disregard these were the Library switches being prepped this morning they are currently boxed up.

12/17/2024 3:17 PM UTC-05/ Eric Nelson - Sophos Central Event Details for City of Colonial Heights
What happened: Switch W36004YYKRQ2J08 lost connection to Sophos Central.
Where it happened: 1000 Yacht Basin Dr, Colonial Heights, VA 23834, USA
User associated with device: n/a
How severe it is: High
What Sophos has done so far: No further action has been taken.
What you need to do: Check with your internet provider for any problems or outages. Also, check if cables are connected properly to the switch and the switch is powered ON.

Resolution: 12/17/2024 3:35 PM UTC-05/ Eric Nelson - Disregard these were the Library switches being prepped this morning they are currently boxed up.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	12/17/2024 [3:35 PM - 3:37 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 41123
12/17/2024

Please check a mailbox for Tricia Palmer (palmert@colonialheightsva.gov). See Attached.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/17/2024
Closed By: William McCauley

Discussion: 12/17/2024 2:40 PM UTC-05/ Thanks so much! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Eric Nelson Sent: Tuesday, De
This sender is trusted.

sophospsmartbannerend

Thanks so much!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/17/2024 2:35 PM UTC-05/ Eric Nelson - The G1 license has been applied, and it should appear. I would give it around 30 minutes for it to show up.

12/17/2024 2:34 PM UTC-05/ G1 please. I don't see her listed in the Global Address List so I'm assuming once a license is issued, she should appear there? Thx. Lewis Lewis Archileti Director of Information Technology City of Co
This sender is trusted.

sophospsmartbannerend

G1 please.

I don't see her listed in the Global Address List so I'm assuming once a license is issued, she should appear there?

Thx.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/17/2024 2:26 PM UTC-05/ Eric Nelson - Hey Lewis, upon looking at Tricia's account, I see that she does not have a license assigned.

[image]
Which license should I assign to her

12/17/2024 2:14 PM UTC-05/ Please check a mailbox for Tricia Palmer (palmert@colonialheightsva.gov). See Attached.

When did you notice the problem?
Tuesday, December 17, 2024 at 2:14 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
Palmer.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	12/17/2024 [2:35 PM - 2:37 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Nelson, Eric	12/17/2024 [2:26 PM - 2:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07

Ticket# 41065
12/12/2024

Please assign G1 license to Stacy Stafford (staffords). Thank you!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

12/16/2024
Closed By: William McCauley

Discussion: 12/16/2024 4:51 PM UTC-05/ Eric Nelson - Hello Liz, was this user able to access what she needs ?

12/12/2024 1:45 PM UTC-05/ Eric Nelson - The license has been assigned. Please let me know if this user is experiencing any issues.

12/12/2024 1:24 PM UTC-05/ Please assign G1 license to Stacy Stafford (staffords).

Thank you!

When did you notice the problem?
Thursday, December 12, 2024 at 1:24 PM EST

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
Nelson, Eric	12/16/2024 [4:51 PM - 4:52 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Nelson, Eric	12/12/2024 [1:45 PM - 2:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 41012
12/10/2024

Please see the attached error - Elite has begun configuring and testing email notifications from the
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/16/2024
Closed By: William McCauley

Discussion: 12/16/2024 12:31 PM UTC-05/ Dalton Boothe - Reached out to Lewis
He verified they were good to go
Marking complete

12/12/2024 11:03 AM UTC-05/ Dalton Boothe - Spoke with Lewis
He is going to get with Ron
Hopefully will test today
He will get back to me

12/11/2024 8:37 AM UTC-05/ Dalton Boothe - Lewis,

Good morning! Just checking in to see if you all could try that email from Symmetry again.

Thank you,
Dalton Boothe

12/10/2024 12:30 PM UTC-05/ Dalton Boothe - Lewis,

I enabled SMTP authentication for the symmetry email account. Can you please have them try again?

Thank you,
Dalton Boothe

12/10/2024 12:24 PM UTC-05/ Dalton Boothe - Logged into O365
Verified email was licensed
Checked if SMTP authentication was on
It was not
Enabled
Having them try again

12/10/2024 9:47 AM UTC-05/ Please see the attached error - Elite has begun configuring and testing email notifications from the access control and key storage software. During initial tests, we are getting what appears to be permission errors

When did you notice the problem?
Tuesday, December 10, 2024 at 9:47 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
symmetry error.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	12/16/2024 [12:31 PM - 12:34 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	12/12/2024 [11:03 AM - 11:06 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	12/11/2024 [8:37 AM - 8:39 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	12/10/2024 [12:30 PM - 12:32 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Boothe, Dalton	12/10/2024 [12:24 PM - 12:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 40988 12/09/2024	**Please create G1 Accounts/Mailbox for the following: Tricia Palmer (palmert@colonialheightsva.gov)** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Portal Priority 3 - Medium Tier 1	12/12/2024 Closed By: William McCauley

Discussion: 12/11/2024 11:52 AM UTC-05/ Not sure to be honest. They are new council members and don't really start until Jan. I probably need to go back and reset their passwords and let them synch with 365 but I will let you know. Thanks.
This sender is trusted.

sophospsmartbannerend

Not sure to be honest. They are new council members and don't really start until Jan. I probably need to go back and reset their passwords and let them synch with 365 but I will let you know.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/11/2024 11:21 AM UTC-05/ Eric Nelson - Hey Lewis Just following up if these users were able to log in ?

12/09/2024 2:08 PM UTC-05/ Eric Nelson - Yes sorry I didn't know you already had those set

12/09/2024 1:22 PM UTC-05/ Hi Eric, Thanks for setting those up. I see you have included passwords. Did those overwrite the passwords I set in our AD? Thanks. Lewis Lewis Archileti
Director of Information Technology City of Col
This sender is trusted.

sophospsmartbannerend

Hi Eric,

Thanks for setting those up.

I see you have included passwords. Did those overwrite the passwords I set in our AD?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/09/2024 12:47 PM UTC-05/ Eric Nelson - Hey Lewis, here are the logins for Tricia and Brad.

slaybaughb
password: Proactive.123#

palmert
password: Proactive.123@

please let me know if these users are able to successfully login thanks

12/09/2024 11:30 AM UTC-05/ Eric Nelson - added License to user account and did AD sync

assigned G1 License

12/09/2024 9:40 AM UTC-05/ Please create G1 Accounts/Mailbox for the following:

Tricia Palmer (palmert@colonialheightsva.gov)
Brad Slaybaugh (slaybaughb@colonialheightsva.gov)

Both already in AD.

When did you notice the problem?
Monday, December 9, 2024 at 9:40 AM EST

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
Nelson, Eric	12/09/2024 [11:30 AM - 12:40 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.17

Ticket# 41027
12/10/2024

Please call Becca Lynch. She is having problems with her laptop. Will not allow her to open outlook
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/11/2024
Closed By: William McCauley

Discussion: 12/10/2024 4:06 PM UTC-05/ William McCauley - Call Becca
Had to start team viewer session her PC is not in ninja One
Once getting on through team viewer i was able to install NinjaOne
user is having issues opening outlook
I opened outlook 2 times with out issues
ran office update (there was an update)
reboot Pc after
confirmed we can open office applications with out issue
(when i opened outlook the first time it looks like it was trying to perform an update and could be the reason the user was having trouble getting outlook to open)

12/10/2024 2:55 PM UTC-05/ Please call Becca Lynch. She is having problems with her laptop. Will not allow her to open outlook, files, etc. Error message saying it cannot run on windows.
804-520-9286

When did you notice the problem?
Tuesday, December 10, 2024 at 2:55 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 12/10/2024 4:06 PM UTC-05/ William McCauley - Call Becca
Had to start team viewer session her PC is not in ninja One
Once getting on through team viewer i was able to install NinjaOne
user is having issues opening outlook
I opened outlook 2 times with out issues
ran office update (there was an update)
reboot Pc after
confirmed we can open office applications with out issue
(when i opened outlook the first time it looks like it was trying to perform an update and could be the reason the user was having trouble getting outlook to open)

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/10/2024 [4:06 PM - 4:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.65

Ticket# 40989
12/09/2024

Please contact Matt Parker with Engineering at 804-524-8708 in reference to unable to log into his d
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

12/09/2024
Closed By: William McCauley

Discussion: 12/09/2024 10:53 AM UTC-05/ Eric Nelson - Matt called back
Remoted into the computer and disconnected from Domain by logging as local Admin
restarted computer and readded computer into domain
Had Matt log in and He was able to log in successfully

12/09/2024 10:21 AM UTC-05/ Eric Nelson - Tried to give Matt a call to remote and troubleshoot but no answer will try again in 30 minutes

12/09/2024 9:49 AM UTC-05/ Attempting to login to his desktop and being told trust relationship between domain has failed

12/09/2024 9:49 AM UTC-05/ Please contact Matt Parker with Engineering at 804-524-8708 in reference to unable to log into his desktop.

When did you notice the problem?
Monday, December 9, 2024 at 9:48 AM EST

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
Nelson, Eric	12/09/2024 [10:53 AM - 11:02 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.15

Ticket# 40986
12/09/2024

Please contact Jay Ruffa 804-524-8716. Attempting to login to his desktop and being told trust relat
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/09/2024
Closed By: William McCauley

Discussion: 12/09/2024 10:19 AM UTC-05/ William McCauley - Remove PC from domain and re-join
confirm user can access all files after re-joining
issues reoslved

12/09/2024 9:17 AM UTC-05/ FYI - It would not let me in thru Ninja1. I had to RDP into his desktop.

12/09/2024 9:17 AM UTC-05/ Please contact Jay Ruffa 804-524-8716. Attempting to login to his desktop and being told trust relationship between domain has failed. I remoted in and attempted but same using admin credentials. I do not have local admin credentials.

When did you notice the problem?
Monday, December 9, 2024 at 9:17 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 12/09/2024 10:19 AM UTC-05/ William McCauley - Remove PC from domain and re-join
confirm user can access all files after re-joining
issues reoslved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/09/2024 [10:19 AM - 10:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.42

Ticket# 40968
12/06/2024

We are receiving complaints that employees are unable to use Employee Devices wifi. Tried to connect
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

12/09/2024
Closed By: William McCauley

Discussion: 12/09/2024 10:17 AM UTC-05/ I'm able to connect - you can close this case and I'll let the other employees know. Thank you! Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial H
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I'm able to connect - you can close this case and I'll let the other employees know.

Thank you!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

12/09/2024 10:11 AM UTC-05/ Eric Nelson - Liz, I'm following up on this ticket. Were you able to connect to the Wi-Fi successfully based on the suggestion I mentioned in the last email?

12/06/2024 12:53 PM UTC-05/ Eric Nelson - Liz can you try connecting to the wifi with your Domain credentials just made updates to the certificates to the radius server

12/06/2024 12:28 PM UTC-05/ 8045209317

12/06/2024 11:18 AM UTC-05/ Eric Nelson - what is a good number to contact you by ?

12/06/2024 9:41 AM UTC-05/ I'm here at Public Safety if you'd like to troubleshoot

12/06/2024 9:18 AM UTC-05/ Eric Nelson - Good morning Liz who is a good point of contact at these locations that I can speak to ?

12/06/2024 8:57 AM UTC-05/ We are receiving complaints that employees are unable to use Employee Devices wifi. Tried to connect using credentials with no success myself. Both Public Safety building as well as City Hall.

When did you notice the problem?
Friday, December 6, 2024 at 8:57 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 12/06/2024 12:53 PM UTC-05/ Eric Nelson - Liz can you try connecting to the wifi with your Domain credentials just made updates to the certificates to the radius server

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	12/06/2024 [12:53 PM - 1:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 40800
11/25/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/09/2024
Closed By: Joey Musaitef

Discussion: 12/09/2024 9:30 AM UTC-05/ Joey Musaitef - 62 hours for november
emailed lewis
This time entry is marked No Charge

11/25/2024 1:43 AM UTC-05/ Lewis needs the hours that proactive worked on issue for CH

Internal: 11/25/2024 1:43 AM UTC-05/

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	12/09/2024 [9:30 AM - 9:45 AM]		NC	Remote	Technician	0.25

Ticket# 40564
11/11/2024
by Ray Fulk

Low Disk Space on D: Drive of CH-FILEBOX
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/08/2024
Closed By: William McCauley

Discussion: 12/06/2024 8:13 AM UTC-05/ Ray Fulk - I see there are now 300 GB free on the D: drive, and that Lewis is logged into to look at this, so I will go ahead and close the ticket.

11/21/2024 8:20 AM UTC-05/ Hey Ray. Liz and I have gone through file box. There are several folders we can remove, but we want to copy them off to an external drive prior to deleting. Liz has ordered a 4 TB external drive which
This sender is trusted.

sophospsmartbannerend

Hey Ray. Liz and I have gone through file box. There are several folders we can remove, but we want to copy them off to an external drive prior to deleting. Liz has ordered a 4 TB external drive which should be here at the latest Monday or Tuesday so will start removing them and deleting as we go along.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Nov 21, 2024, at 8:16 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

Notice
ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachments unless you are expecting them from the sender and/or have confirmed the content is safe. Forward any suspicious e-mails for review to spam@colonialheightsva.gov.

11/21/2024 8:12 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I wanted to follow up and see if you had identified anything that we could clean up on CH-FILEBOX based on the usage report.

Thank you,
Ray Fulk

11/12/2024 9:29 AM UTC-05/ Thanks Ray. That will be a huge help! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray Fulk
This sender is trusted.

sophospsmartbannerend

Thanks Ray.

That will be a huge help!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/11/2024 10:48 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I'm reaching out because it looks like the D: drive on CH-FILEBOX is running low on space. I'm attaching a report from TreeSize how much space each top-level/user folder is using, to see if there is anything that can be cleaned up.

Download CH-FILEBOX_Usage.pdf

Thank you,
Ray Fulk

11/11/2024 10:47 AM UTC-05/ Ray Fulk - While checking on servers in Ninja, I saw that there is only about 49 GB of disk space left on CH-FILEBOX. I went in and ran a TreeSize scan to generate a report, and will reach out to Lewis about this.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 40953
12/05/2024

Good Morning. I received the attached last night. Is this something we need to do or something you

Headquarter Support

City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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

12/05/2024
Closed By: William McCauley

Discussion: 12/05/2024 9:10 AM UTC-05/ William McCauley - check attachment
lewis can disregard the email

12/05/2024 9:04 AM UTC-05/ Good Morning. I received the attached last night. Is this something we need to do or something you handle since we get our Sophos Licensing thru ProActive? Thx.

When did you notice the problem?
Thursday, December 5, 2024 at 9:04 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
ELicense_35962478.pdf

Resolution: 12/05/2024 9:10 AM UTC-05/ William McCauley - check attachment
lewis can disregard the email

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	12/05/2024 [9:10 AM - 9:12 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 40915
12/03/2024

Please double check behind me. I had reports from City Hall that the wifi was down. I did lose the
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/08/2024
Closed By: William McCauley

Discussion: 12/03/2024 3:48 PM UTC-05/ Dalton Boothe - Lewis,

Yes, sir. It looks like they are all online and have various devices connected.

Thank you,
Dalton Boothe

12/03/2024 3:46 PM UTC-05/ Please double check behind me. I had reports from City Hall that the wifi was down. I did lose the connection on my phone temp. but it came back. I checked the AP's at City Hall - saw 1 on the 2nd floor which had high memory usage so rebooted. The rest showed green and showed devices connected. But if you don't mind checking that they are all up and connected to the internet. Thx.

When did you notice the problem?
Tuesday, December 3, 2024 at 3:46 PM EST

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
Boothe, Dalton	12/03/2024 [3:48 PM - 3:51 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Ticket# 40912
12/03/2024
by Dalton Boothe

Issues with calendar sync
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 12/03/2024 3:03 PM UTC-05/ Dalton Boothe - Lewis called in
Assisted in getting Android calendar to sync with Outlook
He removed and readded the account on the cell phone
Verified all was good to go
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	12/03/2024 [3:03 PM - 3:24 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.35

Ticket# 40839
11/26/2024

Please remote into CH-MJ0A5MNC - Police Sgt's desktop. Having problems with Google Chrome saying pag
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/02/2024
Closed By: William McCauley

Discussion: 12/02/2024 2:48 PM UTC-05/ Dalton Boothe - No issues reported, marking complete

11/27/2024 9:09 AM UTC-05/ Dalton Boothe - Remoted in
Removed requested accounts
Sgt will sign in and try again when able

11/26/2024 3:03 PM UTC-05/ Dalton Boothe - Lewis,

I'm not 100% sure if this is related, but it does appear the storage on the computer is extremely low. It appears a lot of this space is taken up by old user accounts. Can you provide the names off of this list that can be removed? From there we can have the Sgt test again.
[image]

[image]

Thank you,
Dalton Boothe

11/26/2024 2:51 PM UTC-05/ Thanks. Part of the problem is with chrome – with the security warning on sites. Also, one of the sgts. Said when he was trying to bring up maps yesterday they were blocky and hard to read. Lewis Arch
This sender is trusted.

sophospsmartbannerend

Thanks. Part of the problem is with chrome – with the security warning on sites. Also, one of the sgts. Said when he was trying to bring up maps yesterday they were blocky and hard to read.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/26/2024 2:42 PM UTC-05/ Dalton Boothe - Remoted in
Saw disk space was very low
Ran TreeSize
Most of the space is being taken by user accounts
Ran SFC scan
Ran DiskCleanup
Seeing what accounts can be removed
Waiting on word from Lewis

11/26/2024 2:40 PM UTC-05/ Dalton Boothe - Lewis,

I was able to remote in, let me take a look here to see if we can diagnose the problem.

Thanks,
Dalton Boothe

11/26/2024 2:24 PM UTC-05/ The computer is on and logged in as admin. I can see it in Ninja1 but it doesn't give me the choice to remote into it. It is right next door to me so I can do what you need to gain access if you give me a call. 804-731-7002

11/26/2024 2:09 PM UTC-05/ Can you please call my cell?

11/26/2024 1:58 PM UTC-05/ Dalton Boothe - Attempted to remote in
Device is offline
Informing Lewis

11/26/2024 1:55 PM UTC-05/ Dalton Boothe - Lewis,

Good afternoon! I attempted to remote into the device and it appears it is offline. Can you have the chief verify it is powered on and connected to the internet?

Thanks,
Dalton Boothe

11/26/2024 1:52 PM UTC-05/ Please remote into CH-MJ0A5MNC - Police Sgt's desktop. Having problems with Google Chrome saying pages not secure also having display problems when in browser - such as looking at maps. Desktop probably needs cleaned up a bit too.

When did you notice the problem?
Tuesday, November 26, 2024 at 1:52 PM EST

Is it preventing you from doing work?
Yes

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
Boothe, Dalton	12/02/2024 [2:48 PM - 2:49 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	11/27/2024 [9:09 AM - 9:21 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.20
Boothe, Dalton	11/26/2024 [3:03 PM - 3:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	11/26/2024 [2:42 PM - 3:06 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.40
Boothe, Dalton	11/26/2024 [2:40 PM - 2:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Boothe, Dalton	11/26/2024 [1:58 PM - 2:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	11/26/2024 [1:55 PM - 2:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 40866
12/02/2024

Please remove the licenses for the following users: - David Hirn (hirnd) - Troy Allen (allent)
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

12/02/2024
Closed By: William McCauley

Discussion: 12/02/2024 2:35 PM UTC-05/ Dalton Boothe - Logged into O365 admin
Removed 1 G1 license and 1 G3 license
Informing Liz

12/02/2024 2:34 PM UTC-05/ Dalton Boothe - Liz,

Good afternoon! I got those licenses removed. Please let us know if there are any further issues. Hope you all have a great one.

Thank you,
Dalton Boothe

12/02/2024 2:15 PM UTC-05/ Please remove the licenses for the following users:

- David Hirn (hirnd)
- Troy Allen (allent)

When did you notice the problem?
Monday, December 2, 2024 at 2:15 PM EST

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
Boothe, Dalton	12/02/2024 [2:35 PM - 2:40 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Boothe, Dalton	12/02/2024 [2:34 PM - 2:42 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 40754
11/21/2024

For the Tyler conversion, I need to install Thin Print on 1 of our servers. When installed and conf
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

12/03/2024
Closed By: William McCauley

Discussion:

12/02/2024 10:34 AM UTC-05/ Thanks Ray. We were able to get it working late Tuesday night. I don’t think we got any testing done Wednesday due to ppl being off. Thanks so much for checking! Lewis Lewis Archileti Director of Info
This sender is trusted.

sophospsmartbannerend

Thanks Ray. We were able to get it working late Tuesday night. I don’t think we got any testing done Wednesday due to ppl being off.

Thanks so much for checking!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/02/2024 10:31 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I wanted to follow up and see if Tyler support was able to get ThinPrint working or if they needed us to check on anything else on this end.

Thank you,
Ray Fulk

11/26/2024 3:07 PM UTC-05/ Ray Fulk - Lewis passed along the following request from Tyler support:
Can you add IP address 3.221.114.56 to the whitelist to allow inbound traffic
I replied back that if the ThinPrint client is initiating the traffic, it should allow responses from whatever server it connects to without it requiring any additional changes in the firewall (since it's using the default LAN to Internet rule). They replied back with the ThinPrint settings:

I checked the firewall logs and confirmed ERPAPP is trying to connect to 10.151.33.119:4001 and that the firewall is not blocking the traffic, so I followed up to let them know. I didn't see any logs for 3.221.114.56, but added that the LAN to Internet rule would also allow traffic to that IP.

11/26/2024 10:28 AM UTC-05/ Thanks Ray. I got it installed and running this past Friday afternoon. We are supposed to be testing today on the new SAAS Tyler software. Mostly printing forms I believe. Haven’t heard how it is goin
This sender is trusted.

sophospsmartbannerend

Thanks Ray.

I got it installed and running this past Friday afternoon. We are supposed to be testing today on the new SAAS Tyler software. Mostly printing forms I believe. Haven’t heard how it is going which I assume is a good thing.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/26/2024 10:25 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I wanted to follow up and see if Tyler Support were able to get ThinPrint installed.

Thank you,
Ray Fulk

11/22/2024 11:13 AM UTC-05/ Thanks Ray. I have a Teams meeting with a Tyler Support Rep at 11:30 to assist in installing the ThinPrint Client. I appreciate you checking into that. Lewis
Lewis Archileti Director of Information Te
This sender is trusted.

sophospsmartbannerend

Thanks Ray. I have a Teams meeting with a Tyler Support Rep at 11:30 to assist in installing the ThinPrint Client. I appreciate you checking into that.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/22/2024 10:55 AM UTC-05/ Ray Fulk - Lewis,

I verified that the firewall is set to allow outbound connections to the internet. I also tried testing https://erpthinprint.tylerhost.net/ from both CH-BACKUP and my own PC, and neither were able to connect, so I suspect you're right about the issue being on Tyler's end.

Thank you,
Ray Fulk

Notes
I double-checked the firewall and confirmed outbound access to the internet is not restricted. I tried accessing https://erpthinprint.tylerhost.net/ from both CH-BACKUP and my own computer, and neither connected, so it looks like Lewis may be right about the issue being on Tyler's end. I tried pinging that IP, and while it does resolve to an AWS address, it doesn't respond.

11/22/2024 9:10 AM UTC-05/ Thanks. Was wondering as I'm suppose to be able to DL the thinprint client from: erpthinprint.tylerhost.net but unable to reach it. I think it is on their end tbh.
Thx. Lewis Archileti Director of Inf
This sender is trusted.

sophospsmartbannerend

Thanks. Was wondering as I'm suppose to be able to DL the thinprint client from:

erpthinprint.tylerhost.net

but unable to reach it. I think it is on their end tbh.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/21/2024 2:14 PM UTC-05/ For the Tyler conversion, I need to install Thin Print on 1 of our servers.
When installed and configured, the client reaches out over port 443 to the Thinprint server inAWS. on.
☐ Thinprint VIP address: erpthinprint.tylerhost.net
☐ Ports used: 4000 & 4001

Just want to make sure these ports are available.
Thx.

When did you notice the problem?
Thursday, November 21, 2024 at 2:14 PM EST

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
Fulk, Ray	11/26/2024 [3:07 PM - 3:28 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.35
Fulk, Ray	11/22/2024 [10:55 AM - 11:03 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 40862
12/02/2024

Please check with Freddie Ross at the City Garage. He is having an issue with his Microsoft Access D
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

12/03/2024
Closed By: William McCauley

Discussion: 12/02/2024 10:30 AM UTC-05/ Dalton Boothe - SFC scan completed
Stated it repaired corrupt files
Pushing a reboot
Tested access
Same issue
Ran quick repair
Once complete tested Access
Same issue
Ran online repair
Monitored
It uninstalled Office
Could not reinstall
Searched FileBox for an installer
Waited on Office to install
Once complete tried again
Same issue
Now Access closes itself after opening
Checked Event Viewer
Access was crashing and generating event ID 1000
Did some research
Stated if due to a system file to run DISM and sfc scan
Ran the scans
Tried again
Same event ID
Pushing updates
Waited for them to complete
Rebooted
Tested
Same issue
Issue is with Kernel.dll
Verified it was in the windows folder
Attempted to uninstall Office manually
Failed
Tried running SARA
It is not integrated into Get Help
It attempted to uninstall office
Rebooted
Success
Installed from Office.com as his license supports Access
Monitored until complete
Verified Access was working as inteded
Success
No further assistance requested
Marking complete

12/02/2024 10:00 AM UTC-05/ Dalton Boothe - Remoted in
Error message states Automatic configuration of the current version of Microsoft Access has failed. Vour database might not function ccrrectly. This can occur if you do not have the necessary permissions to install Microsoft Access on this computer.
Verified he was a local admin
Running SFC scan

12/02/2024 9:30 AM UTC-05/ Please check with Freddie Ross at the City Garage. He is having an issue with his Microsoft Access Database. Receiving the following when opening: Automatic conversion of database has failed" with additional information. 804-520-9374

When did you notice the problem?
Monday, December 2, 2024 at 9:30 AM EST

Is it preventing you from doing work?
Yes

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
Boothe, Dalton	12/02/2024 [10:30 AM - 1:33 PM]	CCH-AIS 24/25	NC	Remote	Technician	3.05
Boothe, Dalton	12/02/2024 [10:00 AM - 10:14 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.23

Ticket# 40443
10/31/2024

User is having problems with pops up on desktop PC. User is maugerp. Please schedule with his Admi
City of Colonial Heights
Megan Gay
8045209387
gaym@colonialheightsva.gov

Headquarter
Support

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

11/29/2024
Closed By: Joey Musaitef

Discussion: 11/27/2024 8:34 AM UTC-05/ Evan Nelson - Called Paul Mauger. No answer
Called Megan Gay
Paul was not at pc but it was online
Remoted in to CH-PF4RJYDK
Disabled notifications within settings
Completed

11/25/2024 2:57 PM UTC-05/ Evan Nelson - Paul Mauger 804-520-9319

11/25/2024 1:45 PM UTC-05/ Yes, he still has pop-ups. Megan Gay Administrative Assistant to the Fire Chief 100-B Highland Avenue Colonial Heights, VA 23834 (804) 520-9387 (804) 520-9302 (FAX) From: Brandon Walcott Sent: Monday
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Yes, he still has pop-ups.

Megan Gay

Administrative Assistant to the Fire Chief

100-B Highland Avenue

Colonial Heights, VA 23834

(804) 520-9387

(804) 520-9302 (FAX)

11/25/2024 1:27 PM UTC-05/ Brandon Walcott - Megan,

Hello, just following up again to see if Paul is still having issues with pop-ups. If he is I can work with him directly to troubleshoot further.

Thanks,
Brandon Walcott

11/21/2024 8:07 AM UTC-05/ Brandon Walcott - Megan,

Good morning. After the scans ran on Paul's computer last week, has he had any pop-up issues? If so, could you please let me know so that I can reach out to him to get this resolved.

Thanks,
Brandon Walcott

11/19/2024 1:17 PM UTC-05/ Brandon - Has this been corrected?

11/13/2024 2:23 PM UTC-05/ Brandon Walcott - Remoted into Paul's device (CH-PF4RJYDK)
Paul is out of office, so I will run scans from Proactive profile
Ran sfc scan
Scan found and removed corrupted files
Ran Sophos scan on device
Monitored device until scan completed
Scan found no PUA or malicious files
Logging off computer

11/13/2024 11:42 AM UTC-05/ I just turned the computer on. Megan Gay Administrative Assistant to the Fire Chief 100-B Highland Avenue Colonial Heights, VA 23834 (804) 520-9387 (804) 520-9302 (FAX) From: Brandon Walcott Sent: We
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I just turned the computer on.

Megan Gay

Administrative Assistant to the Fire Chief

100-B Highland Avenue

Colonial Heights, VA 23834

(804) 520-9387

(804) 520-9302 (FAX)

11/13/2024 9:39 AM UTC-05/ Brandon Walcott - Megan,

I am attempting to remote into Paul's device, but our system is showing it as offline. Would you be able to verify that his device is powered on and connected to the network.

Thanks,
Brandon Walcott

Notes
Logged into NinjaOne
Attempted to remote into Paul's device (CH-PF4RJYDK)
Paul's device is not showing online
Emailing Megan to see if she can power on Paul's device

11/12/2024 1:15 PM UTC-05/ Hi Brandon, Chief Mauger is out of the office today and tomorrow. You are more than welcome to work on it then. Thanks! Megan Gay Administrative Assistant to the Fire Chief 100-B Highland Avenue Colon
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Brandon,

Chief Mauger is out of the office today and tomorrow. You are more than welcome to work on it then.

Thanks!

Megan Gay

Administrative Assistant to the Fire Chief

100-B Highland Avenue

Colonial Heights, VA 23834

(804) 520-9387

(804) 520-9302 (FAX)

11/11/2024 9:50 AM UTC-05/ Brandon Walcott - Megan,

This is Brandon with Proactive. I am reaching out to see if there is a time I would be able to remote into Paul Mauger's device to assist with the pop-up issue they are facing.

Thanks,
Brandon Walcott

11/07/2024 3:44 PM UTC-05/ Do you have a time frame for this to be completed?

10/31/2024 4:34 PM UTC-04/ User is having problems with pops up on desktop PC. User is maugerp.

Please schedule with his Admin Assistant, Megan Gay, to remote into computer.

Email - gaym@colonialheightsva.gov
Phone - 804-520-9387

When did you notice the problem?
Thursday, October 31, 2024 at 4:34 PM 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

Internal: 11/25/2024 2:56 PM UTC-05/ William McCauley - Assigned / EVNelson /

11/25/2024 2:55 PM UTC-05/ William McCauley - Removed / BWalcott /

Resolution: 11/27/2024 8:34 AM UTC-05/ Evan Nelson - Called Paul Mauger. No answer
Called Megan Gay
Paul was not at pc but it was online
Remoted in to CH-PF4RJYDK
Disabled notifications within settings
Completed

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Nelson, Evan	11/27/2024 [8:34 AM - 8:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Nelson, Evan	11/25/2024 [2:57 PM - 3:03 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Walcott, Brandon	11/13/2024 [2:23 PM - 5:03 PM]	CCH-AIS 24/25	NC	Remote	Technician	2.67
Walcott, Brandon	11/13/2024 [9:39 AM - 9:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 40698
11/19/2024
by Eric Nelson

[MEDIUM] Alert for Sophos Central [City of Colonial Heights]: A device is not encrypted
City of Colonial Heights
Beverly Young
8045209333
youngb@colonialheightsva.gov

Headquarter Support

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

11/26/2024
Closed By: William McCauley

Discussion: 11/26/2024 2:57 PM UTC-05/ Evan Nelson - Moved CH-MJ0AFLPQ to Do Not Encrypt policy in Sophos

11/26/2024 10:00 AM UTC-05/ Evan Nelson - Remoted in to CH-MJ0AFLPQ
Start>Run>TPM.msc
Clear TPM
Restarted pc
TPM prompt pops up error Unable to create TPM key
Bitlocker unable to be turned on manually. Prompts for password or usb on startup to unlock
No change
Emailed Beverly update on issue. Completed duplicate ticket #40836

11/21/2024 11:55 AM UTC-05/ You can contact me before 1 pm

11/19/2024 11:27 AM UTC-05/ Dalton Boothe - Beverly,

It appears Sophos encryption is not running on your device. Do you have some time for me to remote in and take a look?

Thanks,
Dalton Boothe

Notes
Key creation failed for volume: 4701E623-0000-0000-0000-402400000000. Reason: A TPM-only key could not be created.
https://support.sophos.com/support/s/article/KBA-000004626?language=en_US

11/19/2024 10:54 AM UTC-05/ Eric Nelson - Sophos Central Event Details for City of Colonial Heights
What happened: A device that should be encrypted is not encrypted.
Where it happened: CH-MJ0AFLPQ
User associated with device: Beverly Young
How severe it is: Medium
What Sophos has done so far: We tried to start encryption.
What you need to do: Log in to the device and follow the instructions of the Sophos Device Encryption dialogs. This will start encryption.

Help sources:
Sophos Central documentation: https://docs.sophos.com/central/customer/help/en-us/index.html.
Sophos Central Frequently Asked Questions (FAQ) - https://community.sophos.com/kb/en-us/119598.

Internal: 11/26/2024 7:52 AM UTC-05/ William McCauley - Removed / DBoothe /

11/19/2024 11:38 AM UTC-05/ William McCauley - Assigned / EVNelson /

11/19/2024 11:38 AM UTC-05/ William McCauley - Removed / DBoothe /

Resolution: 11/26/2024 2:57 PM UTC-05/ Evan Nelson - Moved CH-MJ0AFLPQ to Do Not Encrypt policy in Sophos

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Evan	11/26/2024 [2:57 PM - 3:09 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20
Nelson, Evan	11/26/2024 [10:00 AM - 12:07 PM]	CCH-AIS 24/25	NC	Remote	Technician	2.12

Boothe, Dalton	11/19/2024 [11:27 AM - 11:32 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 40836
11/26/2024

Please call Beverly Young. She is receiving a TPM error on her desktop. 804-520-9322
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/26/2024
Closed By: William McCauley

Discussion: 11/26/2024 12:05 PM UTC-05/ Eric Nelson - Marking this ticket as complete there is a duplicate ticket assign to Evan

11/26/2024 11:56 AM UTC-05/ Please call Beverly Young. She is receiving a TPM error on her desktop. 804-520-9322

When did you notice the problem?
Tuesday, November 26, 2024 at 11:56 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/26/2024 12:05 PM UTC-05/ Eric Nelson - Marking this ticket as complete there is a duplicate ticket assign to Evan

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	11/26/2024 [12:05 PM - 12:06 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02

Ticket# 40825
11/26/2024

Please call Lucy Mingloski at the Commonwealther Att Office. 804-520-9293. She is having trouble wit
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/26/2024
Closed By: William McCauley

Discussion: 11/26/2024 9:38 AM UTC-05/ Dalton Boothe - Assisted user in setting custom password and switching to new Outlook

11/26/2024 9:02 AM UTC-05/ Eric Nelson - called User and remoted into machine User was having issues sending emails and printing through outlook
reset users password and reinstalled office
reinstalling office fixed both issues

This time entry is marked No Charge

11/26/2024 8:56 AM UTC-05/ Please call Lucy Mingloski at the Commonwealther Att Office. 804-520-9293. She is having trouble with her e-mail opening and printing.

When did you notice the problem?
Tuesday, November 26, 2024 at 8:56 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/26/2024 9:02 AM UTC-05/ Eric Nelson - called User and remoted into machine User was having issues sending emails and printing through outlook
reset users password and reinstalled office
reinstalling office fixed both issues

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/26/2024 [9:38 AM - 9:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.28
Nelson, Eric	11/26/2024 [9:02 AM - 9:33 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.52

Ticket# 40765
11/21/2024
by William McCauley

Security Initiative - Block Malicious IPs with Firewall Rule
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/25/2024
Closed By: William McCauley

Discussion: 11/25/2024 2:47 PM UTC-05/ William McCauley - implement rules to block malicious IPs on 3 firewalls
This time entry is marked No Charge

11/21/2024 2:59 PM UTC-05/ William McCauley - Security Initiative - Block Malicious IPs with Firewall Rule

Resolution: 11/25/2024 2:47 PM UTC-05/ William McCauley - implement rules to block malicious IPs on 3 firewalls
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/25/2024 [2:47 PM - 2:54 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.12

Ticket# 40802
11/25/2024

Fire Station 2 reports "Both Desktop computers at station 2 error out multiple times a day, state th
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

11/26/2024
Closed By: William McCauley

Discussion: 11/25/2024 2:41 PM UTC-05/ Eric Nelson - called Fire station back and spoke to the chief was able to clear 20gb of space and 30 gb of space on the computers of unused local accounts

This time entry is marked No Charge

11/25/2024 1:53 PM UTC-05/ Eric Nelson - Attempted to call Fire station about computer issues and no answer was unable to leave a voicemail

11/25/2024 1:45 PM UTC-05/ Please call 804-520-9301 and speak to the Lieutenant on duty; they will be able to help. Thanks! Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Please call 804-520-9301 and speak to the Lieutenant on duty; they will be able to help.

Thanks!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/25/2024 10:41 AM UTC-05/ Eric Nelson - I've remoted in to both computers and attempted to clean up disk space but a lot of disk space is being taken up by a lot of unused local accounts Is there anyone I call to work with to see if we can delete the unused account folders ?

11/25/2024 9:11 AM UTC-05/ Good Morning - You can remote in now. Thank you, Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520-9317 Cell –
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good Morning -

You can remote in now.

Thank you,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/25/2024 8:59 AM UTC-05/ Eric Nelson - Good morning what is good time for me to remote into these two computers and troubleshoot this issue ?

11/25/2024 7:24 AM UTC-05/ Also the following issue:

Both desktop computers in the station intermittently stop printing. I restarted both computers and all printers. Computers will print some items and then stop working again. Unable to print to rip/run printer or sharp copy/printer

11/25/2024 7:23 AM UTC-05/ Fire Station 2 reports "Both Desktop computers at station 2 error out multiple times a day, state that the disk is full and screen blanks out. Computer has to get restarted to work again but continues to periodically have issues."

DEVICES: CH-MJ0ADD0W
CH-MJ0AMS9L

When did you notice the problem?
Monday, November 25, 2024 at 7:23 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/25/2024 2:41 PM UTC-05/ Eric Nelson - called Fire station back and spoke to the chief
was able to clear 20gb of space and 30 gb of space on the computers of unused local accounts

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	11/25/2024 [2:41 PM - 3:15 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.57
Nelson, Eric	11/25/2024 [10:41 AM - 11:09 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.47

Ticket# 40788
11/22/2024

I was contacted by Jill Balsamo of Logan Systems requesting we open or reopen the ticket to get Ker
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/25/2024
Closed By: William McCauley

Discussion: 11/25/2024 1:56 PM UTC-05/ William McCauley - called kerry neubauer > needs VPN configuration file imported again

change VPN password
reset up MFA
install Sophos connect and import config file
confirmed user is able to log into VPN and gain access
issues resolved

This time entry is marked No Charge

11/22/2024 8:58 AM UTC-05/ I was contacted by Jill Balsamo of Logan Systems requesting we open or reopen the ticket to get Kerry remote access the Clerk's office. Kerry's phone number is (210) 378-1352. I know she has been difficult to contact. Thanks and let me know if you have any issues.

When did you notice the problem?
Friday, November 22, 2024 at 8:58 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/25/2024 1:56 PM UTC-05/ William McCauley - called kerry neubauer > needs VPN configuration file imported again

change VPN password
reset up MFA
install Sophos connect and import config file
confirmed user is able to log into VPN and gain access
issues resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/25/2024 [1:56 PM - 1:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02

Ticket# 40814
11/25/2024

Please create a G3/Mailbox license for" Amanda Carson carsona@colonialheightsva.gov She is already
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/25/2024
Closed By: William McCauley

Discussion: 11/25/2024 11:23 AM UTC-05/ Eric Nelson - Mailbox has been created for Amanda Carson and G3 license has been assigned
This time entry is marked No Charge

11/25/2024 11:08 AM UTC-05/ Please create a G3/Mailbox license for"

Amanda Carson
carsona@colonialheightsva.gov

She is already in AD. Thx.

When did you notice the problem?
Monday, November 25, 2024 at 11:08 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 11/25/2024 11:22 AM UTC-05/ William McCauley - Assigned / ERNelson /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	11/25/2024 [11:23 AM - 11:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12

Ticket# 40815
11/25/2024
by Dalton Boothe

VPN install
City of Colonial Heights
Lindsey Merillat
8045209333
merillatl@colonialheightsva.gov

Headquarter
Support

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

11/25/2024
Closed By: William McCauley

Discussion: 11/25/2024 11:10 AM UTC-05/ Dalton Boothe - Created user account
Navigated to VPN portal
Assisted in setting up 2FA
Tried to sign in
Login failed
Tried alternate authenticator apps
Failed
Got with Will
He found a group she may have to be in
He added her
Success
Finished the install
She will try when she is off the network and let us know if any issues
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/25/2024 [11:10 AM - 12:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.90

Ticket# 40810
11/25/2024
by Dalton Boothe

Issues with Mr.Collins' device and printer
City of Colonial Heights
Jessica Moody
8044510242
moodyj@colonialheightsva.gov

Headquarter
Support

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

11/25/2024
Closed By: William McCauley

Discussion: 11/25/2024 10:27 AM UTC-05/ Dalton Boothe - Reached out to Jessica
She stated Alfred Collins' device was having issues
Remoted in
Removed printer
Went to readd but it would not populate
Had Jessica replug it in
Used the HP EasyStart to readd the printer
Success
Seemed to print immediately
Will inform Jessica to have user test

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/25/2024 [10:27 AM - 11:07 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.67

Ticket# 40801
11/25/2024

The user reports that the PC has pop-up that states the device has a virus. screenshot attached. D
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

11/25/2024
Closed By: William McCauley

Discussion: 11/25/2024 8:06 AM UTC-05/ Eric Nelson - Called user to get a description of what was going on. User is getting browser notifications from edge about virus warnings

I checked in sophos central status of the device shows all green and also remoted in and checked the agent it also shows all green and no detection
also initiated a device scan no malware found
I disabled notifications from Microsoft edge that was sending the those pop ups
Educated User to be careful on which Websites she visits as they can send unwanted notifications

This time entry is marked No Charge

11/25/2024 7:18 AM UTC-05/ The user reports that the PC has pop-up that states the device has a virus. screenshot attached.

Device - CH-GM067t9d

Please call 804-520-9303 for the Dispatch Supervisor before remoting in. Thanks!

When did you notice the problem?
Monday, November 25, 2024 at 7:18 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/25/2024 8:06 AM UTC-05/ Eric Nelson - Called user to get a description of what was going on. User is getting browser notifications from edge about virus warnings

I checked in sophos central status of the device shows all green and also remoted in and checked the agent it also shows all green and no detection
also initiated a device scan no malware found
I disabled notifications from Microsoft edge that was sending the those pop ups
Educated User to be careful on which Websites she visits as they can send unwanted notifications

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	11/25/2024 [8:06 AM - 8:22 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 40790
11/22/2024

User has a problem with the printer; says that it's online and when printing to it, it changes to of
City of Colonial Heights
Cheryl Rondini
8045209325
rondinic@colonialheightsva.gov

Headquarter
Support

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

12/03/2024
Closed By: William McCauley

Discussion: 11/22/2024 12:29 PM UTC-05/ Brandon Walcott - Travel From City of Colonial Heights

11/22/2024 12:08 PM UTC-05/ Brandon Walcott - Arrived at CCH - City Hall
Went to the Planning office on the first floor and began working on the printer
Connected the printer to CH-IT wifi
Once connected, set the IP to 10.100.200.208 and made it static
Once completed, the old backlogged print jobs began printing
Made sure that the users could print to the printer from their devices
Set printer as the Default Printer for Cheryl
No further issues reported
Leaving CCH

11/22/2024 11:22 AM UTC-05/ Brandon Walcott - Travel To City of Colonial Heights

11/22/2024 9:51 AM UTC-05/ Brandon Walcott - Called Cheryl to assist with the printer issue
Remoted into Cheryl's computer
Cheryl is unable to print to the HP Color LaserJet Pro MFP m277dw
Ran test print
Print job got stuck in the queue
Had Cheryl find the ip address (10.100.200.208)
Attempted to access the gui of the printer
Unable to access the UI
Restarted Print Spooler service
Still unable to printer
Reinstalled the driver
Printer could not be found
Tried adding through HP Smart app
Unable to find the printer
Cannot proceed remotely
Will be heading onsite to troubleshoot

11/22/2024 9:41 AM UTC-05/ User has a problem with the printer; says that it's online and when printing to it, it changes to offline.

Cheryl Rondini

Permit Technician

Planning and Community Development

201 James Ave.

Colonial Heights VA 23834

804-520-9297

When did you notice the problem?
Friday, November 22, 2024 at 9:40 AM EST

Is it preventing you from doing work?
Yes

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
Walcott, Brandon	11/22/2024 [12:29 PM - 1:04 PM]	CCH-AIS 24/25	NC	Travel	Technician	0.58
Walcott, Brandon	11/22/2024 [12:08 PM - 12:29 PM]	CCH-AIS 24/25	NC	Onsite	Technician	0.35
Walcott, Brandon	11/22/2024 [11:22 AM - 12:09 PM]	CCH-AIS 24/25	NC	Travel	Technician	0.78

Walcott, Brandon	11/22/2024 [9:51 AM - 10:50 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.98

Ticket# 40785
11/22/2024
by William McCauley

Commonwealth Attorney PC has no internet
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 11/22/2024 8:18 AM UTC-05/ William McCauley - Commonwealth Attorney PC has no internet

11/22/2024 8:10 AM UTC-05/ William McCauley - Called support having issues getting PC to connect to internet
Asked some questions (is this hardwired or wireless)
PC is using wifi > asked what network they were connecting to
User stated CH-IT-3, not sure where the CH-IT-3 network is coming from this is nothing we have created
had user connect to CH-IT they needed to updated password
confirmed user has internet again
issues resolved

This time entry is marked No Charge

Resolution: 11/22/2024 8:10 AM UTC-05/ William McCauley - Called support having issues getting PC to connect to internet
Asked some questions (is this hardwired or wireless)
PC is using wifi > asked what network they were connecting to
User stated CH-IT-3, not sure where the CH-IT-3 network is coming from this is nothing we have created
had user connect to CH-IT they needed to updated password
confirmed user has internet again
issues resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/22/2024 [8:10 AM - 8:19 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.15

Ticket# 40746
11/21/2024

Please contact Jessica Moody @ 804-520-9293. She is having an issue with her Office/Outlook particul
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/22/2024
Closed By: William McCauley

Discussion: 11/21/2024 10:56 AM UTC-05/ William McCauley - Jessica called support issues sending/receiving emails and excel keeps crashing
remote into PC > test opening excel > crashes immediately
test sending email from outlook and nothing goes through > there is a message in outlook that it is currently going through an update
tried running an update but says we are already up to date
ran SFC scan > repaired files > reboot
open excel > no longer crashing but there is still issues with outlook
I then uninstalled office products > download office from her account and install
have her sign in
issues are resolved after reinstalling office
tested opening excel documents and word docs
tested sending and receiving emails in outlook
issues resolved

11/21/2024 10:52 AM UTC-05/ Please contact Jessica Moody @ 804-520-9293. She is having an issue with her Office/Outlook particularly.

When did you notice the problem?
Thursday, November 21, 2024 at 10:51 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/21/2024 10:56 AM UTC-05/ William McCauley - Jessica called support issues sending/receiving emails and excel keeps crashing
remote into PC > test opening excel > crashes immediately
test sending email from outlook and nothing goes through > there is a message in outlook that it is currently going through an update
tried running an update but says we are already up to date
ran SFC scan > repaired files > reboot
open excel > no longer crashing but there is still issues with outlook
I then uninstalled office products > download office from her account and install
have her sign in
issues are resolved after reinstalling office
tested opening excel documents and word docs
tested sending and receiving emails in outlook
issues resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/21/2024 [10:56 AM - 11:29 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.55

Ticket# 40737
11/21/2024

User, Jenny Wells is unable to send or receive emails. They sit in her outbox and outlook states it'
City of Colonial Heights
Jennifer Wells
8045209277
wellsj@colonialheightsva.gov

Headquarter Support

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

11/22/2024
Closed By: William McCauley

Discussion: 11/21/2024 9:35 AM UTC-05/ Eric Nelson - Jennifer called in and I remoted into her machine and noticed that she was using a old version of outlook so I uninstalled her version and reinstalled office for her.
reopened outlook and tried resending emails from outbox and they went through successfully

This time entry is marked No Charge

11/21/2024 8:59 AM UTC-05/ Eric Nelson - Hey Jennifer,
When would be a good time to remote in and troubleshoot with you for the outlook issues ?

11/21/2024 8:52 AM UTC-05/ User, Jenny Wells is unable to send or receive emails. They sit in her outbox and outlook states it's updating to 2016. Been happening since yesterday afternoon.

When did you notice the problem?
Thursday, November 21, 2024 at 8:52 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/21/2024 9:35 AM UTC-05/ Eric Nelson - Jennifer called in and I remoted into her machine and noticed that she was using a old version of outlook so I uninstalled her version and reinstalled office for her.
reopened outlook and tried resending emails from outbox and they went through successfully

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	11/21/2024 [9:35 AM - 9:51 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 40668
11/18/2024

In Public Safety users are able to connect to CH-IT but do not have internet access.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/22/2024
Closed By: William McCauley

Discussion: 11/21/2024 8:01 AM UTC-05/ William McCauley -
[image]

This time entry is marked No Charge

11/20/2024 1:00 PM UTC-05/ William McCauley - checked wireless portal look like a lot of devices have been disconnected after changing the password
emailed lewis to see if they are able to connect to that network again

11/20/2024 11:05 AM UTC-05/ William McCauley - spoke with Ray
this is a DHCP issue router has handed out 128 of 130 leases
per ray looking at the devices connected there are a lot of personal phones, watches, tablets and TVs connected to this network
Called Lewis gave him this information > employees should be connecting to the employee devices network
Advised lewis we can change the CH-IT password and this will disconnect clients
Lewis approved and sent email to employees
i changed the password > logged in ITBoost and sent to lewis
let will let me know if they are still having issues > i will monitor the devices connected today
This time entry is marked No Charge

11/20/2024 10:40 AM UTC-05/ Ray Fulk - Will asked if I could check the DHCP configuration on the router to see if they are running out of addresses on the 10.100.200.0/24 network again. I ran "show ip dhcp pool" and found there are 128 addresses being handed out. Reviewed the following list of DHCP exclusions and determined that the pool size is 130 addresses:
ip dhcp excluded-address 10.100.200.1 10.100.200.47
ip dhcp excluded-address 10.100.200.52
ip dhcp excluded-address 10.100.200.56
ip dhcp excluded-address 10.100.200.74
ip dhcp excluded-address 10.100.200.78
ip dhcp excluded-address 10.100.200.80
ip dhcp excluded-address 10.100.200.82
ip dhcp excluded-address 10.100.200.89
ip dhcp excluded-address 10.100.200.90
ip dhcp excluded-address 10.100.200.93 10.100.200.99
ip dhcp excluded-address 10.100.200.104
ip dhcp excluded-address 10.100.200.109
ip dhcp excluded-address 10.100.200.110
ip dhcp excluded-address 10.100.200.123
ip dhcp excluded-address 10.100.200.124
ip dhcp excluded-address 10.100.200.125
ip dhcp excluded-address 10.100.200.132
ip dhcp excluded-address 10.100.200.136
ip dhcp excluded-address 10.100.200.138
ip dhcp excluded-address 10.100.200.157
ip dhcp excluded-address 10.100.200.159
ip dhcp excluded-address 10.100.200.164
ip dhcp excluded-address 10.100.200.166
ip dhcp excluded-address 10.100.200.182
ip dhcp excluded-address 10.100.200.189
ip dhcp excluded-address 10.100.200.193
ip dhcp excluded-address 10.100.200.195
ip dhcp excluded-address 10.100.200.196
ip dhcp excluded-address 10.100.200.200 10.100.200.234
ip dhcp excluded-address 10.100.200.237
ip dhcp excluded-address 10.100.200.242
ip dhcp excluded-address 10.100.200.246
ip dhcp excluded-address 10.100.200.247
ip dhcp excluded-address 10.100.200.248
ip dhcp excluded-address 10.100.200.249 10.100.200.254
Based on this, it looks like the DHCP pool is running low on addresses and may not have leases available for devices that are trying to connect.
I checked Sophos Central to see what devices are connected to CH-IT. I noticed a number of phones/tablets/wearables/streaming boxes connected to this SSID. If I remember correctly, I think those are supposed to be on the CH-EmployeeDevices SSID. I exported a CSV with the devices listed and sent that to Will and Lewis. Will spoke with Lewis and got approval to reset the password on the CH-IT network in order to boot those devices off.

11/19/2024 5:00 PM UTC-05/ William McCauley - Lewis called support they are having issues with a PC connecting to the CH-IT wireless network
CITYMANAGER_TAB Pc is having issues connecting to the CH-IT network
checked sophos > remove security heartbeat
have lewis check again > still not getting a conneciton or IP > lewis said they are getting 169 address
I SSH into the router > checked information but not sure where to change or look at DHCP issues > reach out to ray
There is an issue with DHCP will get with Ray in the AM to check
for now they are able to work off a network card

11/19/2024 4:40 PM UTC-05/ William McCauley - Lewis called there is a user in city hall that is having issues connecting to the CH-IT SSID
checked the wireless portal > checked the AP sowing online and SSID user is connecting to is avaliable
I checked the SSIDs and see that the CH-IT has security heartbeat on > this is the only SSID that has this enabled
asked lewis if we could disable security heartbeat and have users test connecting again > this could be causing issues
Lewis will let me know. Will follow up with end users as well

11/18/2024 2:24 PM UTC-05/ I will find out. It is in Fire Admin so will have to track it down but will let you know. Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office
This sender is trusted.

sophospsmartbannerend

I will find out. It is in Fire Admin so will have to track it down but will let you know.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/18/2024 2:12 PM UTC-05/ Dalton Boothe - Lewis,

Do you have the name of the device? Is there a time when I can remote in?

Thanks,
Dalton Boothe

11/18/2024 1:27 PM UTC-05/ It was in public safety. One device would connect to various other sources and have no problems. When it connected to CH-IT – each time it would indicate connected but no internet. Disabled the card,
This sender is trusted.

sophospsmartbannerend

It was in public safety. One device would connect to various other sources and have no problems. When it connected to CH-IT – each time it would indicate connected but no internet. Disabled the card, rebooted, enabled but still no internet on CH-IT.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/18/2024 1:16 PM UTC-05/ Dalton Boothe - Lewis,

Good afternoon! I see there are currently 44 devices connected to CH-IT, what devices are currently being affected? Is it just in Public Safety?

Thanks,
Dalton Boothe

Notes
 Checked Sophos
 There are 44 devices currently connected
 Seeing what devices are affected

11/18/2024 10:07 AM UTC-05/ In Public Safety users are able to connect to CH-IT but do not have internet access.

When did you notice the problem?
Monday, November 18, 2024 at 10:07 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 11/19/2024 3:23 PM UTC-05/ William McCauley - Assigned / Selected Resources. /

Resolution: 11/21/2024 8:01 AM UTC-05/ William McCauley -
[image]

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/21/2024 [8:01 AM - 8:02 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
McCauley, William	11/20/2024 [1:00 PM - 1:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
McCauley, William	11/20/2024 [11:05 AM - 11:25 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.33
Fulk, Ray	11/20/2024 [10:40 AM - 11:14 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.57
McCauley, William	11/19/2024 [5:00 PM - 5:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.75
McCauley, William	11/19/2024 [4:40 PM - 4:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Boothe, Dalton	11/18/2024 [1:16 PM - 1:21 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 40728
11/20/2024

Please see the attached from Tyler for our conversion of our financial system to cloud based. Can y
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/20/2024
Closed By: William McCauley

Discussion: 11/20/2024 4:30 PM UTC-05/ William McCauley - fill out the sheet Lewis sent for Tyler Minus (needed public IP address around the city)
sent sheet back to Lewis with information needed
issues resolved

This time entry is marked No Charge

11/20/2024 11:00 AM UTC-05/ Please see the attached from Tyler for our conversion of our financial system to cloud based. Can you please provide the information? Thx.

When did you notice the problem?
Wednesday, November 20, 2024 at 10:59 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
Whitelisted IPs Request.docx

Resolution: 11/20/2024 4:30 PM UTC-05/ William McCauley - fill out the sheet Lewis sent for Tyler Minus (needed public IP address around the city)
sent sheet back to Lewis with information needed
issues resolved

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/20/2024 [4:30 PM - 4:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.42

Ticket# 40669
11/18/2024

Assist users by allowing them access to shared departmental calendars. Please get in touch with Matt
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

11/19/2024
Closed By: William McCauley

Discussion: 11/19/2024 3:01 PM UTC-05/ William McCauley - Bill emailed me that the issues was resolved
closing ticket
This time entry is marked No Charge

11/18/2024 2:57 PM UTC-05/ William McCauley - Call with matthew
asked some questions (having issues with another users seeing a calendar hosted by matt that he has shared)
other user bill russel
I checked some settings for the shared calendar > everything looks correct
found a fix i would like to try on bills PC
Matt is reaching out to bill to set up a time for tomorrow. Will give me a call when ready to proceed

This time entry is marked No Charge

11/18/2024 10:20 AM UTC-05/ Assist users by allowing them access to shared departmental calendars. Please get in touch with Matthew Parker at 804-524-8708 or parkerma@colonialheightsva.gov

When did you notice the problem?
Monday, November 18, 2024 at 10:20 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/19/2024 3:01 PM UTC-05/ William McCauley - Bill emailed me that the issues was resolved
closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/19/2024 [3:01 PM - 3:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
McCauley, William	11/18/2024 [2:57 PM - 3:11 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.23

Ticket# 40696
11/19/2024

Please contact Amber Wallace at 804-722-5439. She is having problems with her desktop printing to h
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/19/2024
Closed By: William McCauley

Discussion: 11/19/2024 2:32 PM UTC-05/ Eric Nelson - remoted into computer and readded and removed old printer that was offline
test page printed successfully
This time entry is marked No Charge

11/19/2024 11:19 AM UTC-05/ Dalton Boothe - Reached out to Amber
She is about to step out for a meeting
She will call the queue when she is back

11/19/2024 10:28 AM UTC-05/ Please contact Amber Wallace at 804-722-5439. She is having problems with her desktop printing to her printer. Apparently an on-going problem.

When did you notice the problem?
Tuesday, November 19, 2024 at 10:28 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/19/2024 2:32 PM UTC-05/ Eric Nelson - remoted into computer and readded and removed old printer that was offline
test page printed successfully
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Nelson, Eric	11/19/2024 [2:32 PM - 2:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Boothe, Dalton	11/19/2024 [11:19 AM - 11:21 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 39113
08/05/2024

We are working with Elite Contracting Group on a City-wide security building. The first building inv
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/19/2024
Closed By: William McCauley

Discussion: 11/19/2024 10:33 AM UTC-05/ Ray Fulk - Sheron confirmed that the port forwarding looks good. Since the first phase of this project is done as far as the networking goes, I am going to close this for now. We can open a ticket/project when the next batch of sites are ready to be set up.

11/19/2024 10:10 AM UTC-05/ Ray Fulk - I reached out to Sheron to follow up and see if the port forwarding is working for him.

11/14/2024 3:35 PM UTC-05/ Ray Fulk - Sheron followed up with me about the port forwarding yesterday: "Right now we are not going to use a specific source address at this time. I consulted with my team and decided that we are going to use port 23220 for the outside to the 172.16.100.8:7000"
I logged into CH-BACKUP and tested 172.16.100.8:7000 to confirm that works internally. I then set up the network and service objects in the firewall in order to use the DNAT wizard to set up the NAT rule. Once that was created, I edited it to use PAT to translate requests on port 23220 of the firewall to port 7000 of the camera server. I tested http://50.204.73.222:23220/index.html on my computer and confirmed it worked, so I followed up with Sheron to let him know.

11/13/2024 10:10 AM UTC-05/ Ray Fulk - Sheron is onsite at the Utilities office and sees their 8-port switch. I logged into that, and it looks like only port 7 is open on it. While I waited for him to confirm, I went into the router and added a static route for the 172.16.100.0/24 network through City Hall. Sheron confirmed port 7 is available, so I made that an access port on VLAN 300. Sheron confirmed that this is working.
He also asked about the following: "Would you be able to assist us with forwarding out side network traffic using port 8081 to 172.16.100.8:8081? We have set up a mobile server to allow for mobile access to their cameras. " I reached out a follow up question, but I should be able to set that up.

10/22/2024 1:08 PM UTC-04/ Ray Fulk - Sheron replied to my email with the following:
"We will schedule for the week of 11/11. Monday the 11th is a holiday so I will reach out to you on Tuesday (11/12) with a tentative Wednesday (11/13) setup day."

10/22/2024 11:04 AM UTC-04/ Ray Fulk - I emailed Sheron to follow up on the Pump Station network setup, as well as let him know I will be out next week.

10/08/2024 12:02 PM UTC-04/ Ray Fulk - Sheron is at FS2 now, so I logged into the switch and the router. While I waited for him to set up, I added a route in the router to the City Hall security subnet. Sheron said that port 14 was available, so I set that up on VLAN 300. He then tested and confirmed it was working. He mentioned that he will work on setting up the Pump Station in a few weeks and will reach out to me then.

10/08/2024 11:01 AM UTC-04/ Ray Fulk - Sheron is at the Library and would like to plug into either port 19 or 20 of the first switch (SN DNI17240N2V). I went into that switch, added VLAN 300, then configured port 20 to be an access port for that VLAN. I also added it to the trunk configuration for port 49 to the firewall. I emailed Sheron back to let him know, and monitored the switch to see him plug a device into port 20. I monitored in the firewall as well and see a device at 192.168.103.251 communicating with the firewall. Sheron confirmed he could reach the gateway, but not the City Hall security subnet 172.16.100.0/24. I added a route for that in the firewall, as well as firewall rules for that network and the internet. Sheron confirmed that worked, and will be heading to Fire Station 2 to get things set up there.

10/07/2024 2:45 PM UTC-04/ Ray Fulk - Sheron is going to stop by Fire Station 2 and the Library tomorrow in order to find a suitable switch port at each site, and will work with me to get that set up.

09/12/2024 8:34 AM UTC-04/ Ray Fulk - Charles let me know that they are working on running a new fiber line between City Hall and Public Safety for this traffic. Once that is done, they will turn their attention to setting up the Library and Fire Station 2. Since we recently installed the new firewall at the Library, I went in and set up VLAN 300 there and gave it the IP 192.168.103.1. I'm going to hold off on adding it to the switch until they are onsite, as I have to do it via CLI.

09/11/2024 9:15 AM UTC-04/ Ray Fulk - I didn't see any emails about this from last week or when I was out, so I emailed the team to follow up.

08/22/2024 11:00 AM UTC-04/ Ray Fulk - Ron sent me a traceroute for 8.8.8.8 and it gets as far as the router before timing out. I double-checked the firewall and realized I needed to add a static route for the 172.16.100.0/24 network pointing to 10.0.4.2. I did that, and confirmed I see HTTPS traffic from the .250 server. I added a static route for the 192.168.104.0/24 network as well, since the Utility network goes out to the internet through Public Safety.
I went into the Fire Station 2 router and set up VLAN 300 with the IP 192.168.102.1. I added VLAN 300 to the uplink port 8 of the switch over there (10.100.207.5).
I went into the Public Works router and set up VLAN 300 with IP 192.168.104.1. I added VLAN 300 to the switch at 10.100.204.5, and smartport automatically tagged it on port 10.
The Library firewall is due to be replaced soon, so I will hold off on adding VLAN 300 there until after that is complete, as the new firewall has already been configured.
I will be out of the office next week, but if necessary we should be able to untag VLAN 300 on whichever switch ports Elite plugs their switches into.
Ron emailed me back and confirmed the internet was working on 172.16.100.250.

08/21/2024 1:10 PM UTC-04/ Ray Fulk - Ron said he can ping the router at 172.16.100.1, but can't ping 8.8.8.8. I checked the firewall once more and confirmed that I am seeing DNS traffic back and forth between 172.16.100.250 and 8.8.8.8. I emailed him back to let him know.

08/21/2024 10:45 AM UTC-04/ Ray Fulk - Ron let me know that the two active devices they have are 172.16.100.250 and 172.16.100.19. I went into the router and confirmed I could ping those from there. I then went into the Public Safety firewall and added the 172.16.100.0/24 network to the LAN-to-Internet rule. I ran a packet capture from the firewall and confirmed that the devices were communicating with 8.8.8.8 for DNS. I also noticed .250 was trying to communicate with the IP 176.16.100.8. Since that is one number off from the LAN, I thought that might be a typo. I emailed the team to give them an update and ask about this.

08/20/2024 1:19 PM UTC-04/ Ray Fulk - Ron went onsite yesterday and plugged his switch (54:07:7D:17:24:6A) into port 31 of CH-PUBLICSAFETY-SWT3, because he said he saw something plugged into port 25. I checked and confirmed I see that switch (and its associated devices) in the MAC address table on port 31. I then made VLAN 300 untagged on port 31, and tagged on port 50 to the router. Everything looked good, so I wanted to try to ping one of Elite's devices, but I didn't have an IP. I tried to look this up via LLDP, but when I tried to pull up the LLDP details on port 31, the switch rebooted. I emailed Lewis and the team real quick to let them know, then set up ports 31 and 50 again since I hadn't saved the changes. I will leave it alone for now.

08/16/2024 1:14 PM UTC-04/ Ray Fulk - Charles at Elite emailed and said they would like to install their equipment at the PSB instead of City Hall, and asked me to identify a switch that they can plug into. I logged back into CH-PUBLICSAFETY-SWT3 and confirmed that several ports are unused, including port 25. I made a note of the serial number of the switch in case Ron needs it (DNI17240N9L). I emailed Charles and the rest of the team to let them know.

08/13/2024 8:34 AM UTC-04/ Ray Fulk - Lewis sent me some photos of the City Hall switches, and it looks like there are open SFP ports (51 and 52) on many of the switches. However, it also looks like the RJ-45 port 49 is open on one of the switches. I logged into the City Hall switches and confirmed that CH-CITYHALL-SWT1 has port 49 open. In case they want to go the fiber route anyway, I looked into what SFP modules the switch supports. I also asked about the 48-port Sophos LAN switch in our project/service standup meeting earlier this morning. Will has been in touch with Lewis about that, but he is out today, so I'll follow up with him when he returns. I emailed the team to let them know what I found.

08/12/2024 2:19 PM UTC-04/ Ray Fulk - I reached back out to AppRiver support to see if they received any update from Microsoft support.

08/12/2024 1:44 PM UTC-04/ Ray Fulk - Charles confirmed Friday that we do not need DHCP pools for these devices, as they will use static IPs. He also requested we get on a call today at 2pm to discuss further. Ahead of the call, I went in and removed the DHCP pool, updated VLAN 300 to use the IP 172.16.100.1/24, and added VLAN 301 for the Public Safety network 192.168.101.1/24. I then pulled up some information that may be useful for the meeting.
I called into the meeting with Lewis and the team at Elite. They wanted to see when they could get out to City Hall to install their equipment. I let them know how Lewis reported there were no open ports on the switches in City Hall and that we were slated to take another switch out there at some point to expand their capacity. Ron mentioned that he saw a few open SFP ports, but I think that may be for the internet switches. I asked Will if he could stop by and check on this after he is done at the fire station.

08/09/2024 9:45 AM UTC-04/ Ray Fulk - The team asked if the subnet 172.16.100.0/24 is available at City Hall. I checked the router again and did not see any evidence of that subnet in use, so I let them know. I also asked if they need DHCP pools set up for these subnets, as it sounds like they may be setting up everything with static IPs.

08/08/2024 11:50 AM UTC-04/ Ray Fulk - Lewis,

I double checked and confirmed that the 192.168.100.0/24 network is assigned to VLAN 100, which is used for the City Hall phones. I didn't see a DHCP pool set up for it when I checked initially, so it was only when I saw the interface itself later that I realized it was in use.

Thank you,
Ray Fulk

Notes
Lewis asked me to check the 192.168.100.0/24 network again, and I confirmed that 192.168.100.1 is assigned to VLAN 100, which is the City Hall voice VLAN.

08/07/2024 9:31 AM UTC-04/ Thank you Ray. Below is contact information for Elite: Charles McPhetridge charles.mcphetridge@elitecontractinggroup.com Sheron Brown sheron.brown@elitecontractinggroup.com Chris Tillman chris.tillman
This sender is trusted.

sophospsmartbannerend

Thank you Ray.

Below is contact information for Elite:

Charles McPhetridge charles.mcphetridge@elitecontractinggroup.com

Sheron Brown sheron.brown@elitecontractinggroup.com

Chris Tillman chris.tillman@elitecontractinggroup.com

I'm going to forward them your e-mail and let them know what you completed.

Also, we are out of room on our switches at City Hall. When you all tried installing the new internet switches, I told them to hang on to the 1 Sophos 48 port so we could put that at City Hall.

Thanks again!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/06/2024 2:57 PM UTC-04/ Ray Fulk - Lewis,

I went into the City Hall router to add VLAN 300 for this new subnet, and it turns out the 192.168.100.0/24 network is already assigned to VLAN 100. I created VLAN 300 and and gave the 192.168.101.0/24 subnet; if City Hall and Public Safety require different VLANs for these devices, I can create a second one. I also set up the routes for the other sites, and a DHCP pool for the 192.168.101.0/24 network. Finally, I added VLAN 300 to the main CH-PUBLICSAFETY-SWT3 switch connected to the router; I can add the VLAN to other switches as needed depending on where they plug their equipment.

Thank you,
Ray Fulk

Notes
I went into the router to set up the 192.168.100.0/24 network, and must have overlooked that it was already configured earlier on VLAN 100. Since City Hall and Public Safety share the same switches, I set up VLAN 300 on the router to be 192.168.101.1 instead. If we need a separate VLAN/subnet for City Hall, we can revisit that. I then set up the routing entries for the Library, FS2 and Utilities. Finally, I set up a DHCP pool for the 192.168.101.0/24 network. After that, I saved the changes and took a config backup.
I logged into CH-PUBLICSAFETY-SWT3 and added VLAN 300 there. I saved the changes and backed up the config.

08/06/2024 2:25 PM UTC-04/ Thank you Ray. I'll get you their contact information shortly! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialhei
This sender is trusted.

sophospsmartbannerend

Thank you Ray. I'll get you their contact information shortly!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/06/2024 1:55 PM UTC-04/ Ray Fulk - I got on a call with Lewis, as well as Charles and Ron with Elite. Based on the discussion, they are going to be setting up a number of head servers at City Hall/PSB that the equipment at each location will need to reach. We will need to set up these branch networks to route back to City Hall over the Fiber ENS connection. They would also like these branch networks to route out to the internet through City Hall as well. I checked some of the switches, and it looks like VLAN ID 300 is available for use, so I will set that up. Ron is going to meet with Lewis and Liz tomorrow at City Hall to look things over. I let them know that I would need to know what switch port(s) their equipment connects to in order to configure it to use VLAN 300.
I will go in shortly and set up VLAN 300 and the 192.168.100.0/24 network in the City Hall router and CH-PUBLICSAFETY-SWT3 switch. I can add it to other switches as needed depending on which ones they connect their equipment into.

08/06/2024 11:42 AM UTC-04/ Ray, My teams is not letting me invite anyone outside my organization. Are you able to send an invite to me and Charles McPhetridge charles.mcphetridge@elitecontractinggroup.com Thanks. Lewis Lewis Ar
This sender is trusted.

sophospsmartbannerend

Ray,

My teams is not letting me invite anyone outside my organization. Are you able to send an invite to me and

Charles McPhetridge charles.mcphetridge@elitecontractinggroup.com

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/7e88fee1-9ca8-4fc1-bc8e-f0384bfa76ac]

08/06/2024 11:05 AM UTC-04/ Ray Fulk - Lewis,

Yes, please send me an invite and I'll put it on the calendar for today.

Thank you,
Ray Fulk

08/06/2024 10:57 AM UTC-04/ Ray, They said 2PM would be great. Do you want me to send out a Teams invite? Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804)
This sender is trusted.

sophospsmartbannerend

Ray,

They said 2PM would be great.

Do you want me to send out a Teams invite?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/06/2024 10:09 AM UTC-04/ Ray Fulk - Lewis,

Would 2pm work for everyone?

Thank you,
Ray Fulk

08/06/2024 10:04 AM UTC-04/ I believe so. Only issue is, I have to leave at 3:30 this afternoon so if possible can we schedule something before that or sometime tomorrow? Thanks. Lewis Lewis Archileti Director of Information Tec
This sender is trusted.

sophospsmartbannerend

I believe so. Only issue is, I have to leave at 3:30 this afternoon so if possible can we schedule something before that or sometime tomorrow?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/06/2024 9:39 AM UTC-04/ Ray Fulk - Lewis,

I'm having difficulty logging into the routers at the Library and FS2 in order to check on those, but I confirmed at City Hall/PSB and Utilities that these IP ranges are not being used there. Based on prior network mapping for the Library and FS2, I don't see anything suggesting these IP ranges are in use there either. However, we'll need to address the connection issue to the routers before we can set up a new VLAN at those locations.

As for a conference call with Elite, would it be possible to schedule one for this afternoon?

Thank you,
Ray Fulk

Notes
I logged into the routers at City Hall/Public Safety, FS2, the Library, and Utilities to make sure these various 192.168.x.x networks are not in use elsewhere. The credentials we have on record for the FS2 and Library routers do not seem to work, but based on prior network mapping, those IP address ranges are available at those sites. I confirmed at City Hall and Utilities that those ranges are not currently being used.

08/06/2024 9:30 AM UTC-04/ I didn't realize they would need access this quickly. Received word from Elite this morning that they are planning on racking all the equipment today and are preparing to connect to our network to get internet access for remote programming. Is this something where we can set up a conference call with maybe Ray or Kyle and Elite to make sure everyone is on the same page?

08/05/2024 10:15 AM UTC-04/ We are working with Elite Contracting Group on a City-wide security building. The first building involved will be - City Hall, Public Safety, Fire Station 2, Library and Main Pump Station. They are planning on configuring the equipment on the following networks - City Hall - 192.168.100.1/24, Public Safety 192.168.101.1/24, Fire Station 2 - 192.168.102.1/24, Library 192.168.103.1/24 , Main Pump Station 192.168.104.1/24. Once all the camera's, etc. are in place, we will open a project/ticket with you to ensure everything gets routed through all the designated buildings to the internet for remote management. First, wanted to make sure this IP scheme doesn't conflict with anything we already have in place and also, if you had an questions for Elite. Thanks.

When did you notice the problem?
Monday, August 5, 2024 at 10:14 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

Internal: 08/23/2024 11:02 AM UTC-04/ Ray Fulk - Ron let me know that they don't anticipate installing any equipment at the other sites next week. If they do, you will need to find out what port Ron hooked his switch into, then set VLAN 300 to be untagged on that port, and that should allow their equipment to reach the router at that site.

08/06/2024 12:40 PM UTC-04/ Ray Fulk - I sent out a Teams invite earlier and confirmed that Lewis and Chris received it.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	11/14/2024 [3:35 PM - 3:50 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.25
Fulk, Ray	11/13/2024 [10:10 AM - 10:39 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.48
Fulk, Ray	10/08/2024 [12:02 PM - 12:26 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.40
Fulk, Ray	10/08/2024 [11:01 AM - 11:29 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.47
Fulk, Ray	09/12/2024 [8:34 AM - 8:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Fulk, Ray	08/22/2024 [11:00 AM - 11:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.73
Fulk, Ray	08/21/2024 [1:10 PM - 1:14 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Fulk, Ray	08/21/2024 [10:45 AM - 10:59 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.23
Fulk, Ray	08/20/2024 [1:19 PM - 1:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.63
Fulk, Ray	08/16/2024 [1:14 PM - 1:25 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.18
Fulk, Ray	08/13/2024 [8:34 AM - 8:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.35
Fulk, Ray	08/12/2024 [1:44 PM - 2:18 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.57

Fulk, Ray	08/09/2024 [9:45 AM - 9:51 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	08/08/2024 [11:50 AM - 11:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	08/06/2024 [2:57 PM - 3:24 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.45
Fulk, Ray	08/06/2024 [1:55 PM - 2:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.58
Fulk, Ray	08/06/2024 [9:39 AM - 9:58 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.32

Ticket# 40414
10/29/2024
by William McCauley

Sophos firewall firmware updates - Courthouse and Library - scheduled 11/17
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/18/2024
Closed By: Joey Musaitef

Discussion: 11/17/2024 1:00 PM UTC-05/ William McCauley - update library and courthouse firewall firmware
confirmed firmware updated and firewalls came back online after reboot
issues resolved
emailed Lewis this is complete

This time entry is marked No Charge

10/29/2024 3:11 PM UTC-04/ William McCauley - Sophos firewall firmware updates - Courthouse and Library

Resolution: 11/17/2024 1:00 PM UTC-05/ William McCauley - update library and courthouse firewall firmware
confirmed firmware updated and firewalls came back online after reboot
issues resolved
emailed Lewis this is complete

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/17/2024 [1:00 PM - 2:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.00

Ticket# 40652
11/15/2024
by William McCauley

Debroah Holt is having issues opening recent documents in Excel (the application keeps crashing)
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/18/2024
Closed By: Joey Musaitef

Discussion: 11/15/2024 4:10 PM UTC-05/ Dalton Boothe - Debbie reached back out
Remoted in
Ran quick repair
Success
Tested
Same issue
Noticed she had the 2019 installed
Ran full repair
Failed
Did not have access to installer path
Reinstalled Office
Once completed we tested
Success
Verified Excel and Outlook were working as intended
No further assistance requested
Marking complete

11/15/2024 10:44 AM UTC-05/ William McCauley - Debroah Holt is having issues opening recent documents in Excel (the application keeps crashing)

11/15/2024 10:43 AM UTC-05/ William McCauley - Carla called support for Deborah
Deborah is having issues opening recent documents in excel it crashes each time she tries to
Excel will open fine just when trying to open recent documents
check event viewer > showing that excel is faulty
run sfc scan to repair corrupted files (had to reboot and log into proactive side scan was not running under Deborah's account
SFC scan repaired corrupted files > log into proactive side open a few files from her desktop
close outlook and test opening recent documents > excel is no longer crashing on the proactive side
Deborah is out at the bank > Asked Carla to have her test excel when she gets back and let me know if the issues have been resolved.
She will call once they test.. waiting client response

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/15/2024 [4:10 PM - 4:39 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.48
McCauley, William	11/15/2024 [10:43 AM - 11:11 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.47

Ticket# 40583
11/12/2024
by Dalton Boothe

Need 9 new printers added to devices
City of Colonial Heights
Jessica Moody
8044510242
moodyj@colonialheightsva.gov

Headquarter
Support

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

11/18/2024
Closed By: Joey Musaitef

Discussion: 11/15/2024 10:33 AM UTC-05/ William McCauley - Jessica moody called support new printer set up is now not printing for her
Jessica stated the test page worked when printing but she is having issues printing from her PC
determined which was the new printer
printed from google, users confirmed it printed
looks like the user was trying to print to the old printer
remove the unused printer and set the new printer as default
user tested printing as well and confirmed there are no additional issues

This time entry is marked No Charge

11/15/2024 10:31 AM UTC-05/ Dalton Boothe - Arrived onsite
Met with Eric and Evan
Went into the courthouse
Met with Jessica
Installed printers in the requested locations
Verified test pages were successful
Success
Verified all was good
Left site
Headed to City Hall

11/15/2024 9:30 AM UTC-05/ Evan Nelson - Arrived at Colonial Heights Courthouse at 550 Boulevard, Colonial Heights, VA
Met with Dalton and Eric
Met with Jessica and determined the location of the printers to be replaced
Replaced printers and verified test print

11/15/2024 8:44 AM UTC-05/ Eric Nelson - Traveled From Home to CH to install and configure 9 printer devices
This time entry is marked No Charge

11/15/2024 8:19 AM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

11/13/2024 4:29 PM UTC-05/ William McCauley - test

11/12/2024 9:34 AM UTC-05/ Yes, Friday will work fine. Thank you! Jessica W. Moody Office Manager/Legal Assistant City of Colonial Heights Office of the Commonwealth's Attorney 550 Boulevard, Suite 200 Colonial Heights, VA 2383
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Yes, Friday will work fine.

Thank you!

Jessica W. Moody
Office Manager/Legal Assistant
City of Colonial Heights
Office of the Commonwealth's Attorney
550 Boulevard, Suite 200
Colonial Heights, VA 23834
804.520.9293
Fax 804.520.9229

11/12/2024 9:13 AM UTC-05/ Dalton Boothe - Need 9 new printers added to devices

11/12/2024 9:13 AM UTC-05/ Dalton Boothe - Jessica,

At the earliest we can have someone there Friday at 9:30. Does this work for you all?

Thanks,
Dalton Boothe

Notes
Reached out to Jessica
She informed me the printers were not set up
Got with Will
He stated we can schedule someone onsite to assist
Verifying if Friday works with Jessica

Internal: 11/15/2024 3:33 PM UTC-05/ William McCauley - Assigned / Selected Resources. /

Resolution: 11/15/2024 10:33 AM UTC-05/ William McCauley - Jessica moody called support new printer set up is now not printing for her
Jessica stated the test page worked when printing but she is having issues printing from her PC
determined which was the new printer
printed from google, users confirmed it printed
looks like the user was trying to print to the old printer
remove the unused printer and set the new printer as default
user tested printing as well and confirmed there are no additional issues

This time entry is marked No Charge

11/15/2024 9:30 AM UTC-05/ Evan Nelson - Arrived at Colonial Heights Courthouse at 550 Boulevard, Colonial Heights, VA
Met with Dalton and Eric
Met with Jessica and determined the location of the printers to be replaced
Replaced printers and verified test print

11/15/2024 8:44 AM UTC-05/ Eric Nelson - Traveled From Home to CH to install and configure 9 printer devices
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/15/2024 [10:33 AM - 10:46 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22
Boothe, Dalton	11/15/2024 [10:31 AM - 10:32 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.02
Nelson, Evan	11/15/2024 [9:30 AM - 10:30 AM]	CCH-AIS 24/25	NC	Onsite	Technician	1.00
Nelson, Eric	11/15/2024 [8:44 AM - 10:32 AM]	CCH-AIS 24/25	NC	Onsite	Technician	1.80
Boothe, Dalton	11/15/2024 [8:19 AM - 9:24 AM]	CCH-AIS 24/25	NC	Travel	Technician	1.08
McCauley, William	11/13/2024 [4:29 PM - 4:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27
Boothe, Dalton	11/12/2024 [9:13 AM - 9:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.28

Ticket# 40394
10/28/2024
by Dalton Boothe

RE: Ticket#39841/CCH001/Order #1187: CCH - PLANNING DIRECTOR -- has been updated
City of Colonial Heights
Joseph Carter
8045209333
carterj@colonialheightsva.gov

Headquarter
Support

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

11/15/2024
Closed By: William McCauley

Discussion: 11/15/2024 11:25 AM UTC-05/ Dalton Boothe - Travel From City of Colonial Heights

11/15/2024 10:44 AM UTC-05/ Dalton Boothe - Arrive onsite
Met with Joseph
Took a look at the Canon
Found the IP
Added to device
Success
Tried to print
Failed
Error #860
Either a paper jam or incorrect driver
Checked another user's setup
They were using the UFRII driver
Installed
Successfully printer
Checked Aaron's device
It was already added
No further assistance requested
Marking complete
Left site

11/15/2024 10:33 AM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

11/14/2024 1:24 PM UTC-05/ Hi Dalton, Feel free to stop by as needed. Thanks, Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights, Virginia From: Dalton Boothe Sent: Thursday,
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Dalton,
Feel free to stop by as needed. Thanks,

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights, Virginia

11/14/2024 11:43 AM UTC-05/ Dalton Boothe - All,

I will be at the courthouse tomorrow, if I have time I can swing by and try and get this information if that works with you all.

Thanks,
Dalton Boothe

11/14/2024 9:03 AM UTC-05/ I do not. Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520-9317 Cell – (804) 586-3505 gegenheimerl@colonialhe
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I do not.

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/14/2024 8:50 AM UTC-05/ Dalton Boothe - Lewis and Liz,

Good morning! Do you all happen to know the IP of the Canon 4225 for Joseph? He reported the option to view as greyed out.

Thanks,
Dalton Boothe

11/11/2024 9:52 AM UTC-05/ Dalton Boothe - Lewis and Liz,

Do you all happen to have the IP of the Canon 4225 for Joseph? It appeared the option to view was greyed out.

Thanks,
Dalton Boothe

11/08/2024 11:36 AM UTC-05/ Hi Dalton, I'm signed in. Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights, Virginia From: Dalton Boothe Sent: Friday, November 8, 2024 11:29 AM
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Dalton,

I'm signed in.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights, Virginia

11/08/2024 11:36 AM UTC-05/ Dalton Boothe - Walked Joseph through printing network page on the HP
Added
verified successful
Canon was greyed out
Will see if Lewis has the IP

11/08/2024 11:29 AM UTC-05/ Dalton Boothe - Joseph,

I will remote in now!

Thanks,
Dalton Boothe

11/08/2024 11:29 AM UTC-05/ Dalton Boothe - Joseph,

I will need you to be signed in to add the printers if you are able.

Thanks,
Dalton Boothe

Notes
Attempted to remote in
User was not signed in

11/08/2024 11:16 AM UTC-05/ I need Hp Color Laserjet pro MFP M277 PCL 6 and Canon 4225. Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights, Virginia From: Dalton Boothe Sent:
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I need Hp Color Laserjet pro MFP M277 PCL 6 and Canon 4225.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights, Virginia

11/08/2024 11:09 AM UTC-05/ Dalton Boothe - Joseph,

Awesome! What printers is it that you need? Do you have the model names by chance?

Thanks,
Dalton Boothe

11/08/2024 10:30 AM UTC-05/ Yes, its available today. Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights, Virginia From: Dalton Boothe Sent: Friday, November 8, 2024 10:16 AM
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Yes, its available today.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights, Virginia

11/08/2024 10:16 AM UTC-05/ Dalton Boothe - Joseph,

Good morning! Are you back at your desktop? If so do you have some time so we can add the printers that you need?

Thanks,
Dalton Boothe

11/01/2024 11:17 AM UTC-04/ Dalton, I'm out of the office today but my machine is still on. I should be in the office next week. Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heig
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Dalton,
I'm out of the office today but my machine is still on. I should be in the office next week.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

10/31/2024 9:27 AM UTC-04/ Notice ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachments unless you are expecting them from the sender and/or have confirmed
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sophospsmartbannerend

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I am currently out of the office and unable to respond to your email.

For assistance regarding the City's CDBG Home Repair program or Zoning permits, please contact Prarthana Rao.

For assistance regarding the Planning Commission, Board of Zoning Appeals and Planning & Zoning matters, please contact Aaron Bond.

For assistance regarding Building Inspections, please contact Bernie Murrell.

For assistance with Code Enforcement matters, please contact Tony Evans.

For reports of code enforcement issues, please contact the main office number at 804-520-9297 and provide the address of the issue that needs to be investigated.

Thank you. Have a great day!

10/31/2024 9:26 AM UTC-04/ Dalton Boothe - Joseph,

My apologies, I have been booked up the last few days. Do you have some time for me to remote in and take a look?

Thanks,
Dalton Boothe

10/28/2024 10:12 AM UTC-04/ Good morning Dalton, I will need the dept. printers to be linked to my new computer. Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights, Virginia Fr
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sophospsmartbannerend

Good morning Dalton,

I will need the dept. printers to be linked to my new computer.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights, Virginia

Internal: 11/04/2024 3:02 PM UTC-05/ Joanna Peterson - I went on site today to help Joseph and he was out of the office with he laptop so I could not do anything to help him.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/15/2024 [11:25 AM - 12:40 PM]	CCH-AIS 24/25	NC	Travel	Technician	1.25
Boothe, Dalton	11/15/2024 [10:44 AM - 11:25 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.68
Boothe, Dalton	11/15/2024 [10:33 AM - 10:45 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.20
Boothe, Dalton	11/08/2024 [11:36 AM - 11:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.32
Boothe, Dalton	11/08/2024 [11:29 AM - 11:31 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 40636
11/14/2024

James Drake in Engineering is getting McAfee and Norton pop-up on his computer. Think browser relate
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/14/2024
Closed By: William McCauley

Discussion: 11/14/2024 12:52 PM UTC-05/ Brandon Walcott - Called James Drake to assist with his Pop-Up issue
Remoted into his device (CH-ENG-04)
There is a notification pop-up on the bottom right of his screen
Saw that the notification originated from Edge
Opened Microsoft Edge
Went to Settings --> Cookies and site permissions
Found the sites that were pushing notifications and set it back to Block
Saved changes
Verified that the Site Settings in Google Chrome were set to not allow pop-ups as well
No further issues reported

11/14/2024 12:02 PM UTC-05/ James W. (Jim) Drake
Engineering Technician
Department of Public Works & Engineering
City of Colonial Heights, VA
(804) 524-8739 Office
(804) 721-3102 Cell

11/14/2024 11:58 AM UTC-05/ James Drake in Engineering is getting McAfee and Norton pop-up on his computer. Think browser related as neither are installed on the desktop. See attachment for computer info.

When did you notice the problem?
Thursday, November 14, 2024 at 11:58 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
engineering popups.JPG

Resolution: 11/14/2024 12:52 PM UTC-05/ Brandon Walcott - Called James Drake to assist with his Pop-Up issue
Remoted into his device (CH-ENG-04)
There is a notification pop-up on the bottom right of his screen
Saw that the notification originated from Edge
Opened Microsoft Edge
Went to Settings --> Cookies and site permissions
Found the sites that were pushing notifications and set it back to Block
Saved changes
Verified that the Site Settings in Google Chrome were set to not allow pop-ups as well
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	11/14/2024 [12:52 PM - 1:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 40633
11/14/2024

Our Economic Dev. Department would like to purchase the following Domains from Go Daddy: www.discove
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/15/2024
Closed By: William McCauley

Discussion: 11/14/2024 10:53 AM UTC-05/ Dalton Boothe - Lewis,

We should not be required for this process!

Thanks,
Dalton Boothe

11/14/2024 10:41 AM UTC-05/ Dalton Boothe - Sent info to the team to verify if we are needed

11/14/2024 9:57 AM UTC-05/ Our Economic Dev. Department would like to purchase the following Domains from Go Daddy:
www.discovercolonialheights.com
www.discovercolonialheights.net
www.discovercolonialheightsva.com
www.discovercolonialheightsva.net

I don't see why IT or ProActive should be involved but wanted to check before I gave them the OK. Tnx.

When did you notice the problem?
Thursday, November 14, 2024 at 9:57 AM EST

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
Boothe, Dalton	11/14/2024 [10:41 AM - 10:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02

Ticket# 39864
09/18/2024

SURFACE-PD002 has restrictions that they are unable to set up sign on using facial recognition or fi
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

11/14/2024
Closed By: William McCauley

Discussion: 11/14/2024 9:15 AM UTC-05/ Dalton Boothe - Liz,

Awesome! I appreciate the update. I hope you have a great one!

Thanks,
Dalton Boothe

11/14/2024 9:14 AM UTC-05/ They are good to go – this ticket can be closed out. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520
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sophospsmartbannerend

They are good to go – this ticket can be closed out.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/14/2024 8:51 AM UTC-05/ Dalton Boothe - Liz,

Good morning! Have you had a chance for someone to test?

Thanks,
Dalton Boothe

11/12/2024 9:06 AM UTC-05/ Let me find someone to test it. Thanks! Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520-9317 Cell – (804) 58
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sophospsmartbannerend

Let me find someone to test it.

Thanks!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/11/2024 9:41 AM UTC-05/ Dalton Boothe - Liz,

I got the surfaces moved to a separate OU with the policy linked. Can you test setting up Hello?

Thanks,
Dalton Boothe

Notes
Created Police Surfaces OU
Moved the devices over
Linked GPO to the OU

11/08/2024 10:12 AM UTC-05/ Dalton Boothe - Liz,

Understood, no worries at all. Let me get with the team to work on limiting that to only the police surfaces.

Thanks,
Dalton Boothe

11/07/2024 3:10 PM UTC-05/ I would really prefer that only these surfaces allow the face ID for now. I don't want to create a problem down the road for all of us. Thanks, Liz Gegenheimer, Information Systems Coordinator Departm
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sophospsmartbannerend

I would really prefer that only these surfaces allow the face ID for now. I don't want to create a problem down the road for all of us.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/07/2024 2:37 PM UTC-05/ Dalton Boothe - Liz,

I believe all devices on the domain would be able to.

Thanks,
Dalton Boothe

11/07/2024 2:31 PM UTC-05/ If we leave it for the entire domain, do we have any other devices that would allow Face ID set up? Sent from my iPhone On Nov 7, 2024, at 14:29, Dalton Boothe wrote: Notice ATTENTION: This e-mail
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sophospsmartbannerend

If we leave it for the entire domain, do we have any other devices that would allow Face ID set up?

Sent from my iPhone

On Nov 7, 2024, at 14:29, Dalton Boothe <helpdesk@proactive-info.com> wrote:

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11/07/2024 2:09 PM UTC-05/ Dalton Boothe - Liz,

Perfect, I'm in now. Thank you!

Thanks,
Dalton Boothe

11/07/2024 2:08 PM UTC-05/ Dalton Boothe - Liz,

I got the device picking up the policy but it is currently set for the whole domain. I can leave as is or continue working to limit it to the police surfaces. However you would like to proceed just please let me know.

Thanks,
Dalton Boothe

Notes
The device was not picking up the policy
Tested moving to the domain
It picked it up
Seeing how Liz wants to proceed

11/07/2024 2:07 PM UTC-05/ Can you try now again? I have it in my office now. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520-9
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sophospsmartbannerend

Can you try now again? I have it in my office now.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/07/2024 1:48 PM UTC-05/ Dalton Boothe - Liz,

It still appears it is offline, I have not seen it online at all today.

Thanks,
Dalton Boothe

11/07/2024 12:21 PM UTC-05/ Were you able to connect? Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520-9317 Cell – (804) 586-3505 gegenhe
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sophospsmartbannerend

Were you able to connect?

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/07/2024 10:08 AM UTC-05/ It’s on and connected to the internet. Sent from my iPhone On Nov 7, 2024, at 10:02, Dalton Boothe wrote: Notice ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems
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sophospsmartbannerend

It’s on and connected to the internet.

Sent from my iPhone

On Nov 7, 2024, at 10:02, Dalton Boothe <helpdesk@proactive-info.com> wrote:

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11/07/2024 9:58 AM UTC-05/ Dalton Boothe - Liz,

It appears that device is offline.

Thanks,
Dalton Boothe

Notes
PD008 is offline

11/07/2024 9:57 AM UTC-05/ Use Surface-pd008 to remote in. Liz Sent from my iPhone On Nov 7, 2024, at 09:50, Dalton Boothe wrote: Notice ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. D
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sophospsmartbannerend

Use Surface-pd008 to remote in.

Liz

Sent from my iPhone

On Nov 7, 2024, at 09:50, Dalton Boothe <helpdesk@proactive-info.com> wrote:

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11/07/2024 9:46 AM UTC-05/ Dalton Boothe - Liz,

Can I remote in to one of the devices to verify it is picking up the policy?

Thanks,
Dalton Boothe

Notes
Seeing if I can remote in to run gpresult

11/07/2024 9:31 AM UTC-05/ Sent from my iPhone On Nov 7, 2024, at 09:29, Dalton Boothe wrote: Notice ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachment
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sophospsmartbannerend
[image0.jpeg]

Sent from my iPhone

On Nov 7, 2024, at 09:29, Dalton Boothe <helpdesk@proactive-info.com> wrote:

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11/07/2024 9:29 AM UTC-05/ Dalton Boothe - Liz,

Good morning! Would it be possible to provide a screenshot of the error or message they are getting when trying to set up biometrics?

Thanks,
Dalton Boothe

11/05/2024 9:28 AM UTC-05/ Dalton Boothe - Liz,

Good morning! Would it be possible to provide a screenshot of the error or message they are getting when trying to set up biometrics?

Thanks,
Dalton Boothe

Notes
Draft email

10/24/2024 8:46 AM UTC-04/ I'm not sure what you mean by assigning the users to devices in the Police OU in active directory but I don't believe they are assigned to devices anywhere in documentation. I can get you that informa
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sophospsmartbannerend

I'm not sure what you mean by assigning the users to devices in the Police OU in active directory but I don't believe they are assigned to devices anywhere in documentation. I can get you that information if needed.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/24/2024 8:42 AM UTC-04/ Dalton Boothe - Liz,

Good morning! I am creating a GPO to try and allow Hello to be setup, are the users assigned to the devices in the Police OU in the AD?

Thanks,
Dalton Boothe

10/24/2024 8:34 AM UTC-04/ Dalton Boothe - Liz,

I was just curious if the users that will be using the devices are in the Police OU in the Active Directory. I have that group policy in place if they are able to test setting up Windows Hello.

Thanks,
Dalton Boothe

Notes
Kyle showed me the GPO
Copied to CH-DC
Linked to Police OU
Will have them test

10/21/2024 8:21 AM UTC-04/ Dalton Boothe - Kyle stated he had a GPO set up for us to access Hello
Attempted to sign in using my credentials
Could not see GPOs
Will need to look over with admin privileges

10/15/2024 3:01 PM UTC-04/ Dalton Boothe - Did some looking
No GPO found
Did some research
It may be due to settings in Entra
Saw that only Email OTP was allowed for users
Getting with the team to see about this change

10/10/2024 8:34 AM UTC-04/ No, these are not. These are surface pros being used by PD Administration and they'd like to be able to enable face id to open/log into the device.

10/10/2024 8:12 AM UTC-04/ Dalton Boothe - Liz,

Good morning! I'm looking at this for Brandon while he is out on PTO. Are these devices that are need Hello for the project that we informed Cari about?

Thanks,
Dalton Boothe

09/21/2024 5:15 PM UTC-04/ Device Names:
SURFACE-PD004
SURFACE-PD002
SURFACE-PD005
SURFACE-PD008
SURFACE-PD007
SURFACE-PD006

09/18/2024 3:52 PM UTC-04/ Brandon Walcott - Liz,

Thank you Liz; I'll update you through this ticket as I get more information as well.

Thanks,
Brandon Walcott

09/18/2024 3:40 PM UTC-04/ The others are still in boxes. I'm working on setting them up by the end of the week. I'll update this ticket with a complete list.

09/18/2024 3:38 PM UTC-04/ Brandon Walcott - Liz,

Could you provide me with the device names of those 7 Surface Pro's? I can reach out to my team to see if they have a way to get them added to some kind of exemption group that will allow it.

Thanks,
Brandon Walcott

09/18/2024 3:31 PM UTC-04/ I have a total of 7 surface pros - could we create some kind of policy for those only to be able to do this?

09/18/2024 3:16 PM UTC-04/ Brandon Walcott - Liz,

After checking on the surface directly and going through the Group Policies on the DC we can't get the Windows Hello sign-in options available for that device only.

Thanks,
Brandon Walcott

09/18/2024 2:44 PM UTC-04/ Do you think we might have an answer this afternoon?

09/18/2024 11:08 AM UTC-04/ Device is on and in my office if someone needs to remote in to troubleshoot

09/18/2024 11:08 AM UTC-04/ SURFACE-PD002 has restrictions that they are unable to set up sign on using facial recognition or fingerprint - is this something we can change on this device only?

When did you notice the problem?
Wednesday, September 18, 2024 at 11:08 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
Boothe, Dalton	11/11/2024 [9:41 AM - 9:49 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Boothe, Dalton	11/07/2024 [2:08 PM - 2:28 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.33
Boothe, Dalton	11/07/2024 [9:58 AM - 10:00 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Boothe, Dalton	11/07/2024 [9:46 AM - 9:49 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	11/05/2024 [9:28 AM - 9:29 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	10/24/2024 [8:34 AM - 8:49 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.25
Boothe, Dalton	10/21/2024 [8:21 AM - 8:27 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Boothe, Dalton	10/15/2024 [3:01 PM - 3:50 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.70

Ticket# 40620
11/13/2024
by Ray Fulk

Pending VCSA Update 6.7.0.58000
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/14/2024
Closed By: William McCauley

Discussion: 11/14/2024 8:53 AM UTC-05/ Ray Fulk - I checked and confirmed the Veeam backup jobs ran successfully last night, so I will close this.

11/13/2024 2:29 PM UTC-05/ Ray Fulk - I checked to make sure we had a good backup of the VCSA VM, and that no backup jobs were running in Veeam. I then went in and applied the update, and monitored while that run to ensure it completed successfully. Everything looks good, so I will keep this open until tomorrow to make sure the Veeam backups run correctly.

11/13/2024 1:08 PM UTC-05/ Yes. That's fine. Thanks. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov On Nov 13, 2024, at 1:04 P
This sender is trusted.

sophospsmartbannerend

Yes. That's fine. Thanks.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Nov 13, 2024, at 1:04 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

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11/13/2024 1:03 PM UTC-05/ Ray Fulk - Lewis,

Good afternoon, there is a new security update available for your vCenter server VM. Installing that will not require any downtime, so I wanted to see if I could apply that today.

Thank you,
Ray Fulk

11/13/2024 1:02 PM UTC-05/ Ray Fulk - There is a new security update (6.7.0.58000) available for the vCenter Server Appliance. Installing it won't require any downtime, so I will reach out to Lewis to see if I can apply that today.

Resolution: 11/14/2024 8:53 AM UTC-05/ Ray Fulk - I checked and confirmed the Veeam backup jobs ran successfully last night, so I will close this.

11/13/2024 2:29 PM UTC-05/ Ray Fulk - I checked to make sure we had a good backup of the VCSA VM, and that no backup jobs were running in Veeam. I then went in and applied the update, and monitored while that run to ensure it completed successfully. Everything looks good, so I will keep this open until tomorrow to make sure the Veeam backups run correctly.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	11/14/2024 [8:53 AM - 8:59 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Fulk, Ray	11/13/2024 [2:29 PM - 2:54 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.42

Ticket# 40519
11/06/2024
by William McCauley

Azure AD Tyler Minus Application secrete expiring
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/07/2024
Closed By: William McCauley

Discussion: 11/06/2024 3:14 PM UTC-05/ William McCauley - Azure AD Tyler Minus Application secrete expiring

11/06/2024 3:02 PM UTC-05/ William McCauley - Karla Ramsey called support they have a warning that a secrete for Tyler minus is expiring
Go to Azure identity portal > applications > Tyle Minus
Create new secrete password
remote into Karla PC > she logged into the tyler minus admin portal
I entered the new secrete value (Expires 11/6/2026)
deleted the old secrete from Azure
issues resolved

[image]

This time entry is marked No Charge

Resolution: 11/06/2024 3:02 PM UTC-05/ William McCauley - Karla Ramsey called support they have a warning that a secrete for Tyler minus is expiring
Go to Azure identity portal > applications > Tyle Minus
Create new secrete password
remote into Karla PC > she logged into the tyler minus admin portal
I entered the new secrete value (Expires 11/6/2026)
deleted the old secrete from Azure
issues resolved

[image]

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	11/06/2024 [3:02 PM - 3:15 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.22

Ticket# 40510
11/06/2024

Please assign Microsoft G1 license to two users: - Jared Kissner (kissnerj) - Shaylynn Garton (gart
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

11/06/2024
Closed By: William McCauley

Discussion: 11/06/2024 10:15 AM UTC-05/ Joanna Peterson - Liz,

Good morning. Both these users are all set with G1 licenses, have a great day!

Thanks,
Joanna Peterson

Notes
Assigned G1 licenses to both users

11/06/2024 8:28 AM UTC-05/ Please assign Microsoft G1 license to two users:

- Jared Kissner (kissnerj)
- Shaylynn Garton (gartons)

Thanks!

When did you notice the problem?
Wednesday, November 6, 2024 at 8:28 AM EST

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
Peterson, Joanna	11/06/2024 [10:15 AM - 10:25 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

Ticket# 40477
11/04/2024

Can you remove CH-ENGINEERING001 PC from the Do Not Patch list? Thanks!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

11/05/2024
Closed By: William McCauley

Discussion: 11/05/2024 9:17 AM UTC-05/ Dalton Boothe - Liz,

Alrighty, I got it moved and the policy has been changed so it should be updating through NinjaOne. Please let us know if there are any further issues. Hope you have a great one!

Thanks,
Dalton Boothe

Notes
Logged into Ninja
Changed location to engineering
Policy automatically changed to Windows Workstation
Informing Liz

11/05/2024 7:10 AM UTC-05/ I need it to be removed from the group so that it updates like other computers in the city. It was originally in the 9-1-1 center but has been repurposed to the Engineering department at City Hall. Th
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I need it to be removed from the group so that it updates like other computers in the city. It was originally in the 9-1-1 center but has been repurposed to the Engineering department at City Hall.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

11/04/2024 12:01 PM UTC-05/ Dalton Boothe - Liz,

Do you just need it moved out of the Do Not Patch location in Ninja? Or is there another spot that you are referring to?

Thanks,
Dalton Boothe

Notes
Draft email

11/04/2024 11:12 AM UTC-05/ Can you remove CH-ENGINEERING001 PC from the Do Not Patch list? Thanks!

When did you notice the problem?
Monday, November 4, 2024 at 11:12 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/05/2024 9:17 AM UTC-05/ Dalton Boothe - Liz,

Alrighty, I got it moved and the policy has been changed so it should be updating through NinjaOne. Please let us know if there are any further issues. Hope you have a great one!

Thanks,
Dalton Boothe

Notes
Logged into Ninja
Changed location to engineering
Policy automatically changed to Windows Workstation
Informing Liz

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/05/2024 [9:17 AM - 9:27 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Boothe, Dalton	11/04/2024 [12:01 PM - 12:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Ticket# 40457
11/01/2024

Please removed the following Microsoft Accounts - Raychel Webster - Shared Mailbox - will delete Za
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/05/2024
Closed By: William McCauley

Discussion: 11/04/2024 4:06 PM UTC-05/ Joanna Peterson - Lewis,

Hi Lewis, I moved each of those users to the disabled users organizational unit.

Thanks,
Joanna Peterson

Notes
Moved each user to the disabled user OU

11/04/2024 3:04 PM UTC-05/ Yes please. I believe we deactivated their accounts already. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheigh
This sender is trusted.

sophospsmartbannerend

Yes please. I believe we deactivated their accounts already.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/04/2024 2:59 PM UTC-05/ Joanna Peterson - Lewis,

Do you want me to remove these users from Active Directory?

Thanks,
Joanna Peterson

11/01/2024 10:41 AM UTC-04/ Joanna Peterson - Lewis,

The licenses are removed for all 4 users, they just need to be removed from Active Directory to completely remove them, do you want me to do that, isn't that something you and Liz typically do?

Thanks,
Joanna Peterson

Notes
Removed licenses for each user

11/01/2024 10:29 AM UTC-04/ No. We had already converted 2 of them to shared mailboxes and the other 2 have been gone for a while so all the Microsoft Accounts can be terminated. Thanks. Lewis Lewis Archileti Director of Informa
This sender is trusted.

sophospsmartbannerend

No. We had already converted 2 of them to shared mailboxes and the other 2 have been gone for a while so all the Microsoft Accounts can be terminated.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

11/01/2024 10:06 AM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, before I disable these accounts, does anyone else need access to these mailboxes?

Thanks,
Joanna Peterson

11/01/2024 9:46 AM UTC-04/ Please removed the following Microsoft Accounts -

Raychel Webster - Shared Mailbox - will delete
Zachary Livesay - Shared Mailbox - Will Delete
Brittany Hinton - Active Mailbox
Jessica Cooper - active mailbox

When did you notice the problem?
Friday, November 1, 2024 at 9:46 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
Peterson, Joanna	11/04/2024 [4:06 PM - 4:23 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.28
Peterson, Joanna	11/04/2024 [2:59 PM - 3:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	11/01/2024 [10:41 AM - 10:58 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.28
Peterson, Joanna	11/01/2024 [10:06 AM - 10:08 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 40484
11/04/2024

Please contact Lenny Caballero - the new Assistant City Manager. He is having an issue signing into
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/05/2024
Closed By: William McCauley

Discussion: 11/04/2024 2:43 PM UTC-05/ Dalton Boothe - Reached out to the number provided
Amber gave me another number to call
Reached out to Lenny
Assisted him in signing in
Assisted him in changing his password
Verified all was good to go
Marking complete

11/04/2024 2:38 PM UTC-05/ Please contact Lenny Caballero - the new Assistant City Manager. He is having an issue signing into his computer. Used to be Karen Epps. His login is caballerol call 804-898-3002

When did you notice the problem?
Monday, November 4, 2024 at 2:38 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 11/04/2024 2:43 PM UTC-05/ Dalton Boothe - Reached out to the number provided
Amber gave me another number to call
Reached out to Lenny
Assisted him in signing in
Assisted him in changing his password
Verified all was good to go
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	11/04/2024 [2:43 PM - 2:53 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

Ticket# 40347
10/23/2024
by William McCauley

Diane with utilities is having issues with her scanner - Not working
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/07/2024
Closed By: William McCauley

Discussion: 11/04/2024 8:30 AM UTC-05/ Joanna Peterson - On site Monday 11/4/2024
Determined Dianne's scanner has failed
Swapped with Kayla and Kayla will use her HP combo printer/scanner
Got Dianne's printer to print
Beverly Young next door had someone else's printer and never could get the scanner to work, reached out to Lewis about this
Helped Debbie print from the billing software to her local printer

10/31/2024 2:53 PM UTC-04/ William McCauley - Dianne called support again she is having scanner problem
Scanner keeps disconnecting
i tried downloading firmware and drivers for he scanner
the PC seems to recognize the scanner but it will not scan
HP scan apps keeps saying that no device is found
would like to try changing the USB cable out before recommending replacement
Joanna is going to go onsite 11/4 between 830-9AM to change cord and try to troubleshoot
Emailed dianne a tech will be onsite monday 11/4

This time entry is marked No Charge

10/23/2024 1:20 PM UTC-04/ William McCauley - Diane with utilities is having issues with her scanner - Not working - device not recognized

On site determined her scanner has failed. Swapped around with Kayla so both have a working scanner now.

10/23/2024 1:00 PM UTC-04/ William McCauley - Call Diane back
Remote into PC
showing that the device is not recognized > asked some questions (connected via USB)
Had Diane power on the scanner > disconnect and reconnect USB
PC now is recognizing the scanner > updated the scanner firmware as there was a message to do so
confirmed we are able to scan into the PC again
showed Diane 2 different ways she can use the scanner (HP Scan app i also created a scanner shortcut to her desktop

This time entry is marked No Charge

Internal: 10/31/2024 3:26 PM UTC-04/ William McCauley - Assigned / jPeterson /

Resolution: 11/04/2024 8:30 AM UTC-05/ Joanna Peterson - On site Monday 11/4/2024
Determined Dianne's scanner has failed
Swapped with Kayla and Kayla will use her HP combo printer/scanner
Got Dianne's printer to print
Beverly Young next door had someone else's printer and never could get the scanner to work, reached out to Lewis about this
Helped Debbie print from the billing software to her local printer

10/23/2024 1:00 PM UTC-04/ William McCauley - Call Diane back
Remote into PC
showing that the device is not recognized > asked some questions (connected via USB)
Had Diane power on the scanner > disconnect and reconnect USB
PC now is recognizing the scanner > updated the scanner firmware as there was a message to do so
confirmed we are able to scan into the PC again
showed Diane 2 different ways she can use the scanner (HP Scan app i also created a scanner shortcut to her desktop

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	11/04/2024 [8:30 AM - 11:30 AM]	CCH-AIS 24/25	NC	Onsite	Technician	3.00
McCauley, William	10/31/2024 [2:53 PM - 3:15 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
McCauley, William	10/23/2024 [1:00 PM - 1:26 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.43

Ticket# 40386
10/28/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 11/01/2024 1:45 PM UTC-04/ Joey Musaitef - Current hours used previous month 24.5

emailed lewis

closing ticket
This time entry is marked No Charge

10/28/2024 1:41 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 10/28/2024 1:41 AM UTC-04/

Resolution: 11/01/2024 1:45 PM UTC-04/ Joey Musaitef - Current hours used previous month 24.5

emailed lewis

closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	11/01/2024 [1:45 PM - 2:00 PM]		NC	Remote	Technician	0.25

Ticket# 40444
10/31/2024

User, Babette Hansen, is having issues with Adobe spinning and showing not responding. No known issu
City of Colonial Heights
Babette Hansen
8048983065
hansenba@colonialheightsva.gov

Headquarter Support

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

11/01/2024
Closed By: Joey Musaitef

Discussion: 11/01/2024 8:50 AM UTC-04/ Brandon Walcott - Called Babette to assist with her Adobe issue
Remoted into her device (CH-MJ0KZVC8)
Opened Adobe
Adobe opened, but is slow and goes to a 'Not Responding' state
Went to Preferences --> Security (Enhanced)
Disabled Enhanced Protection feature
Had Babette test using Adobe
She is now able to open attachments and print PDF's without issue
No further issues reported

10/31/2024 4:35 PM UTC-04/ User, Babette Hansen, is having issues with Adobe spinning and showing not responding. No known issues with any other program.

When did you notice the problem?
Thursday, October 31, 2024 at 4:35 PM 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
Walcott, Brandon	11/01/2024 [8:50 AM - 9:02 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 40417
10/30/2024

User (Chrstian Velez-Ortiz) cannot print in color to the shared mailroom printer on the second floor
City of Colonial Heights
Christian Velez-Ortiz

velez-ortizc@colonialheightsva.gov

Headquarter Support

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

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/30/2024 10:13 AM UTC-04/ William McCauley - Christian is having issues printing to the mail room printer in color
Remote into PC > test printing comes out B&W
check through settings > everything looks correct
notice that PDFs are opening in Edge and not adobe
changed the default app to open PDFs in adobe
tested printing from Adobe and it printed in color
seems to be an Edge issue > PDFs will open in adobe now and user will not have issue of printing in color
issue resolved

10/30/2024 10:04 AM UTC-04/ William McCauley - called Christian > left VM for call back
This time entry is marked No Charge

10/30/2024 8:29 AM UTC-04/ Contact Number: 804-524-8752

10/30/2024 8:28 AM UTC-04/ User (Chrstian Velez-Ortiz) cannot print in color to the shared mailroom printer on the second floor of City Hall. He can print color from Word application only.

When did you notice the problem?
Wednesday, October 30, 2024 at 8:28 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

Resolution: 10/30/2024 10:13 AM UTC-04/ William McCauley - Christian is having issues printing to the mail room printer in color
Remote into PC > test printing comes out B&W
check through settings > everything looks correct
notice that PDFs are opening in Edge and not adobe
changed the default app to open PDFs in adobe
tested printing from Adobe and it printed in color
seems to be an Edge issue > PDFs will open in adobe now and user will not have issue of printing in color
issue resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/30/2024 [10:13 AM - 10:31 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.30
McCauley, William	10/30/2024 [10:04 AM - 10:09 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 40248
10/16/2024

Logged into Sophos this morning to reboot an access point which was down. Upon logging in, received
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/29/2024 4:02 PM UTC-04/ Joanna Peterson - Lewis,

Thanks Lewis. We are closing this ticket and opening one strictly for the library and courthouse firewalls on the 11th. Have a great day!

Thanks,
Joanna Peterson

10/29/2024 3:02 PM UTC-04/ As of now, Courthouse is good to go for the 11th. If something changes, I will let you know. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office
This sender is trusted.

sophospsmartbannerend

As of now, Courthouse is good to go for the 11th. If something changes, I will let you know.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/29/2024 3:00 PM UTC-04/ William McCauley - opened new ticket for fw firmware updates - scheduled 11/11 @ 8am
completing ticket

10/29/2024 2:58 PM UTC-04/ Library will be fine. Let me double check the courthouse. I'm not sure they get Veteran's day as they go by State holidays and I know they are closed on Election Day. Lewis Archileti Director of Infor
This sender is trusted.

sophospsmartbannerend

Library will be fine. Let me double check the courthouse. I'm not sure they get Veteran's day as they go by State holidays and I know they are closed on Election Day.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/29/2024 2:44 PM UTC-04/ Joanna Peterson - Lewis,

Public Safety is fine, it was just installed and is up to date. The library and Courthouse have firmware updates we can on the 11th, but that message you got when you reboot that AP, that has already been done in the latest release. So should we schedule the library and courthouse on the 11th?

Thanks,
Joanna Peterson

10/29/2024 1:57 PM UTC-04/ Hi Joanna, We are closed on Monday the 11th. If the Public Safety Firewall needs an upgrade, I will have to schedule with PD and Dispatch. I believe normally, it is a relatively quick process and if I
This sender is trusted.

sophospsmartbannerend

Hi Joanna,

We are closed on Monday the 11th. If the Public Safety Firewall needs an upgrade, I will have to schedule with PD and Dispatch. I believe normally, it is a relatively quick process and if I'm not mistaken, the Firewall is only down during the reboot.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/29/2024 1:25 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, I dropped you an email also; the firmware on these firewalls does need a firmware update, it's just one up, but we should do it after hours. I will see what the rest of the team has scheduled and we will reach out to you with some dates. We are not, but is CCH by chance closed on Veteran's Day? If so, that might be a good time to schedule this. Let me know,thanks!

Thanks,
Joanna Peterson

Notes
Firewalls do need an update to their firmware, minimal.

10/29/2024 11:34 AM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, making sure someone has reached out to you about this? I'm checking the firmware of all your firewalls in the meantime. Thanks!

Thanks,
Joanna Peterson

Notes
Verifying with Lewis about which AP he reboot
All have current firmware except Parks and Rec, which is offline and waiting to update

10/16/2024 10:30 AM UTC-04/ Logged into Sophos this morning to reboot an access point which was down. Upon logging in, received the attached message (photo). Not sure if this is something that pertains to our devices.

When did you notice the problem?
Wednesday, October 16, 2024 at 10:29 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

Attachments:
ssd updates.JPG

Resolution: 10/29/2024 3:00 PM UTC-04/ William McCauley - opened new ticket for fw firmware updates - scheduled 11/11 @ 8am completing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/29/2024 [4:02 PM - 4:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
McCauley, William	10/29/2024 [3:00 PM - 3:11 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.18
Peterson, Joanna	10/29/2024 [2:44 PM - 2:47 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Peterson, Joanna	10/29/2024 [1:25 PM - 1:29 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Peterson, Joanna	10/29/2024 [11:34 AM - 11:48 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.23

Ticket# 40249
10/16/2024

C.J. Allen (Circuit Court) reported they are having an issue with getting their Logan Server synchin
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/29/2024 4:02 PM UTC-04/ William McCauley - issues resolved per Lewis completing ticket

10/29/2024 3:52 PM UTC-04/ Checked with CJ. He said everything seems to be synching now so we can close that ticket. Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office
This sender is trusted.

sophospsmartbannerend

Checked with CJ. He said everything seems to be synching now so we can close that ticket.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Tuesday, October 29, 2024 3:18 PM
To: Lewis Archileti <archiletil@colonialheightsva.gov>
Subject: Re: Ticket # 40249 / CCH001 / C.J. Allen (Circuit Court) reported they are having an issue with getting their Logan Server synchin

Notice
ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachments unless you are expecting them from the sender and/or have confirmed the content is safe. Forward any suspicious e-mails for review to spam@colonialheightsva.gov.

William McCauley 10/29/2024 3:18 PM Lewis, Following up on this ticket to see if we still need to work with the 3rd party or if this has been resolved. Please let me know so i can either reach back ou

sophospsmartbannerend

William McCauley
10/29/2024 3:18 PM

[image]

Lewis,

Following up on this ticket to see if we still need to work with the 3rd party or if this has been resolved. Please let me know so i can either reach back out to the 3rd party or close the ticket.

thank you!

Will McCauley

10/18/2024 11:06 AM UTC-04/ Dalton Boothe - Sent info to Brian Sanders at Logan

10/16/2024 2:56 PM UTC-04/ Hi Dalton, This has been in place and synching for quite a while. If you talk to CJ, he is pretty knowledgeable about Logan and how it works. Lewis Archileti Director of Information Technology City of
This sender is trusted.

sophospsmartbannerend

Hi Dalton,

This has been in place and synching for quite a while. If you talk to CJ, he is pretty knowledgeable about Logan and how it works.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/16/2024 2:51 PM UTC-04/ Dalton Boothe - Lewis,

Just to verify, is this a new process or has it been syncing for a while now?

Thanks,
Dalton Boothe

10/16/2024 2:41 PM UTC-04/ Dalton Boothe -

IPs of the addresses are reachable
Waiting on further word from the team

10/16/2024 2:22 PM UTC-04/ Dalton Boothe - Reached out to CJ
He said Brian Sanders at Logan had the info needed
Reached out to Brian
Got the info
Sent to the team for assistance

10/16/2024 11:30 AM UTC-04/ Try 804-520-9364 and select the prompt for Circuit Court. Not sure of his direct. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 C
This sender is trusted.

sophospsmartbannerend

Try 804-520-9364 and select the prompt for Circuit Court. Not sure of his direct.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/16/2024 11:22 AM UTC-04/ Dalton Boothe - Lewis,

Do you have a good number we can reach him at?

Thanks,
Dalton Boothe

10/16/2024 10:42 AM UTC-04/ C.J. Allen (Circuit Court) reported they are having an issue with getting their Logan Server synching up with Logan Data. He asked me to put in a ticket as it appears to be on our end.

When did you notice the problem?
Wednesday, October 16, 2024 at 10:42 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?
Anytime

Resolution: 10/29/2024 4:02 PM UTC-04/ William McCauley - issues resolved per Lewis
completing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/29/2024 [4:02 PM - 4:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	10/18/2024 [11:06 AM - 11:08 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	10/16/2024 [2:41 PM - 3:07 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.43

Boothe, Dalton	10/16/2024 [2:22 PM - 2:38 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 40408
10/29/2024

Please Call Denise Rawls - 804-520-9262 - she is having a little problem with Adobe. When she tries
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/29/2024 10:02 AM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, how are you? I was able to remote to Denise's system and she could immediately recreate the issues she was having. I uninstalled Adobe Reader, then reinstalled it from scratch and she was able to save and search and follow the processes that previously were failing. I told her we can keep this ticket open through the end of the day to make sure she is still ok. Thanks and have a great day!

Thanks,
Joanna Peterson

Notes
Calling Denise on Adobe issue

10/29/2024 9:14 AM UTC-04/ Please Call Denise Rawls - 804-520-9262 - she is having a little problem with Adobe. When she tries to print, it comes up with "keep" option and saves it.

When did you notice the problem?
Tuesday, October 29, 2024 at 9:14 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

Internal: 10/29/2024 2:57 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	10/29/2024 [2:56 PM - 2:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	10/29/2024 [10:02 AM - 10:37 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.58

Ticket# 40412
10/29/2024
by William McCauley

tracy cherry - default browser going to yahoo search engine instead of chrome
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 10/29/2024 10:43 AM UTC-04/ William McCauley - tracy cherry - default browser going to yahoo search engine instead of chrome

10/29/2024 10:30 AM UTC-04/ William McCauley - called support issues with chrome defaulting to yahoo search engine
checked settings yahoo is not an option for search engines
did a quick search > possible browser hijacking
ran sophos scan > clean
followed instructions on how to revert back to google search engine
need to reset the browser to factory defaults
after resetting the browser we were able to search google again
signed back into her account and added shortcuts to the chrome home page
issues resolved
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	10/29/2024 [10:30 AM - 10:43 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22

Ticket# 40401
10/28/2024

Please create a G3/Mailbox for the new Assistant City Manager. Lenny Caballero. Credentials alrea
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/28/2024 12:53 PM UTC-04/ Brandon Walcott - Lewis,

Lenny's email has been assigned the requested G3 license. Please let us know if they have any issues logging into their domain or email account.

Thanks,
Brandon Walcott

Notes
Logged in to AppRiver
Added an additional G3 license to the AppRiver tenant
Logged into admin center for email users
Assigned the new G3 license to Lenny's email account
Saved changes

10/28/2024 11:56 AM UTC-04/ Please create a G3/Mailbox for the new Assistant City Manager.
Lenny Caballero. Credentials already set-up in AD.
caballerol
caballerol@colonialheightsva.gov
Thanx.

When did you notice the problem?
Monday, October 28, 2024 at 11:55 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

Internal: 10/28/2024 1:08 PM UTC-04/ Brandon Walcott - Added 1 G3 license to the CCH tenant in AppRiver

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	10/28/2024 [12:53 PM - 1:08 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.25

Ticket# 40342
10/23/2024

Please create a G3 License/mailbox for: Erin Williams williamser@colonialheightsva.gov (please noti
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

10/28/2024
Closed By: Joey Musaitef

Discussion:

10/24/2024 2:54 PM UTC-04/ Thanks again Joanna. Lawrence is good. I'll let the other 2 know. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonial
This sender is trusted.

sophospsmartbannerend

Thanks again Joanna. Lawrence is good. I'll let the other 2 know.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/24/2024 2:44 PM UTC-04/ Joanna Peterson - Lewis,

All three users have licenses assigned.
Erin Williams -G3
Lawrence Amos -G1
Michael Bish - G1
Have a great day!

Thanks,
Joanna Peterson

10/24/2024 9:36 AM UTC-04/ Joanna Peterson - Added Erin
Can't find Lawrence Amos in O365
Had to add his proxy info

10/24/2024 8:44 AM UTC-04/ Joanna Peterson - Adding licenses for Erin Williams and Lawrence Amos

10/23/2024 9:57 AM UTC-04/ Please create a G3 License/mailbox for:

Erin Williams
williamser@colonialheightsva.gov (please notice she is "er"). Erin was employed here previsouly.

Please create a G1 License/Mailbox for:

Lawrence Amos
amosl@colonialheightsva.gov

Both of their credentials are already in AD.

Thx.

When did you notice the problem?
Wednesday, October 23, 2024 at 9:57 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

Internal: 10/28/2024 10:05 AM UTC-04/ Joey Musaitef - update agreement

10/27/2024 9:22 PM UTC-04/ Cari Grafton - Updated / JMusaitef / Joey,
Please review for license changes. Client is no charge for add/remove.

10/24/2024 4:36 PM UTC-04/ Joanna Peterson - Worked on using MTX but no notes or communication were provided by jPeterson.

Resolution: 10/28/2024 10:05 AM UTC-04/ Joey Musaitef - update agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/24/2024 [4:35 PM - 4:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	10/24/2024 [2:44 PM - 2:50 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Peterson, Joanna	10/24/2024 [9:36 AM - 10:15 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.46
Peterson, Joanna	10/24/2024 [8:44 AM - 9:06 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.37

Ticket# 40384
10/25/2024

Please create g3 License and mailbox for new Commonwealth Attorney employee: Lindsey Merillat meril
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

10/28/2024
Closed By: Joey Musaitef

Discussion: 10/25/2024 4:11 PM UTC-04/ Dalton Boothe - Lewis,

Got that license added!

Thanks,
Dalton Boothe

Notes
Logged into AppRiver
Added 1 G3 license
Assigned to user

10/25/2024 3:37 PM UTC-04/ Please create g3 License and mailbox for new Commonwealth Attorney employee:

Lindsey Merillat
merillatl@colonialheightsva.gov

She has been created in AD already. Thx

When did you notice the problem?
Friday, October 25, 2024 at 3:36 PM 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

Internal: 10/28/2024 10:04 AM UTC-04/ Joey Musaitef - update agreement

10/25/2024 4:26 PM UTC-04/ Dalton Boothe - Added 1 G3 license, @jmusaitef.

Resolution: 10/28/2024 10:04 AM UTC-04/ Joey Musaitef - update agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/25/2024 [4:11 PM - 4:19 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 40379
10/25/2024

Police Department is arranging a demo from Thomson Reuters. They need the following information - se
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

11/01/2024
Closed By: Joey Musaitef

Discussion: 10/28/2024 8:38 AM UTC-04/ Dalton Boothe - Reached out to Lewis
He just wanted to verify the info sent to him
He will let us know if there are any issues

10/25/2024 3:02 PM UTC-04/ Can you give me a quick call at your convenience please? Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva
This sender is trusted.

sophospsmartbannerend

Can you give me a quick call at your convenience please?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/25/2024 2:13 PM UTC-04/ Dalton Boothe - Lewis,

Here is an image of the ranges.

Thanks,
Dalton Boothe

Notes
Checked the firewall for DHCP
Nothing found
Got with Ray
He sent the following image
Sending to Lewis

10/25/2024 9:38 AM UTC-04/ Police Department is arranging a demo from Thomson Reuters. They need the following information - see attached:

Internet Service Provider: Comcast/Xfinity (Fiber)
IP Address: (I am assuming they want the outside - 50.204.73.210 (?)
IP Address Range - Beginning IP Address: Ending IP Address:

Thx.

When did you notice the problem?
Friday, October 25, 2024 at 9:37 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

Attachments:
Thomson Reuters.pdf

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/28/2024 [8:38 AM - 8:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Boothe, Dalton	10/25/2024 [2:13 PM - 2:46 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.55

Ticket# 40253 10/16/2024	**Pam Wallace was attempting to remote into her computer - CH-Cityclerk239. Normally she is able to ga** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Portal Priority - Planned Tier 1	10/27/2024 Closed By: Cari Grafton

Discussion: 10/20/2024 11:50 PM UTC-04/ I tried again on either Thursday or Friday and was able to RDP into her desktop. I sent her an e-mail asking her to try - she replied saying she would let me know but I never heard back from her.

10/17/2024 10:18 AM UTC-04/ Unfortunately, I can't get to it right now. It is locked in her office and I don't have a key. She is out of the office this week. Lewis Archileti Director of Information Technology City of Colonial H
This sender is trusted.

sophospsmartbannerend

Unfortunately, I can't get to it right now. It is locked in her office and I don't have a key. She is out of the office this week.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/16/2024 3:08 PM UTC-04/ Dalton Boothe - Lewis,

It appears that the agent was installed but NinjaRemote was not, it must not have installed correctly. Is there somebody near the device so I can send a remote link to get in and uninstall and reinstall?

Thanks,
Dalton Boothe

Notes
It appears that the RMM agent was installed but not NinjaRemote
Informing Lewis I will need to uninstall and reinstall

10/16/2024 2:46 PM UTC-04/ Hi Dalton, I can ping by computer name and by IP address 10.100.200.173. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.c
This sender is trusted.

sophospsmartbannerend

Hi Dalton,

I can ping by computer name and by IP address 10.100.200.173.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/16/2024 2:38 PM UTC-04/ Dalton Boothe - Lewis,

It appears the device is offline. If possible, can someone verify it is powered on and connected to the internet?

Thanks,
Dalton Boothe

Notes
Checked NinjaOne
The device appears to be offline
Informing Lewis

10/16/2024 2:24 PM UTC-04/ Pam Wallace was attempting to remote into her computer - CH-Cityclerk239. Normally she is able to gain access but today, she was not. I attempted to remote in using Ninja 1. It comes up but it appears the computer may not have the proper tools installed (?). I tried RDP from my desktop by computer name and IP with no luck. I can ping the computer.

When did you notice the problem?
Wednesday, October 16, 2024 at 2:24 PM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 10/25/2024 10:05 AM UTC-04/ Dalton Boothe - No issues reported, marking complete.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/16/2024 [3:08 PM - 3:24 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.11
Boothe, Dalton	10/16/2024 [2:38 PM - 2:40 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 40365
10/24/2024
by Joanna Peterson

Scanner issue
City of Colonial Heights
Dianne Piotrowski
8045209288
piotrowskid@colonialheightsva.gov

Headquarter
Support

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

10/27/2024
Closed By: Cari Grafton

Discussion: 10/25/2024 9:37 AM UTC-04/ Joanna Peterson - Dianne,

I will leave this open until COB today, good luck!

Thanks,
Joanna Peterson

Notes
Unplugged from pc and back in then it started scanning again

10/25/2024 9:34 AM UTC-04/ Joanna Peterson - Dianne,

Let me give you a call, I am on your system right now.

Thanks,
Joanna Peterson

10/25/2024 9:10 AM UTC-04/ Joanna Good Morning The scanner has the same message HP Imaging Device was not found. Sorry Thanks Dianne From: Joanna Peterson Sent: Thursday, October 24, 2024 12:27 PM To: Dianne Piotrowski Subjec
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Joanna

Good Morning

The scanner has the same message HP Imaging Device was not found.
Sorry

Thanks

Dianne

10/24/2024 12:05 PM UTC-04/ Joanna Peterson - Scanner issue

10/24/2024 12:04 PM UTC-04/ Joanna Peterson - Dianne,

Glad we could get your scanner working. I will leave the ticket open and check with you Friday morning to make sure everything is still working. Have a great day!

Thanks,
Joanna Peterson

Notes
Calling Diane
Dalton was there yesterday
Scanner issue

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/25/2024 [9:37 AM - 9:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Peterson, Joanna	10/25/2024 [9:34 AM - 9:35 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	10/24/2024 [12:04 PM - 12:26 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37

Ticket# 40378
10/25/2024
by Brandon Walcott

Erin Williams Domain Name Issues
City of Colonial Heights
Erin Williams
8045209352
williamser@colonialheightsva.onmicrosoft.com

Headquarter
Support

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

10/27/2024
Closed By: Cari Grafton

Discussion: 10/25/2024 9:16 AM UTC-04/ Brandon Walcott - Erin Williams Domain Name Issues

10/25/2024 9:15 AM UTC-04/ Brandon Walcott - Called Sheriff's Office back
Spoke with them and remoted into Erin Williams computer
Erin's email is showing as williamser@colonialheightsva.onmicrosoft.com instead of williamser@colonialheightsva.gov
Attempted to create a new outlook profile
Once signed in, the email was still showing the same
Checked in the admin center and found Erin's account
Noticed that williamser@colonialheightsva.onmicrosoft.com is set as the Primary email
Went to the Exchange admin center
Found Erin's account
Attempted to change the primary email to colonialheightsva.gov
Unable to make the change from the admin center
Reach out to team and began working with Kyle
Kyle went to Erin's AD account
Kyle updated 'proxyAddress' under the Attribute Editor tab
Added 'SMTP:williamser@colonialheightsva.gov' to proxyAddress and saved changes
Also added the email to the email field under the General tab
Ran the following script in PowerShell:
Start-ADSyncSyncCycle -PolicyType Delta
Once sync completed checked admin center
Williamser@colonialheightsva.gov is now showing as primary
Went back to Erin's computer
Created new outlook profile
Email now properly showing as williamser@colonialheightsva.gov
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	10/25/2024 [9:15 AM - 10:22 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.12

Ticket# 40351
10/23/2024

Please assign G1 License to Michael Bish (bishm). New user has been added in AD
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

10/27/2024
Closed By: Cari Grafton

Discussion: 10/24/2024 2:50 PM UTC-04/ Joanna Peterson - Liz,

This is all corrected now and the users have licenses. Have a great day!

Thanks,
Joanna Peterson

10/24/2024 1:35 PM UTC-04/ Joanna Peterson - Liz,

Ok this is part of the sync problem. I'm going to remove that license until this is corrected.

Thanks,
Joanna Peterson

10/24/2024 1:26 PM UTC-04/ We're still having trouble with Erin Williams - I noticed that her username is williamser@colonialheightsva.onmicrosoft.com instead of the colonialheightsva.gov - I tried to change in AD but hasn't sy
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

We're still having trouble with Erin Williams - I noticed that her username is williamser@colonialheightsva.onmicrosoft.com instead of the colonialheightsva.gov - I tried to change in AD but hasn't synced over. Could that be what's causing the issue we're seeing today?

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/24/2024 1:25 PM UTC-04/ Joanna Peterson - Liz,

Ugh, that one may be on me, let me check her account. I'm working on this sync error, moving it up to Kyle.

Thanks,
Joanna Peterson

10/24/2024 8:35 AM UTC-04/ Joanna Peterson - Liz,

I had to update this user and Lawrence Amos in Active Directory, just waiting for it to sync. Erin Williams is good to go. I'll be in touch throughout the day.

Thanks,
Joanna Peterson

Notes
Checking the AD server
Added proxy address see if this syncs

10/24/2024 8:09 AM UTC-04/ Go ahead and check if you don't mind. He should be in the Fire_EMS group Thanks! Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virgini
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Go ahead and check if you don't mind. He should be in the Fire_EMS group

Thanks!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/24/2024 7:51 AM UTC-04/ Joanna Peterson - Liz,

I still don't see him, do you want to check AD again or want me to do it? Let me know, thanks!

Thanks,
Joanna Peterson

Notes
checking to see if mbish has synced from AD
Still not there

10/23/2024 4:53 PM UTC-04/ Joanna Peterson - Liz,

I'll check Fire and EMS and if he isn't there, I'll check again in the morning, it will be synced by then.

Thanks,
Joanna Peterson

Notes
checking fire and ems group

10/23/2024 4:51 PM UTC-04/ In the Fire EMS group as well. Maybe it hasn't synced? Sent from my iPhone On Oct 23, 2024, at 16:41, Joanna Peterson wrote: Notice ATTENTION: This e-mail originated from outside the City of Coloni
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

In the Fire EMS group as well. Maybe it hasn't synced?

Sent from my iPhone

On Oct 23, 2024, at 16:41, Joanna Peterson <helpdesk@proactive-info.com> wrote:

Notice
ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachments unless you are expecting them from the sender and/or have confirmed the content is safe. Forward any suspicious e-mails for review to spam@colonialheightsva.gov.

10/23/2024 4:36 PM UTC-04/ Joanna Peterson - Liz,

I see Edward Bish and Kenneth Bish. Is Michaed Bish in another group?

Thanks,
Joanna Peterson

10/23/2024 3:49 PM UTC-04/ Please assign G1 License to Michael Bish (bishm). New user has been added in AD

When did you notice the problem?
Wednesday, October 23, 2024 at 3:49 PM 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

Peterson, Joanna	10/24/2024 [2:50 PM - 2:51 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	10/24/2024 [1:35 PM - 1:37 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	10/24/2024 [1:25 PM - 1:27 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	10/24/2024 [8:35 AM - 10:10 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.23
Peterson, Joanna	10/24/2024 [7:51 AM - 7:56 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Peterson, Joanna	10/23/2024 [4:53 PM - 4:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	10/23/2024 [4:36 PM - 4:40 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07

Ticket# 40323
10/22/2024
by Ray Fulk

INTRANETBOX Veeam Backups Failing
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/27/2024
Closed By: Cari Grafton

Discussion: 10/23/2024 12:01 PM UTC-04/ Ray Fulk - Lewis,

I retried the backup job and confirmed it completed successfully. Thank you for taking care of the reboot.

Thank you,
Ray Fulk

10/23/2024 12:01 PM UTC-04/ Ray Fulk - I checked on the backup job and confirmed it completed successfully, so I will close this.

10/23/2024 11:23 AM UTC-04/ Ray Fulk - Lewis went in and rebooted INTRANETBOX, so I went in and retried the backup job and monitored for a bit to make sure it started correctly.

10/23/2024 11:20 AM UTC-04/ It's back up Ray! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray Fulk Sent: Wednesday, O
This sender is trusted.

sophospsmartbannerend

It's back up Ray!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/23/2024 10:51 AM UTC-04/ Ok. Thanks. I'm going to put out a notice and unless I receive any e-mails asking me to wait, I'm going to reboot in a few minutes. I'll let you know. Thanks again! Lewis Lewis Archileti Director of I
This sender is trusted.

sophospsmartbannerend

Ok. Thanks. I'm going to put out a notice and unless I receive any e-mails asking me to wait, I'm going to reboot in a few minutes. I'll let you know.

Thanks again!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/23/2024 10:47 AM UTC-04/ Ray Fulk - Lewis,

I was able to log out of the proactive account and switch over to the domain admin account, so this should let you reboot the server when you're ready.

Thank you,
Ray Fulk

10/23/2024 10:23 AM UTC-04/ Ray – No. I was unable to restart. The login is set to ProActive. Every time I tried to "switch user" it would wrap back around and come back with the ProActive login. I wanted to do this before busin
This sender is trusted.

sophospsmartbannerend

Ray –

No. I was unable to restart. The login is set to ProActive. Every time I tried to "switch user" it would wrap back around and come back with the ProActive login.

I wanted to do this before business hours but since I am unable, are you able to restart with the ProActive Credentials?

Let me know when you can – if you can give me about a 5 minute heads up, I'll put out a quick citywide email to notify.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/23/2024 10:11 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I wanted to follow up and see if you had a chance to reboot the INTRANETBOX server.

Thank you,
Ray Fulk

10/22/2024 5:55 PM UTC-04/ Ray, I will reboot this one in the morning so I can be close in the event it doesn't come back up. I'll let you know once it is done. Thanks. Lewis Archileti Director of Information Technology City of
This sender is trusted.

sophospsmartbannerend

Ray,

I will reboot this one in the morning so I can be close in the event it doesn't come back up.

I'll let you know once it is done.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/22/2024 11:13 AM UTC-04/ Thanks Ray. Let me check to see if there are any after hour meetings scheduled tonight. Will let you know. Thx. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 52
This sender is trusted.

sophospsmartbannerend

Thanks Ray. Let me check to see if there are any after hour meetings scheduled tonight.

Will let you know.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/22/2024 11:07 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I am reaching out because it looks like the Veeam backup for INTRANETBOX is failing again. In the past, rebooting the server has helped to correct this, so I wanted to reach out and set up a time to take care of that.

Thank you,
Ray Fulk

10/22/2024 11:05 AM UTC-04/ Ray Fulk - It looks like the backup for INTRANETBOX is failing again, and usually it requires a reboot to fix this, so I will reach out to Lewis.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	10/23/2024 [11:23 AM - 11:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.32

Ticket# 39841
09/17/2024
by Joey Musaitef

Order #1187: CCH - PLANNING DIRECTOR
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/22/2024 1:42 PM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

10/22/2024 9:40 AM UTC-04/ Dalton Boothe - Arrive onsite
Picked up monitor from Liz
Met with Joseph
Documented share drives and ensured OneDrive was syncing
Removed old device
Installed new
Had user sign in
Installed Office apps
Signed into OneDrive
Verified Outlook was working
Ran into issues with Adobe
Emailed Lewis while ArcGIS installed asking for more info
Once done Jay came to do his setup and I went to look at Dianne's printer and scanner
Rebooted printer
It came back up and printed
Reinstalled scanner driver
Scanned successfully
Went back to assist Jay by entering admin password
Received an error with SQL
Reached out to Lewis
He informed us of the fix
Installed the appropriate drivers
Success
Went back to Dianne
It appeared it needed to have ink replaced
Informed Lewis and Liz
Lewis is also going to handle the Adobe install for Joseph
Marking complete

10/22/2024 8:52 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

10/22/2024 8:43 AM UTC-04/ Dalton Boothe - Liz,

Sounds good! I will stop by there before meeting Joseph.

Thanks,
Dalton Boothe

10/22/2024 8:42 AM UTC-04/ Dalton, I have the monitor in my office. Liz Sent from my iPhone On Oct 22, 2024, at 08:13, Dalton Boothe wrote: Notice ATTENTION: This e-mail originated from outside the City of Colonial Heights'
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Dalton,

I have the monitor in my office.

Liz

Sent from my iPhone

On Oct 22, 2024, at 08:13, Dalton Boothe <helpdesk@proactive-info.com> wrote:

Notice
ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachments unless you are expecting them from the sender and/or have confirmed the content is safe. Forward any suspicious e-mails for review to spam@colonialheightsva.gov.

10/22/2024 8:12 AM UTC-04/ Dalton Boothe - Lewis,

I appreciate the heads up there, I will make sure to document what is mapped currently and do the same on his new device.

Thanks,
Dalton Boothe

10/22/2024 8:06 AM UTC-04/ Dalton, Joseph has several mapped drives. Can you please make sure those are mapped on his new desktop? Also, I'm copying Jay so he can get the GIS software setup after you are done. Thx. Lewis Lewis
This sender is trusted.

sophospsmartbannerend

Dalton,

Joseph has several mapped drives. Can you please make sure those are mapped on his new desktop? Also, I'm copying Jay so he can get the GIS software setup after you are done.

Thx.

Lewis

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Oct 21, 2024, at 2:31 PM, Joseph Carter <carterj@colonialheightsva.gov> wrote:

930 works better.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

10/21/2024 2:31 PM UTC-04/ 930 works better. Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights 201 James Ave. Colonial Heights, VA 23834 Phone: (804) 520-9297 carterj@colonia
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sophospsmartbannerend

930 works better.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

10/21/2024 2:27 PM UTC-04/ Dalton Boothe - Joseph,

Does 9am work?

Thanks,
Dalton Boothe

10/21/2024 10:26 AM UTC-04/ Hi Dalton, Yes I'm available tomorrow. What time are you looking at ? Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights 201 James Ave. Colonial Hei
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sophospsmartbannerend

Hi Dalton,

Yes I'm available tomorrow. What time are you looking at ?

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

10/21/2024 10:23 AM UTC-04/ Hi Dalton, Yes I'm available tomorrow. What time are you looking at ? Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights 201 James Ave. Colonial Hei
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Dalton,

Yes I'm available tomorrow. What time are you looking at ?

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

10/21/2024 8:10 AM UTC-04/ Dalton Boothe - Joseph,

Good morning! My schedule is still open for tomorrow if you will be available for the install.

Thanks,
Dalton Boothe

10/17/2024 9:48 AM UTC-04/ Please let me know when you're going to do the install. I have a new monitor for Joseph plus we want to make sure all his drives are mapped and have Jay available to get the GIS software installed. Th
This sender is trusted.

sophospsmartbannerend

Please let me know when you're going to do the install. I have a new monitor for Joseph plus we want to make sure all his drives are mapped and have Jay available to get the GIS software installed.

Thx.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Oct 17, 2024, at 8:15 AM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

Notice
ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachments unless you are expecting them from the sender and/or have confirmed the content is safe. Forward any suspicious e-mails for review to spam@colonialheightsva.gov.

10/17/2024 8:13 AM UTC-04/ Dalton Boothe - Joseph,

Good morning! My schedule is open Tuesday of next week if that works with you!

Thanks,
Dalton Boothe

10/07/2024 12:14 PM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

10/07/2024 9:08 AM UTC-04/ Dalton Boothe - Arrived onsite
Started with Kathy
Added device to the domain
Had user sign in
Installed Office
She is going to reach out when installing the software that needed Windows 10
Moved on to Matt Parker
Added device to the domain
Installed Office
He also needed GisPro
Did some looking through our documentation
Nothing found
Attempted to reach out to Lewis
Left name and number in VM
Kept looking
Found the steps under the CCH Engineering set up KB
Copied over the .sde file
Ran the installer
Monitored while it installed
Installed VPN
Verified all was good to go
He will reach out if any issues
Went to see if Joseph was available
He was out today
Will reschedule
Lewis put in a ticket for the printer in the billing/collections office
Walked to their office
Began looking at the issue
The installer ran until 99%
Then got a fatal error
I rebooted the device
Noticed there was a drive for HP Smart install when plugged into the printer
Ran this
It prompted to uninstall the failed driver
Once done I rebooted
The installer ran
Verified it was successful
Test page successful
I then handled ticket #40131
Ray is monitoring the rebuild
Need to schedule with Joseph
Left site

10/07/2024 8:29 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

10/02/2024 1:49 PM UTC-04/ Dalton Boothe - Lewis,

Good afternoon! I am going to be out there installing 2 laptops on Monday and can see about getting this installed as well, if that works with you all.

Thanks,
Dalton Boothe

10/02/2024 12:20 PM UTC-04/ Brandon Walcott - The client has requested we set up a new machine.

10/02/2024 10:07 AM UTC-04/ Brandon Walcott - The Windows machine was a home edition, need upgraded to Pro the machine using the clients Microsoft account. If n/a please mark accordingly
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.

10/01/2024 9:45 AM UTC-04/ Brandon Walcott - Upgraded the RAM on the new computer to DDR5 32GB
Powered on device and monitored while it pushed the initial Windows updates

09/17/2024 11:32 AM UTC-04/ Joey Musaitef - CCH - PLANNING DIRECTOR Joseph Carter

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/22/2024 [1:42 PM - 2:41 PM]	CCH-AIS 24/25	NC	Travel	Technician	0.98
Boothe, Dalton	10/22/2024 [9:40 AM - 1:42 PM]	CCH-AIS 24/25	NC	Onsite	Technician	4.03
Boothe, Dalton	10/22/2024 [8:52 AM - 9:41 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.82
Boothe, Dalton	10/07/2024 [12:14 PM - 1:37 PM]	CCH-AIS 24/25	NC	Travel	Technician	1.38
Boothe, Dalton	10/07/2024 [9:08 AM - 12:15 PM]	CCH-AIS 24/25	NC	Onsite	Technician	3.12
Boothe, Dalton	10/07/2024 [8:29 AM - 9:09 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.67
Walcott, Brandon	10/02/2024 [10:07 AM - 12:22 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.25
Walcott, Brandon	10/01/2024 [9:45 AM - 10:29 AM]	CCH-AIS 24/25	NC	Admin	Technician	0.73

Ticket# 40307
10/21/2024

We have received this from our Public Safety software vendor: "The new certificate expiration date
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/21/2024 1:55 PM UTC-04/ Ray Fulk - Dalton had asked about this, and I referred him to the following guide: https://pim.itboost.com/app/company/2c5fecce-b3db-40a2-be70-56fbb40e380d/documents/knowledgebase/view/bf3f2cc2-8718-4a68-91eb-8ef1fe3a2347. However, there was an error since the CA certificate on CH-RADIUS is also going to expire in November. I went through and used the following instructions to renew that: https://learn.microsoft.com/en-us/answers/questions/1845031/how-to-renew-certificate-ca-for-one-year. I then generated the CSR and the new certificate to make sure it used the correct CA certificate. That new cert is valid until 10/21/25. I exported the certificate and saved it to CH-FILEBOX with the others, then sent Lewis and Liz a secure email with the export password.

10/21/2024 1:42 PM UTC-04/ Dalton Boothe - Liz,

Ray assisted in getting that certificate renewed. He sent you and Lewis the info in a secure email. Please let us know if there are any further issues.

Thanks,
Dalton Boothe

Notes
Ray sent a KB on how to renew the certificate
Began following the steps
Ran into an issue with the CSP
Ray assisted
Followed along through the KB while he continued
He sent the info to Lewis and Liz
Informing Liz and marking complete

10/21/2024 1:24 PM UTC-04/ Dalton Boothe - Sent message to the team

10/21/2024 1:14 PM UTC-04/ We have received this from our Public Safety software vendor:

"The new certificate expiration date is 11/12/24. This is lower than our normal yearlong expiration date validity period.

This is caused by your domain's Root Certificate expiring on 11/12/24. This will need to be addressed with your IT department personnel in charge of certificates as that Root certificate expiring will break anything reliant on certificates in your environment, even applications outside of Tyler's system."

Thanks!

When did you notice the problem?
Monday, October 21, 2024 at 1:14 PM 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
Fulk, Ray	10/21/2024 [1:55 PM - 2:22 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.45
Boothe, Dalton	10/21/2024 [1:42 PM - 2:23 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.68
Boothe, Dalton	10/21/2024 [1:24 PM - 1:27 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Ticket# 40290
10/20/2024

Please contact Dianne Piotrowski: Utility Billing Supervisor
piotrowskid@colonialheightsva.gov 804-5
City of Colonial Heights
Dianne Piotrowski
8045209288
piotrowskid@colonialheightsva.gov

Headquarter Support

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

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/21/2024 1:46 PM UTC-04/ Brandon Walcott - Will update later

10/21/2024 12:36 PM UTC-04/ You can call me at 804-520-9288 option 7 From: Brandon Walcott Sent: Monday, October 21, 2024 12:22 PM To: Dianne Piotrowski Subject: Ticket#40290/CCH001/Please contact Dianne Piotrowski: Utility Bi
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sophospsmartbannerend

You can call me at 804-520-9288 option 7

10/21/2024 12:22 PM UTC-04/ Brandon Walcott - Dianne,

I tried giving you a call back, but it looks like we missed each other again. Is there a direct line I can reach you at and a time that you would be available to have your printer/scanner issue looked at?

Thanks,
Brandon Walcott

10/21/2024 8:35 AM UTC-04/ Brandon Walcott - Called Dianne to assist with the printer/scanner issue
No answer
Left name, number, and purpose for the call on voice mail

10/20/2024 11:49 PM UTC-04/ Please contact Dianne Piotrowski:
Utility Billing Supervisor
piotrowskid@colonialheightsva.gov
804-520-9288
She is having problems with her printer and scanner.
Thx.

When did you notice the problem?
Sunday, October 20, 2024 at 11:49 PM EDT

Is it preventing you from doing work?
Yes

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
Walcott, Brandon	10/21/2024 [1:46 PM - 3:08 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.37
Walcott, Brandon	10/21/2024 [8:35 AM - 8:40 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 40289
10/20/2024
by Dalton Boothe

Access Point "AP24-PSB-64:B0-PPAP2-SW4.46" radius server 10.100.200.164 : 1812 is unreachable
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/21/2024
Closed By: Cari Grafton

Discussion: 10/21/2024 8:15 AM UTC-04/ Ray Fulk - I logged into CH-RADIUS and Sophos Central, then checked to make sure that the IP address of AP24 hadn't changed compared to what is configured in RADIUS. It is still set to 10.100.200.117. Additionally, this is the only instance of this error, suggesting there may have been a temporary interruption in the connection to RADIUS. I am going to close this for now.

10/20/2024 10:31 PM UTC-04/ Dalton Boothe - Access Point "AP24-PSB-64:B0-PPAP2-SW4.46" radius server 10.100.200.164 : 1812 is unreachable

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	10/21/2024 [8:15 AM - 8:20 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39572
09/02/2024
by Joanna Peterson

Backup Warnings
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/20/2024
Closed By: Cari Grafton

Discussion: 10/16/2024 10:55 AM UTC-04/ Ray Fulk - I confirmed that the backup copy completed, so I went into Veeam and tested it out to make sure it works. Everything looks good, so I went in and deleted the older backup copy that I had moved to another location on our NAS. Closing ticket.

10/15/2024 8:42 AM UTC-04/ Ray Fulk - I checked back up on Veeam, and it looks like the backup copy job is creating an incremental backup to pick up where it left off over the weekend, which is a good sign. I confirmed the local incremental backup completed last night.

10/14/2024 8:45 AM UTC-04/ Ray Fulk - Due to the internet switch install over the weekend, the backup copy job for CH-FILEBOX wound up failing. I'll continue to monitor to see when it starts back up. The local full backup completed successfully.

10/11/2024 8:21 AM UTC-04/ Ray Fulk - I checked and made sure the CH-FILEBOX backup copy job is still running. It is 34% complete after running for 39 hours. At that rate, I believe it should be done on Monday as long as there aren't any errors. I verified that the latest file move for the old offsite copy of CH-FILEBOX is still running as well.

10/10/2024 10:49 AM UTC-04/ Ray Fulk - It looks like the backup copy job is running correctly now, and has sent 476 GB of data so far. It isn't utilizing the old full backup, so I began moving that to the other volume again.

10/09/2024 10:49 AM UTC-04/ Ray Fulk - I noticed that the other offsite backups seemed to be hung, so I stopped and restarted those, and made sure they began working normally. I then checked on the CH-FILEBOX offsite backup, and it looks like when I go to map it, I need to select a backup job rather than a backup file like I thought. I re-enabled the job to see if it will detect the full backup from the CH VMs offsite job or if it's going to try and copy the latest full backup locally.

10/08/2024 1:44 PM UTC-04/ Ray Fulk - I checked on the NAS and confirmed that the move of the backup files is over 61% complete. I checked on CH-BACKUP and verified that last night's local backup completed successfully.

10/07/2024 2:28 PM UTC-04/ Ray Fulk - I checked on the backup copy job, and it looks like it still isn't moving any data offsite. I looked into this further, and I suspect I need to take the existing full backup file from the old backup copy job, move it back to the folder for the new backup copy job, then map the backup copy job to that file so that it will only send incremental changes. I went back into the NAS and set that up. The local full backup for CH-FILEBOX completed successfully last night, and the full backup and incrementals from last week are still present like Lewis asked.

10/03/2024 2:46 PM UTC-04/ Ray Fulk - I still don't see any movement on the backup copy job, so I cancelled and restarted it and will see if that helps any.

10/02/2024 10:49 AM UTC-04/ Ray Fulk - I checked on the offsite copy job, and it looks like that is still pending. The local job completed successfully.

10/01/2024 9:27 AM UTC-04/ Ray Fulk - It looks like the CH-FILEBOX offsite copy job is waiting for other backup copy jobs to complete first, so I will continue to monitor. The local incremental backup completed last night.

09/30/2024 10:44 AM UTC-04/ Ray Fulk - I confirmed the full backup completed successfully last night. However, there was not enough time for the initial backup copy to run, so I adjusted the schedule on that to allow it to run continuously for now. I monitored to make sure that started back up.

09/27/2024 1:25 PM UTC-04/ Ray Fulk - I checked on our NAS and confirmed that the file move is 80% complete. I went back into Veeam on CH-BACKUP and enabled the backup copy job there, as there should be room on the NAS by the time that runs. I also confirmed that the backup completed successfully last night.

09/26/2024 11:34 AM UTC-04/ Ray Fulk - I confirmed the new CH-FILEBOX job completed, and configured it to run nightly. I freed up some additional space on the E: drive, and removed CH-FILEBOX from the City Hall Servers backup job. I created a backup copy job for the new CH-FILEBOX backup, but have not enabled it yet until I can temporarily move the existing offsite copy to another volume on our NAS in order to free up space for the new backup copy.

09/25/2024 1:30 PM UTC-04/ Ray Fulk - I checked on the CH-FILEBOX backup job and confirmed it is still running well and is 9% complete. Veeam is not indicating that the storage is the bottleneck of the backup, so that is a good sign. I will check on this again tomorrow.

09/25/2024 11:26 AM UTC-04/ Ray Fulk - Lewis,

I have set up a separate backup job to backup CH-FILEBOX to CH-BACKUP, and I'm running it to test how long it will take. Based on that, we can see if we need to make any further adjustments before making this the regular backup job for CH-FILEBOX.

Thank you,
Ray Fulk

Notes
Lewis said he would like to see about using the E: drive on CH-BACKUP to host the CH-FILEBOX backup. I deleted the StorageCraft backups under E:\CH-Filebox. I then made a clone of the City Hall Servers backup job and altered it to only back up CH-FILEBOX. I didn't set it to run on a schedule yet, as I want to run it manually once and see how long it takes; I recall that we were having some speed issues when writing to the E: drive due to the block size being very small, which is why we switched to the NAS.
I started the backup job and monitored it while it ran. I will check back up on it later.

09/25/2024 9:51 AM UTC-04/ Ray Fulk - I logged into CH-BACKUP and confirmed the CH-FILEBOX backup is still running.

09/24/2024 10:40 AM UTC-04/ Ray Fulk - I checked up on the CH-FILEBOX backup to make sure it is still running and that the NAS has enough space.

09/24/2024 10:11 AM UTC-04/ Ray Fulk - Last week, Lewis had asked if we could add capacity to the NAS. We couldn't, but I let him know about the potential to use CH-BACKUP as a secondary backup location. I emailed him this morning to follow up on that.

09/23/2024 11:30 AM UTC-04/ Ray Fulk - I checked and confirmed that copying the backup files succeeded over the weekend, and that another full backup for CH-FILEBOX is currently running.

09/20/2024 3:46 PM UTC-04/ Ray Fulk - Lewis asked about the possibility of expanding the storage. I logged back into the NAS to double-check, and confirmed all eight bays are filled currently. I followed up with Lewis to let him know.

09/20/2024 9:59 AM UTC-04/ Ray Fulk - I still haven't heard back from Lewis about the retention requirements for the CH-FILEBOX backup. I went back into the E:\Temp Veeam folder on CH-BACKUP and removed the old backup from 8/27, then began moving the backups from 9/6 off of the NAS. Currently, there are 6.5 TB free on the NAS, and I believe that this file move should complete in time for the next full CH-FILEBOX backup.

09/18/2024 10:12 AM UTC-04/ Ray Fulk - I logged back into CH-FILEBOX this morning and confirmed the backup jobs completed successfully.

09/17/2024 10:56 AM UTC-04/ Ray Fulk - I checked CH-FILEBOX again and confirmed that the old backup files finished moving. There are about 6 TB free on the NAS, and Veeam is retrying the failed backups.

09/16/2024 10:29 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I wanted to follow up on the retention settings for the CH-FILEBOX backup, as it looks like the lack of free space on the NAS is beginning to cause issues with other backup jobs.

Thank you,
Ray Fulk

Notes
I checked on the job to move the oldest CH-FILEBOX backups to the E: drive temporarily, and it looks like it will take another 9 hours to finish. There was enough free space on the NAS for the latest full backup to complete over the weekend, but now other backup jobs are failing since the NAS is full. I will follow up with Lewis to ask about the retention again.

09/13/2024 10:33 AM UTC-04/ Ray Fulk - I haven't heard back from Lewis about their retention needs, and it looks like the backup for CH-FILEBOX is failing because there isn't enough space for another full backup. In the meantime, I decided to created a folder called E:\Temp VEEAM and move the full backup and incrementals for the week of 8/27 to that location in order to free up space on the NAS. That move should be done by Monday.

09/12/2024 10:30 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I am following up about the free space on the NAS. It looks like they way CH-FILEBOX is currently backing up, there are two full backup files on the NAS (each about 7 TB in size) and the currently-running backup job is trying to create a third full backup. I think we may need to adjust how this server is backed up, either by adjusting how long backup files are retained, or by changing how the backup is taken so that there is only one full backup file and a number of incremental backup files.

Thank you,
Ray Fulk

Notes
I checked on the NAS again, and it is almost out of space. There are two full backup files for CH-FILEBOX, and the actively-running backup job is trying to create a third one, which total about 21 TB. I think we might need to adjust the retention to one week, or change how frequently full backups of CH-FILEBOX run.

09/11/2024 10:43 AM UTC-04/ Ray Fulk - Lewis,

It looks like I was mistaken, and those StorageCraft backups are on CH-BACKUP directly rather than the NAS. It looks like most of the space on the NAS is from the Veeam backups. Currently they are set to retain four restore points, and I'm seeing backup files from as far back 8/24/24 as a result. We may need to adjust the retention settings on these backup jobs, so I wanted to see what your requirements were for how long we need to keep backups.

Thank you,
Ray Fulk

Notes
Since the Library is now hosting their catalog in the cloud, I went in and removed the "E:\Library Replication" folder containing the StorageCraft backups for CH-LIB-DESTINY and CIRCWEB2, freeing up 3 TB. I also removed the folder for CH-PDC1, since that has been superseded by CH-DC1 and CH-DC2, which both have current backups.
I checked the NAS again, but didn't see the freed up space there. I realized that the E: drive is local to CH-BACKUP, not mapped to the NAS like I originally believed, so removing these files freed up some space on the server. I checked on the NAS and confirmed that the Veeam backups are taking up most of the space. Right now, the NAS is retaining backups from two weeks ago until the next incremental backup runs. I reviewed the backup jobs and confirmed they are set to retain four restore points. I'm not going to change the retention just yet, but I will discuss it with Lewis.

09/11/2024 10:40 AM UTC-04/ Good Morning Ray, I would imagine if we have good/current back-ups of those servers, the old Storage Craft back-ups aren't necessary. Also, we have decommissioned the Destiny server as we moved the Li
This sender is trusted.

sophospsmartbannerend

Good Morning Ray,

I would imagine if we have good/current back-ups of those servers, the old Storage Craft back-ups aren't necessary. Also, we have decommissioned the Destiny server as we moved the Library to the cloud last year.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/11/2024 10:24 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I am investigating an alert about low disk space on the City Hall NAS. It looks like the bulk of that used space (20 TB) is for the old StorageCraft backups from last year. I wanted to reach out and see if these need to be retained or not. I see old backups for the following servers:

CH-ASSESSOR
CH-Filebox
CH-FINAPP
CH-GIS
CH-LIB-DESTINY
CIRCWEB2
CH-PDC1
COCC-SERVER1
COCC-SQL2
INTRANETBOX
MVMS-SRVR
MVMS-WKST1

Thank you,
Ray Fulk

Notes
I went through and compiled a list of servers that have old StorageCraft backups, and will reach out to Lewis to see if I can remove any of these.

09/11/2024 9:26 AM UTC-04/ Ray Fulk - I logged into the City Hall NAS at 10.100.200.248 and took a look. I confirmed that the storage is 88% full. I looked at the E: drive on CH-BACKUP, and it looks like about 20 TB of that usage is from old StorageCraft backups still on the device from last year. I am going to check and see if these need to be retained or not.

09/02/2024 8:24 PM UTC-04/ Joanna Peterson - Backup Warnings

09/02/2024 8:24 PM UTC-04/ Joanna Peterson - NewWorld Backup Error
Backup location nfs3://10.100.200.248:/volume1/Veeam is getting low on free disk space (2.5 TB free of 31.4 TB).

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	10/16/2024 [10:55 AM - 11:22 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.45
Fulk, Ray	10/15/2024 [8:42 AM - 8:47 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	10/14/2024 [8:45 AM - 8:50 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	10/11/2024 [8:21 AM - 8:27 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	10/10/2024 [10:49 AM - 10:56 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	10/09/2024 [10:49 AM - 11:08 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.32
Fulk, Ray	10/08/2024 [1:44 PM - 1:50 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	10/07/2024 [2:28 PM - 2:44 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27
Fulk, Ray	10/03/2024 [2:46 PM - 2:51 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	10/02/2024 [10:49 AM - 10:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Fulk, Ray	10/01/2024 [9:27 AM - 9:36 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Fulk, Ray	09/30/2024 [10:44 AM - 11:05 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.35
Fulk, Ray	09/27/2024 [1:25 PM - 1:35 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Fulk, Ray	09/26/2024 [11:34 AM - 11:51 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.28
Fulk, Ray	09/25/2024 [1:30 PM - 1:39 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Fulk, Ray	09/25/2024 [11:26 AM - 12:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.57
Fulk, Ray	09/25/2024 [9:51 AM - 9:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Fulk, Ray	09/24/2024 [10:40 AM - 10:45 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	09/23/2024 [11:30 AM - 11:37 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	09/20/2024 [3:46 PM - 3:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Fulk, Ray	09/20/2024 [9:59 AM - 10:12 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22
Fulk, Ray	09/18/2024 [10:12 AM - 10:17 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	09/17/2024 [10:56 AM - 11:04 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Fulk, Ray	09/16/2024 [10:29 AM - 10:38 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Fulk, Ray	09/13/2024 [10:33 AM - 10:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Fulk, Ray	09/12/2024 [10:30 AM - 10:46 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.27
Fulk, Ray	09/11/2024 [10:43 AM - 11:13 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.50
Fulk, Ray	09/11/2024 [10:24 AM - 10:31 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Fulk, Ray	09/11/2024 [9:26 AM - 9:39 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22
Peterson, Joanna	09/02/2024 [8:24 PM - 8:26 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 40149
10/08/2024

Assign G1 License to new user Lisa Zheng (zhengli) Thanks!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

10/14/2024
Closed By: Joey Musaitef

Discussion: 10/08/2024 11:01 AM UTC-04/ Joanna Peterson - Liz,

Hi Liz, the G1 license has been assigned to Lisa Zheng. Have a great day!

Thanks,
Joanna Peterson

Notes
Accessing Appriver to verify license count
Add G1 for new user

10/08/2024 10:56 AM UTC-04/ Assign G1 License to new user Lisa Zheng (zhengli)

Thanks!

When did you notice the problem?
Tuesday, October 8, 2024 at 10:56 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

Internal: 10/13/2024 2:51 PM UTC-04/ Cari Grafton - Joey, please review for license counts. Client is no-charge for add/remove/change.

10/13/2024 2:50 PM UTC-04/ Cari Grafton - Updated / JMusaitef / Review for license counts, client is no charge for add/remove.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/08/2024 [11:01 AM - 11:11 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

Ticket# 40131
10/07/2024
by Joey Musaitef

Order #1196: CCH - FILEBOX HDD
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/14/2024
Closed By: Joey Musaitef

Discussion: 10/07/2024 4:26 PM UTC-04/ Ray Fulk - I checked on CH-FILEBOX and confirmed that the rebuild completed. Closing ticket.

10/07/2024 10:59 AM UTC-04/ Ray Fulk - Dalton is onsite to replace the drive, so I logged into CH-FILEBOX to monitor that. I saw where he removed the drive, and once he inserted the new drive I saw that begin to rebuild. That is going to take a while, so I will check back up on this later as well.

10/07/2024 10:35 AM UTC-04/ Joey Musaitef - CCH - FILEBOX HDD
disk in slot 6 has failed

Internal: 10/12/2024 5:36 PM UTC-04/ Cari Grafton - Joey, Do we charge for the install on drives?

10/07/2024 2:16 PM UTC-04/ Dalton Boothe - Time in ticket #39841

10/07/2024 10:35 AM UTC-04/ Joey Musaitef - Assigned / Selected Resources. /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	10/07/2024 [4:26 PM - 4:28 PM]	CCH-AIS 24/25	NC	Admin	Technician	0.03

Fulk, Ray	10/07/2024 [10:59 AM - 11:07 AM]	CCH-AIS 24/25	NC	Admin	Technician	0.13

Ticket# 40187
10/11/2024

Please call Freddie Ross at the City Garage - 804-520-9374. He has an Access DB which he needs resto
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 10/11/2024 10:10 AM UTC-04/ Dalton Boothe - Reached out to Freddie
Remoted in to his device
Remoted into FileBox
Went to restore
Could not find the file
Checked his PC
It was saved locally
Checked with Lewis if they backed up local PCs
They did not
Found a backup of the Access DB from 6/24
Opened it and verified it worked
It was outdated but he said he could work with it
Copied it to FileBox
Verified all was good to go
Marking complete

10/11/2024 9:43 AM UTC-04/ Please call Freddie Ross at the City Garage - 804-520-9374. He has an Access DB which he needs restored. Believe it is up on Filebox.

When did you notice the problem?
Friday, October 11, 2024 at 9:42 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/11/2024 [10:10 AM - 11:24 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.23

Ticket# 40178
10/10/2024
by Ray Fulk

Install Pending VCSA Update
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 10/11/2024 8:19 AM UTC-04/ Ray Fulk - I logged back into CH-BACKUP and confirmed that the Veeam jobs didn't run into any errors after the VCSA update yesterday, so I will close this.

10/10/2024 1:14 PM UTC-04/ Ray Fulk - Lewis,

I finished applying the VCSA update, so we should be all set.

Thank you,
Ray Fulk

Notes
I checked to make sure we had a recent Veeam backup for the VCSA, then went in to apply the update. I required me to change the root password, so I did that and updated ITBoost, then applied the update. I monitored that as it ran, and confirmed it completed successfully. I will check Veeam in the morning to make sure the backups run correctly tonight.

10/10/2024 10:54 AM UTC-04/ Ray, Please install at your convenience. Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.g
This sender is trusted.

sophospsmartbannerend

Ray,

Please install at your convenience.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/10/2024 10:25 AM UTC-04/ Ray Fulk - Lewis,

Good morning, there is a new security update available for your VMWare vCenter Server VM. Installing that update will not require any downtime for the other servers, so I wanted to reach out and see if I could install that today.

Thank you,
Ray Fulk

10/10/2024 10:24 AM UTC-04/ Ray Fulk - There is a new security update (6.7.0.57000) available for the vCenter Server Appliance. Installing it will not require any downtime, so I will reach out to get permission to install today.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	10/11/2024 [8:19 AM - 8:21 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Fulk, Ray	10/10/2024 [1:14 PM - 1:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37

Ticket# 40154
10/08/2024

User looking for an email that has been deleted from both his inbox as well as deleted emails User
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

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 11:47 AM UTC-04/ Joanna Peterson - Liz,

Ok I'll close this. I did my best!

Thanks,
Joanna Peterson

10/10/2024 11:22 AM UTC-04/ You can close it - you've done all we can do. Thank you for checking! Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office –
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sophospsmartbannerend

You can close it - you've done all we can do.

Thank you for checking!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/10/2024 11:15 AM UTC-04/ Joanna Peterson - Liz,

Good morning. I have searched all I can find and I can't find anything to Troy from mealtrain.com. He does have several from civicplus. What would you like the next steps to be?

Thanks,
Joanna Peterson

10/08/2024 4:34 PM UTC-04/ Joanna Peterson - Liz,

I will keep looking for something that makes sense, thanks.

Thanks,
Joanna Peterson

Notes
I will keep searching for anything that makes sense. Can't find much for Troy Allen that matches mealtrain.com

10/08/2024 4:33 PM UTC-04/ He's not sure if he has or not. If you could look behind us, that'd be great. And if you don't find anything, that's okay too. Thank you! Liz Gegenheimer, Information Systems Coordinator Department of
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He's not sure if he has or not. If you could look behind us, that'd be great. And if you don't find anything, that's okay too.

Thank you!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/08/2024 3:39 PM UTC-04/ Joanna Peterson - Liz,

I am so sorry, I can't find anything that looks like this for Troy. So did he get the email then delete it accidentally?

Thanks,
Joanna Peterson

10/08/2024 3:25 PM UTC-04/ Joanna Peterson - Liz,

That email you have is the only one from mealtrain. I will look at Troy's email again for the time frame you specified and see if anything is close, and let you know.

Thanks,
Joanna Peterson

10/08/2024 3:23 PM UTC-04/ No, I have that email. There was suppose to be some kind of notification of the mealtrain card but I'm not sure if there's anywhere else it would come from. Is there anything in the 12:15pm-12:30pm ti
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sophospsmartbannerend

No, I have that email. There was suppose to be some kind of notification of the mealtrain card but I'm not sure if there's anywhere else it would come from. Is there anything in the 12:15pm-12:30pm time frame that might match?

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/08/2024 2:24 PM UTC-04/ Joanna Peterson - Liz,

Hi Liz. The only email I can find from mealtrain.com was delivered on September 25 to maugerp@colonialheightsva.gov. I can't find anything to Troy from mealtrain.com. Do you want this email?

Thanks,
Joanna Peterson

10/08/2024 2:07 PM UTC-04/ User looking for an email that has been deleted from both his inbox as well as deleted emails

User - Troy Allen (allent)
Email - From Mealtrain.com

We're looking for 2 emails; one was from September 25 and the other we're not sure but between September 15 and now.

Thanks!

When did you notice the problem?
Tuesday, October 8, 2024 at 2:07 PM 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
Peterson, Joanna	10/10/2024 [11:47 AM - 11:48 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	10/10/2024 [11:15 AM - 11:17 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	10/08/2024 [4:34 PM - 4:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	10/08/2024 [3:39 PM - 3:47 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Peterson, Joanna	10/08/2024 [3:25 PM - 3:29 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Peterson, Joanna	10/08/2024 [2:24 PM - 2:58 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.57

Ticket# 40085
10/02/2024

Rec'd this from Commonwealth Attorney's Office. Do they need to use the office.com platform on their
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

10/13/2024
Closed By: Cari Grafton

Discussion: 10/08/2024 11:43 AM UTC-04/ Dalton Boothe - Liz,

Will do! Hope you all have a great one!

Thanks,
Dalton Boothe

10/08/2024 10:58 AM UTC-04/ Information has been forwarded. You can close this out. Thanks!

10/03/2024 8:42 AM UTC-04/ Dalton Boothe - Liz,

It sounds like this is a personal device. I did some research, I would recommend trying the following to see if affects the issue at all.

1. Update MacOS
2. Sign out and back into Office
3. Uninstall and reinstall the Office apps

Thanks,
Dalton Boothe

Notes
Did some looking into this issue
Looked through Office settings
Nothing found
Did some research on if Noelle's license supported Mac
It does
Sending recommended steps as it seems this is a personal device

10/02/2024 4:14 PM UTC-04/ Rec'd this from Commonwealth Attorney's Office. Do they need to use the office.com platform on their mac?

Thanks,
Liz

I don't know if you can help me with this, but I'm trying to use my Mac when I'm at home or away from the office and I was finally able to get Microsoft Office installed, but when I go to edit word documents, I get a notification that says "Your account nochisakin@colonialheightsva.gov doesn't allow editing on a Mac. To learn more, contact your admin about your Microsoft 365 permissions." Can this be changed to allow me to edit documents on my Mac?

Thanks for your help.

Deputy Commonwealth's Attorney
Office of the Commonwealth's Attorney
City of Colonial Heights
550 Boulevard, Suite 200
Colonial Heights, Virginia 23824
Phone: 804-520-9293
Fax: 804-520-9229

When did you notice the problem?
Wednesday, October 2, 2024 at 4:14 PM 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
Boothe, Dalton	10/03/2024 [8:42 AM - 9:09 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.45

Ticket# 39886
09/19/2024

Please contact Kathy Holladay in the Assessor's Office in ref to device (CCH-7HT9Y33). This is curre
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/07/2024 2:17 PM UTC-04/ Dalton Boothe - Received voicemail from Kathy
Reached out
She stated Lewis is going to assist with admin rights

10/03/2024 9:47 AM UTC-04/ Thanks! I've let them both know to expect you. Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520-9317 Cell – (
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sophospsmartbannerend

Thanks! I've let them both know to expect you.

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/02/2024 1:47 PM UTC-04/ Dalton Boothe - Liz,

I can be there by 9am to start on the installs!

Thanks,
Dalton Boothe

10/02/2024 1:20 PM UTC-04/ Hi, I'm out of the office on Monday but can let those two users know you will be here to set up their laptops for them if you'd like. They both are at City Hall in the Assessor's Office (Kathy) and En
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sophospsmartbannerend

Hi,

I'm out of the office on Monday but can let those two users know you will be here to set up their laptops for them if you'd like. They both are at City Hall in the Assessor's Office (Kathy) and Engineering (Matt Parker).

Just let me know a time,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

10/02/2024 1:05 PM UTC-04/ Dalton Boothe - Liz,

I believe both laptops are ready to be delivered and reinstalled. I am completely open Monday if that works for you all!

Thanks,
Dalton Boothe

09/30/2024 2:47 PM UTC-04/ Hi Dalton, I see that you've been working on this computer and it appears like it may be ready to make the trip back down here ... is that correct? I was going to reach out for an update for our Assessor's Office.

09/25/2024 8:55 AM UTC-04/ Dalton Boothe - Finished set up

09/24/2024 11:37 AM UTC-04/ Dalton Boothe - Had to break for other tickets

09/24/2024 8:28 AM UTC-04/ Dalton Boothe - Continued set up
Had to break for meeting

09/23/2024 1:42 PM UTC-04/ Dalton Boothe - Wiped and started prepping Windows 10

09/23/2024 11:18 AM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

09/23/2024 11:06 AM UTC-04/ Dalton Boothe - Liz passed off devices
Taking back to office

09/23/2024 10:33 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

09/23/2024 10:32 AM UTC-04/ Dalton Boothe - Liz,

Headed that way now!

Thanks,
Dalton Boothe

09/19/2024 1:02 PM UTC-04/ Dalton Boothe - Liz,

Awesome! I am not 100% sure what time it will be, but I can shoot you a call with my ETA once I am en route on Monday!

Thanks,
Dalton Boothe

09/19/2024 11:44 AM UTC-04/ That works for me. Thank you!

09/19/2024 11:38 AM UTC-04/ Dalton Boothe - Liz,

I am going to be out that way Monday, I can pick it up after my first stop and take it to office to work on it if that works with you all?

Thanks,
Dalton Boothe

09/19/2024 11:33 AM UTC-04/ Dalton Boothe - Liz,

Alright, let me check with the team to see when we can schedule someone out to pick up that device.

Thanks,
Dalton Boothe

09/19/2024 11:32 AM UTC-04/ Let's plan to do that then.

09/19/2024 11:10 AM UTC-04/ Dalton Boothe - Liz,

The only thing I can think of is picking up the device to bring to the office to do a fresh install of Windows 10, installing the software and then updating again.

Thanks,
Dalton Boothe

09/19/2024 10:49 AM UTC-04/ The software needing to be installed on this device is not able to be installed originally to Windows 11. It can be upgraded once installed. This is a requirement of this device to have this software. What options do we have to complete this?

09/19/2024 10:18 AM UTC-04/ Dalton Boothe - Liz,

I remoted in and did not see the option to rollback to Windows 10. It appears that you can only return to a previous version if it is within 10 days of upgrading to Windows 11.

Thanks,
Dalton Boothe

Notes
Looked at the device
Did not see an option to rollback to Windows 10
The timeframe is 10 days from upgrading to Windows 11
Informing Liz

09/19/2024 9:13 AM UTC-04/ Please contact Kathy Holladay in the Assessor's Office in ref to device (CCH-7HT9Y33). This is currently set up with Windows 11 but to install their Assess Pro software needs to be on Windows 10 for initial install and then it can be upgraded to Windows 11.

Device is on and online in the office.

Contact Phone Number - (804) 520-9272.

When did you notice the problem?
Thursday, September 19, 2024 at 9:13 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/07/2024 [2:17 PM - 2:19 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	09/25/2024 [8:55 AM - 9:07 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.20
Boothe, Dalton	09/24/2024 [11:37 AM - 2:51 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20
Boothe, Dalton	09/24/2024 [8:28 AM - 11:04 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.81
Boothe, Dalton	09/23/2024 [1:42 PM - 3:59 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.98
Boothe, Dalton	09/23/2024 [11:18 AM - 12:05 PM]	CCH-AIS 24/25	NC	Travel	Technician	0.78
Boothe, Dalton	09/23/2024 [11:06 AM - 11:18 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.20
Boothe, Dalton	09/23/2024 [10:33 AM - 11:06 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.55
Boothe, Dalton	09/19/2024 [10:18 AM - 10:23 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39658
09/06/2024

Hi Liz, I've received my new social security card for my last name change. Please update my nam
City of Colonial Heights
Alexis Gwaltney
8045185073
StaleyA@colonialheightsva.gov

Headquarter
Support

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

10/10/2024
Closed By: Cari Grafton

Discussion: 10/03/2024 2:16 PM UTC-04/ Dalton Boothe - Assisted user in resigning into Teams, Outlook, and OneDrive
Pushed O365 app updates as well

10/03/2024 2:14 PM UTC-04/ Good afternoon, Dalton, My name change has seemed to have caused issues for my laptop and One Drive. Could you please assist me with this? Best Regards, Alexis Gwaltney Human Resources Specialist City
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good afternoon, Dalton,

My name change has seemed to have caused issues for my laptop and One Drive. Could you please assist me with this?

Best Regards,

Alexis Gwaltney
Human Resources Specialist
City of Colonial Heights
Colonial Heights, VA 23834
Office: (804) 518-5073
Fax: (804) 524-8766
gwaltneya@colonialheightsva.gov

** Please be aware my last name and email have changed from Staley and staleya@colonialheightsva.gov to Gwaltney and gwaltneya@colonialheightsva.gov **

09/23/2024 1:38 PM UTC-04/ Dalton Boothe - Karla,

Just checking in, any word on this issue?

Thanks,
Dalton Boothe

09/18/2024 5:06 PM UTC-04/ Hi Dalton, I received direction from software support of what needs to be done. There is no sync . the software is our legacy and its old and it doesn't like name changes and will have to have a few s
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sophospsmartbannerend

Hi Dalton,

I received direction from software support of what needs to be done. There is no sync . the software is our legacy and its old and it doesn't like name changes and will have to have a few steps done. It does have to do with sql and I know you said you didn't do sql . I asked Lewis to look at it with me tomorrow. I will keep you posted.

Thanks,
Karla

Karla D. Ramsey

City of Colonial Heights

Deputy Director of Finance

ramseyk@colonialheightsva.gov

804-520-9269

09/18/2024 3:31 PM UTC-04/ Dalton Boothe - Karla,

Good afternoon! Just checking in to see if they had responded to your case at all.

Thanks,
Dalton Boothe

09/17/2024 1:26 PM UTC-04/ Dalton Boothe - Karla,

Good afternoon! Just checking in to see if they had responded to your case at all.

Thanks,
Dalton Boothe

09/12/2024 10:06 AM UTC-04/ Dalton Boothe -

09/12/2024 9:16 AM UTC-04/ Dalton Boothe - Karla called in
Discussed how to move forward
She was able sync Munis and get gwaltneya created
She is putting in a case with Legacy to see about a sync there as they also pull from AD

09/12/2024 9:13 AM UTC-04/ Dalton, Thanks for looking into this. I have copied Karla Ramsey (Deputy Director of Finance) on this email chain as she is the one who is running into issues updating me for Munis and E-Finance. Than
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sophospsmartbannerend

Dalton,

Thanks for looking into this. I have copied Karla Ramsey (Deputy Director of Finance) on this email chain as she is the one who is running into issues updating me for Munis and E-Finance. Thank you both for you time in trying to fix this!

Best Regards,

Alexis Gwaltney
Human Resources Specialist
City of Colonial Heights
Colonial Heights, VA 23834
Office: (804) 518-5073
Fax: (804) 524-8766
Gwaltneya@colonialheightsva.gov

** Please be aware my last name and email have changed from Staley and staleya@colonialheightsva.gov to Gwaltney and gwaltneya@colonialheightsva.gov **

09/12/2024 8:54 AM UTC-04/ Dalton Boothe - Alexis,

I double checked and verified all was updated on our end. From your login to the contact info, all has changed from Staley to Gwaltney.

Thanks,
Dalton Boothe

Notes
Checked again
Verified all was updated
Informing Alexis

09/12/2024 8:53 AM UTC-04/ Good morning, Dalton, I have username and email logins for the finance systems we use in the city (e-finance and Munis). The Deputy Director of Finance thinks my name was updated but not all the infor
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sophospsmartbannerend

Good morning, Dalton,

I have username and email logins for the finance systems we use in the city (e-finance and Munis). The Deputy Director of Finance thinks my name was updated but not all the information that is related to how it connects to my email? I'm not a big tech person, so I really don't know what she means. However, are you able to check into this and see if there is anything else that needs to be update by chance? Apparently, when she went to update my username and email for these two systems, it wouldn't take and said the user already exists.

Any help you could provide is greatly appreciated!

Best Regards,

Alexis Gwaltney
Human Resources Specialist
City of Colonial Heights
Colonial Heights, VA 23834
Office: (804) 518-5073
Fax: (804) 524-8766
Gwaltneya@colonialheightsva.gov

** Please be aware my last name and email have changed from Staley and staleya@colonialheightsva.gov to Gwaltney and gwaltneya@colonialheightsva.gov **

09/06/2024 2:55 PM UTC-04/ Dalton Boothe - Alexis,

It looks like synced! From here on out you should be able to sign in using the new last name! Please let us know if there are any issues. Hope you have a great one!

Thanks,
Dalton Boothe

Notes
Checked O365
It appeared to have updated

09/06/2024 1:44 PM UTC-04/ Okay, thank you! Please let me know if there is anything else I need to do. Best Regards, Alexis Staley Human Resources Specialist City of Colonial Heights Colonial Heights, VA 23834 Office: (804) 518
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sophospsmartbannerend

Okay, thank you! Please let me know if there is anything else I need to do.

Best Regards,

Alexis Staley
Human Resources Specialist
City of Colonial Heights
Colonial Heights, VA 23834
Office: (804) 518-5073
Fax: (804) 524-8766
Staleya@colonialheightsva.gov

09/06/2024 1:00 PM UTC-04/ Dalton Boothe - Alexis,

I have updated the name, just waiting to make sure it syncs!

Thanks,
Dalton Boothe

Notes
Changed name
Pushed sync
Waiting to see if it syncs

09/06/2024 10:59 AM UTC-04/ Hi Liz,

I've received my new social security card for my last name change. Please update my name for all IT related items to Alexis Gwaltney.

If you need anything else from me, please let me know.

Thanks so much!

Best Regards,

Alexis Staley

Human Resources Specialist

City of Colonial Heights

Colonial Heights, VA 23834

Office: (804) 518-5073

Fax: (804) 524-8766

Staleya@colonialheightsva.gov

When did you notice the problem?
Friday, September 6, 2024 at 10:59 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

Internal: 10/07/2024 2:02 PM UTC-04/ Dalton Boothe - No issues reported. Marking complete.

09/24/2024 8:24 AM UTC-04/ Dalton Boothe - No issues reported, marking complete.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Boothe, Dalton	10/03/2024 [2:16 PM - 3:46 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.56
Boothe, Dalton	09/12/2024 [10:06 AM - 10:11 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Boothe, Dalton	09/12/2024 [9:16 AM - 9:31 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.25
Boothe, Dalton	09/12/2024 [8:54 AM - 8:59 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Boothe, Dalton	09/06/2024 [2:55 PM - 2:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	09/06/2024 [1:00 PM - 1:16 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 40129
10/07/2024

Attempting to install HP Laserjet Pro 200 Color MFP M276nw - downloaded install from HP. Ran and it
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/07/2024 10:30 AM UTC-04/ Attempting to install HP Laserjet Pro 200 Color MFP M276nw - downloaded install from HP. Ran and it continues to error out at 99%.

Signed in with Chance - install is under Downloads. Desktop name is MJ09T8QF

When did you notice the problem?
Monday, October 7, 2024 at 10:30 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# 39993
09/25/2024

Library Director is saying public is able to view pornographic websites on the Public Computers.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/12/2024
Closed By: Cari Grafton

Discussion:

10/02/2024 3:49 PM UTC-04/ Thanks Dalton. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov On Oct 2, 2024, at 3:45 PM, Dalton Bo
This sender is trusted.

sophospsmartbannerend

Thanks Dalton.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Oct 2, 2024, at 3:45 PM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

10/02/2024 3:34 PM UTC-04/ Dalton Boothe - Lewis,

I tagged the sites as Adult/Sexually explicit. Can you test again to see if the sites are now blocked?

Thanks,
Dalton Boothe

Notes
Tagged the sites as Adult/Sexually explicit
Having Lewis try again

09/26/2024 12:41 PM UTC-04/ Dalton Boothe - Attempted to enable safesearch
Discovered it was already enabled for the CH-LIB firewall rule
Will ask the team for assistance

09/26/2024 7:49 AM UTC-04/ Remoted into one of the Library Public Computers this morning and uses Google to search "naked women" as mentioned by the Library Director. Many of the sites were blocked but some were allowing the viewing of porn/nudity. Attaching 2 I saw.

09/25/2024 2:08 PM UTC-04/ Not sure this will help but here is the answer I received - I put in "naked women" and although it blocked what appear to be major sites, it didn't block this for all..

09/25/2024 10:22 AM UTC-04/ I've written Bruce asking for additional details. Will pass along when I get them. May remote into one of the lab computers and see if I can access any adult material.

09/25/2024 9:56 AM UTC-04/ Dalton Boothe - Lewis,

I checked and verified Adult/Explicit sites are set to be blocked. Do they have any additional info that I can use to block this site?

Thanks,
Dalton Boothe

Notes
Checked Sophos and verified Adult/Sexually Explicit devices were set to block
Seeing if there is some more info

09/25/2024 9:49 AM UTC-04/ Library Director is saying public is able to view pornographic websites on the Public Computers.

When did you notice the problem?
Wednesday, September 25, 2024 at 9:49 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

Internal: 10/04/2024 9:16 AM UTC-04/ Dalton Boothe - No issues reported, marking complete.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	10/02/2024 [3:34 PM - 3:44 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Boothe, Dalton	09/26/2024 [12:41 PM - 12:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.23
Boothe, Dalton	09/25/2024 [9:56 AM - 10:01 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39997
09/25/2024

Please reachout to Councilwoman Besty Luck. 804-720-2061. She is having trouble opening attachment
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

10/12/2024
Closed By: Cari Grafton

Discussion: 10/03/2024 11:18 AM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, based on our conversation this morning, I don't think she needs our assistance on this issue. I am closing this out and if she reaches out again, let me know. Thanks!

Thanks,
Joanna Peterson

10/02/2024 4:45 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, I talked to her and today she could open up the attachments. She said she was working with Pam Wallace, city council secretary. She also said it was a generation 3 iPad and Pam is going to see about getting her a newer one.

Thanks,
Joanna Peterson

Notes
Giving Betsy a call

09/25/2024 10:21 AM UTC-04/ Please reachout to Councilwoman Besty Luck. 804-720-2061. She is having trouble opening attachments on her iPad.

When did you notice the problem?
Wednesday, September 25, 2024 at 10:20 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	10/03/2024 [11:18 AM - 11:20 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	10/02/2024 [4:45 PM - 4:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

Ticket# 39922
09/21/2024

Employee has Dell Latitude 5510 laptop that will not load. Believed to be a hard drive crash. SER:
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

10/23/2024
Closed By: Joey Musaitef

Discussion: 10/02/2024 9:19 AM UTC-04/ Dalton Boothe - Reprepped device

10/01/2024 10:03 AM UTC-04/ Dalton Boothe - Pulled recovery key and sent to Joey

10/01/2024 9:20 AM UTC-04/ Dalton Boothe - Checked on the device
Repair was done
Attempted to sign into Chance
Just spun until it rebooted
It then gave the following error
Disk 1 - S/N TW0TN2CC9DH0004A0GO6, Incorrect status 1 CriticalWARN NoSpaceAvail
Attempted to run startup repair
Immediately came back stating it could not repair
Spoke with Joey
He is going to take a look

09/30/2024 3:15 PM UTC-04/ Dalton Boothe - Check in on device
10% complete

09/30/2024 2:48 PM UTC-04/ Hi Dalton - I was reviewing to update the employee today about this device. Thanks for working on this!

09/30/2024 10:00 AM UTC-04/ Dalton Boothe - Started stress test
All was good at first
Device blue screened
Waited for the reboot
Hard drive not installed error
Opened laptop
Used M2 adapter to verify drive was accessible on my laptop
Unlocked using bit locker key and verified data populated
Reseated M2
Powered on
Ran sfc scan
Started stress test
Blue screened again
Checked code "Unexpected Store Exception"
Rebooted device and ran chkdsk /r
Rebooted device
It si currentyly fixing C:
Will monitor as I work on other tickets

09/25/2024 9:15 AM UTC-04/ Dalton Boothe - Powered on device

09/23/2024 8:25 AM UTC-04/ Good Morning - I have both devices in my office waiting for you. Thanks, Liz From: Dalton Boothe Sent: Monday, September 23, 2024 8:23 AM To: Liz Gegenheimer Subject: Ticket#39922/CCH001/Employee ha
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sophospsmartbannerend

Good Morning -

I have both devices in my office waiting for you.

Thanks,

Liz

09/23/2024 8:23 AM UTC-04/ Dalton Boothe - Liz,

That sounds perfect! Are both devices with you so I can pick them up once I'm out there?

Thanks,
Dalton Boothe

09/21/2024 5:18 PM UTC-04/ Employee has Dell Latitude 5510 laptop that will not load. Believed to be a hard drive crash.

SER: DP36Y33 // Unknown computer name

I have this laptop with me in my office. I know Dalton is stopping by for another device on Monday; he's welcome to take this one as well to troubleshoot.

When did you notice the problem?
Friday, September 20, 2024 at 5:18 PM EDT

Is it preventing you from doing work?
Yes

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
Boothe, Dalton	10/02/2024 [9:19 AM - 11:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.71
Boothe, Dalton	10/01/2024 [10:03 AM - 10:05 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	10/01/2024 [9:20 AM - 9:50 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.50
Boothe, Dalton	09/30/2024 [3:15 PM - 3:16 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	09/30/2024 [10:00 AM - 11:13 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.22
Boothe, Dalton	09/25/2024 [9:15 AM - 10:10 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 40065
10/01/2024

We are in the process of migrating our financial system to SAAS and Tyler needs to access those serv
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 10/01/2024 3:49 PM UTC-04/ Thank you Ray! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray Fulk Sent: Tuesday, Octobe
This sender is trusted.

sophospsmartbannerend

Thank you Ray!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

10/01/2024 3:34 PM UTC-04/ Ray Fulk - Lewis,

I checked the firewall and confirmed that these servers have sufficient outbound Internet access that includes the IP addresses and ports you provided.

Thank you,
Ray Fulk

Notes
I logged into the firewall and confirmed that the 10.100.200.0/24 network that these servers connect to are set to allow outbound traffic to the internet for any destination IP/port.

10/01/2024 9:38 AM UTC-04/ We are in the process of migrating our financial system to SAAS and Tyler needs to access those servers and needs the following:

In preparation for this agent installation, please ensure the following outbound firewall allowances are in place to ensure connectivity to our client portal and DR storage vault:

• Outbound TCP to 208.64.237.17 on ports 2542 and 803 – This is for our transfer process using Carbonite Backup Server Agent.
• Outbound TCP to 208.64.239.123 on ports 8086 and 8087 – This is for our Portal tools which allow us to monitor and manage your Carbonite transfers.

Thanks.

When did you notice the problem?
Tuesday, October 1, 2024 at 9:38 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
Fulk, Ray	10/01/2024 [3:34 PM - 3:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.18

Ticket# 40039
09/30/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

10/01/2024
Closed By: Joey Musaitef

Discussion: 10/01/2024 12:45 PM UTC-04/ Joey Musaitef - grabbed hours for the month 43.75 emailed lewis results

closing ticket
This time entry is marked No Charge

09/30/2024 1:45 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 09/30/2024 8:33 AM UTC-04/ Joanna Peterson - Joanna only had 3 hours, one ticket still open, I will work to close that today.

09/30/2024 1:45 AM UTC-04/

Resolution: 10/01/2024 12:45 PM UTC-04/ Joey Musaitef - grabbed hours for the month 43.75 emailed lewis results

closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	10/01/2024 [12:45 PM - 1:00 PM]		NC	Remote	Technician	0.25

Ticket# 40007
09/26/2024

I would like to change the Caution message on the outside e-mails. Currently set to default "Caution
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

09/30/2024
Closed By: Cari Grafton

Discussion: 09/30/2024 1:32 PM UTC-04/ Joanna Peterson - Lewis,

Glad this is working, even though we had to shrink it down to meet the 130 character Sophos limitation. I'm going to close this ticket, please feel free to reach out if you need anything else at all.

Thanks,
Joanna Peterson

Notes
After talking to Will, the message is in Sophos, not O365
Found it in Sophos and had to shrink the message down
Lewis testing now

09/30/2024 11:48 AM UTC-04/ Joanna Peterson - Lewis,

Ok let me look at it again.

These are the settings and rule I made. It's saved and enabled. My question is the sender, should that be In the Organization? I'm thinking that's maybe what I missed?

Thanks,
Joanna Peterson

09/30/2024 11:47 AM UTC-04/ I keep getting messages from Microsoft Outlook with that banner every time I get an e-mail but the old banner is in the e-mail. Lewis Archileti Director of Information Technology City of Colonial Heig
This sender is trusted.

sophospsmartbannerend

I keep getting messages from Microsoft Outlook with that banner every time I get an e-mail but the old banner is in the e-mail.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/30/2024 11:34 AM UTC-04/ I got a Microsoft outlook ticket so we shall see. Thank you so much! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colon
This sender is trusted.

sophospsmartbannerend

I got a Microsoft outlook ticket so we shall see.

Thank you so much!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/30/2024 11:30 AM UTC-04/ Joanna Peterson - Lewis,

It's enabled so let's see what happens! It's going to be all good, I'm sure of it!

Thanks,
Joanna Peterson

09/30/2024 11:29 AM UTC-04/ Yes Please. Thank you! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Joanna Peterson Sent:
This sender is trusted.

sophospsmartbannerend

Yes Please.

Thank you!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/30/2024 11:14 AM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, this saved correctly now, and I fixed the spelling :) are you ok for me to enable it now?

Thanks,
Joanna Peterson

09/27/2024 12:17 PM UTC-04/ I know it doesn't matter but I noticed External is misspelled. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonial
This sender is trusted.

sophospsmartbannerend

I know it doesn't matter but I noticed External is misspelled.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/27/2024 11:40 AM UTC-04/ Joanna Peterson - Lewis,

I had to create a new rule and apply the message but it gave me some errors, I'm still trying to make it work. You are correct, there wasn't a message that I could see.

Thanks,
Joanna Peterson

09/27/2024 11:19 AM UTC-04/ Thanks so much. When you finish, I'd be interested in what you had to do. As I mentioned, what I found directed me to rules under Mail Flow. It said there should already be an external mail rule but i
This sender is trusted.

sophospsmartbannerend

Thanks so much. When you finish, I'd be interested in what you had to do. As I mentioned, what I found directed me to rules under Mail Flow. It said there should already be an external mail rule but in ours there wasn't.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/27/2024 10:53 AM UTC-04/ Joanna Peterson - Lewis,

Good morning, didn't want to think I forgot you. I'm working on this and it keeps yelling at me! But I'm close, I'll keep you posted.

Thanks,
Joanna Peterson

09/26/2024 4:02 PM UTC-04/ Thank you. From what I saw, I should go into mailflow and rules and there should already be an external rule but I don't see it. I didn't want to create a new one without checking. Thanks again and no
This sender is trusted.

sophospsmartbannerend

Thank you.

From what I saw, I should go into mailflow and rules and there should already be an external rule but I don't see it. I didn't want to create a new one without checking.

Thanks again and no huge rush.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/26/2024 3:47 PM UTC-04/ Joanna Peterson - Lewis,

Thanks Lewis, if I don't get this done today (flying solo a lot of the day!) I will get it done in the morning. You were definitely going in the right direction.

Thanks,
Joanna Peterson

09/26/2024 2:39 PM UTC-04/ Yes. Of course, this would be set for External E-Mails only. I took a look how to do it thru Exchange Admin but didn't want to proceed until consulting ProActive!

09/26/2024 9:53 AM UTC-04/ Joanna Peterson - Lewis,

So is this something you still need help with? You can call me at 804-601-0907 if you still need help!

Thanks,
Joanna Peterson

09/26/2024 7:57 AM UTC-04/ Thanks so much Joanna. I've already created the shared mailbox and gave Liz and myself access. Thanks again. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804)
This sender is trusted.

sophospsmartbannerend

Thanks so much Joanna. I've already created the shared mailbox and gave Liz and myself access. Thanks again.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/26/2024 7:41 AM UTC-04/ I would like to change the Caution message on the outside e-mails. Currently set to default "Caution. This message was sent from outside your organization."
Would like it changed to read -
"ATTENTION: This e-mail originated from outside the City of Colonial Heights' Systems. Do not click links or open attachments unless you are expecting them from the sender and/or have confirmed the content is safe. Forward any suspicious e-mails for review to spam@colonialheightsva.gov."

When did you notice the problem?
Thursday, September 26, 2024 at 7:40 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

Attachments:
message.png

09/26/2024 7:41 AM UTC-04/ Joanna Peterson - Lewis,

Good morning. I will get this done sometime this morning and let you know when it's done so you can test.

Thanks,
Joanna Peterson

Notes
Will get this set up in Office365 for Lewis

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	09/30/2024 [1:32 PM - 2:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.97
Peterson, Joanna	09/30/2024 [11:48 AM - 11:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Peterson, Joanna	09/30/2024 [11:30 AM - 11:31 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	09/30/2024 [11:14 AM - 11:26 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.20
Peterson, Joanna	09/27/2024 [11:40 AM - 11:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	09/27/2024 [10:53 AM - 11:15 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
Peterson, Joanna	09/26/2024 [3:47 PM - 3:49 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	09/26/2024 [9:53 AM - 9:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	09/26/2024 [7:41 AM - 7:43 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 40015
09/26/2024
by Ray Fulk

Failed Hard Drive in CH-FILEBOX RAID
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

09/30/2024
Closed By: Joey Musaitef

Discussion: 09/26/2024 2:40 PM UTC-04/ Please get me a quote ASAP so we can get it ordered and replaced. Thx.

09/26/2024 11:24 AM UTC-04/ Ray Fulk - While checking on the RAID on CH-FILEBOX, I saw that the 1.818 TB SATA HDD disk in slot 6 has failed (Model: ST2000NM0033-9ZM175). We will need to see about quoting and installing a replacement.

Internal: 09/30/2024 12:23 PM UTC-04/ Joey Musaitef - quote sent closing ticket

09/26/2024 11:25 AM UTC-04/ Ray Fulk - We will need to see about quoting and ordering a replacement drive for this RAID. I believe you've ordered one of of these drives in the past for this same RAID.

Resolution: 09/30/2024 12:23 PM UTC-04/ Joey Musaitef - quote sent closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39972
09/24/2024
by Brandon Walcott

Printer Issue
City of Colonial Heights
Larry Melvin
8045209333
melvinl@colonialheightsva.gov

Headquarter
Support

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

09/30/2024
Closed By: Cari Grafton

Discussion: 09/27/2024 2:47 PM UTC-04/ Brandon Walcott - Have not had any reports of this issue resurfacing since Tuesday
Will open a new ticket if this issue comes back
Closing ticket

09/24/2024 9:22 AM UTC-04/ Brandon Walcott - Larry called back
Remoted into his computer (CH-MJ09S9VB)
Larry has an HP printer that is connected via USB to his computer
The printers status is 'Offline' and there are about 6 print jobs stuck in the Job Queue
Had Larry reboot the printer
Printer still offline
Logged into the pim account and reset the Print Spooler service
Printer still offline
Downloaded and installed HP Print & Scan Doctor app
Ran application
Application could not fix it, suggested trying a different usb port
Asked Larry if he had an open usb port he could switch the printer over to
Larry stated he didn't know
Lewis or Liz will go to Larry's office to take a look in person first
If they are unable to fix it, then I will schedule an onsite to see if the device needs replacing

09/24/2024 9:17 AM UTC-04/ Brandon Walcott - Printer Issue

09/24/2024 9:17 AM UTC-04/ Brandon Walcott - Called Larry Melvin to assist with his reported printing issue
No answer
Left voicemail with my name, callback number, and purpose of the call

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/27/2024 [2:47 PM - 2:48 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Walcott, Brandon	09/24/2024 [9:22 AM - 9:45 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.38
Walcott, Brandon	09/24/2024 [9:17 AM - 9:20 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Ticket# 40032
09/27/2024
by Joanna Peterson

Bulk email questions
City of Colonial Heights
Teresa Cherry
8045209333
cherryt@colonialheightsva.gov

Headquarter
Support

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

09/30/2024
Closed By: Cari Grafton

Discussion: 09/27/2024 2:40 PM UTC-04/ Joanna Peterson - Teresa,

Hi Teresa, after looking at your pc and talking with you, we both agree the non-deliverables are on the other end. Let me know if I can do anything else for you, have a great day!

Thanks,
Joanna Peterson

09/27/2024 11:25 AM UTC-04/ Joanna Peterson - Buk email questions

09/27/2024 11:25 AM UTC-04/ Joanna Peterson - Teresa,

I will reach out to you after 1:00 per your voice mail. How many are in the bulk email and are they internal or external or a combination? If you see this before you go to lunch, you can answer these questions or we will talk after 1:00.

Thanks,
Joanna Peterson

Notes
Checkin Sophos email
Depending on how many users are in the bulk email, her permissions should work.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	09/27/2024 [2:40 PM - 2:42 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	09/27/2024 [11:25 AM - 11:34 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.15

Ticket# 40022
09/26/2024

Library has reported that their WiFi is out. Public_Library and CH_Library. Thx
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

09/30/2024
Closed By: Cari Grafton

Discussion: 09/26/2024 4:06 PM UTC-04/ Great! Thank you!! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Joanna Peterson Sent: Thur
This sender is trusted.

sophospsmartbannerend

Great! Thank you!!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/26/2024 4:00 PM UTC-04/ Joanna Peterson - Lewis,

Hi. Janet called me back and they are all set!

Thanks,
Joanna Peterson

09/26/2024 3:41 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, I talked to Janet and she said it seems to have subsided but she is going to test (patrons said they couldn't connect their phones, etc.) and call me back. Thanks!

Thanks,
Joanna Peterson

Notes
Calling Janet
She will test and call me back

09/26/2024 3:03 PM UTC-04/ Janet is the one who called me. She said Brook was off today and they didn't have access to put a ticket in. If you want to give Janet a call, that would be great. 804-520-9384 Thank you! Lewis Archil
This sender is trusted.

sophospsmartbannerend

Janet is the one who called me. She said Brook was off today and they didn't have access to put a ticket in.

If you want to give Janet a call, that would be great. 804-520-9384

Thank you!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/26/2024 2:38 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, do you want me to call Brook? I have looked in Sophos at all the library access points and they are all up and have devices connected. Brook is one of them. Let me know and I will gladly give him a call.

Thanks,
Joanna Peterson

Notes
Looked at library access points
All are up
Devices are connected

09/26/2024 2:36 PM UTC-04/ Library has reported that their WiFi is out. Public_Library and CH_Library. Thx

When did you notice the problem?
Thursday, September 26, 2024 at 2:36 PM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 09/27/2024 8:15 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
Peterson, Joanna	09/27/2024 [8:13 AM - 8:14 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	09/26/2024 [4:00 PM - 4:01 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	09/26/2024 [3:41 PM - 3:47 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Peterson, Joanna	09/26/2024 [2:38 PM - 2:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.12

Ticket# 39676
09/09/2024
by Joanna Peterson

Issue connecting to PIM Customer Portal
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

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: 09/27/2024 8:14 AM UTC-04/ Joanna Peterson - Liz,

Thanks for the update, closing now! Have a great day!

Thanks,
Joanna Peterson

09/27/2024 7:46 AM UTC-04/ Morning - I saw this ticket this morning and my issue has been resolved. This can be closed.

09/12/2024 9:49 AM UTC-04/ Joanna Peterson - Joey needs to verify Liz'a permission level

09/09/2024 11:40 AM UTC-04/ Joanna Peterson - Liz unavailable until Wednesday, ooo from 2:00 pm today until Wednesday.
I will touch base with her on Wednesday morning.

09/09/2024 11:19 AM UTC-04/ Joanna Peterson - Issue connecting to PIM Customer Portal

09/09/2024 11:18 AM UTC-04/ Joanna Peterson - Reached out to Liz for a good time to remote to her pc.
Gave her my schedule and asked about her status
Waiting to hear back.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	09/27/2024 [8:14 AM - 8:15 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	09/12/2024 [9:49 AM - 9:51 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	09/09/2024 [11:40 AM - 11:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	09/09/2024 [11:18 AM - 11:20 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 39785
09/13/2024
by Kyle Newman

M365 Groups
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

09/30/2024
Closed By: Cari Grafton

Discussion: 09/25/2024 1:27 PM UTC-04/ Kyle Newman - Did a remote session with Liz as she said the steps where not working.

We looked over what she did on the AD side and I didnt find any issues. I attempted to add it on the M365 side and it let me add it without any issue. I assume we needed to wait a bit longer for the sync to catch up.

09/24/2024 8:30 AM UTC-04/ Kyle Newman - Sent Liz the meeting notes I took.

09/23/2024 9:20 AM UTC-04/ Good Morning Kyle - Do you have the notes or recording you took for our meeting the other day? I'm specifically looking for the sync command. Thank you!

09/18/2024 8:51 AM UTC-04/ Kyle Newman - notes

09/17/2024 8:36 AM UTC-04/ Kyle Newman - Reached out to Liz and Lewis to schedule time to review this process.

09/13/2024 8:05 AM UTC-04/ Kyle Newman - Liz would like instructions on how to re create mail groups in M365 that are currently on the domain controller.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	09/25/2024 [1:27 PM - 1:33 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Newman, Kyle	09/24/2024 [8:30 AM - 8:34 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Newman, Kyle	09/18/2024 [8:51 AM - 10:03 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.20
Newman, Kyle	09/17/2024 [8:36 AM - 8:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39727
09/10/2024
by William McCauley

Veeam Backup job Alert
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

09/25/2024
Closed By: Cari Grafton

Discussion: 09/25/2024 9:55 AM UTC-04/ Ray Fulk - I am working on this issue in ticket #39572, so I am going to mark this as complete and continue adding my notes there.

09/11/2024 10:18 AM UTC-04/ Dalton Boothe - Still running

09/11/2024 8:34 AM UTC-04/ Dalton Boothe - Checked CH-BACKUP
Seemed that filebox was running
Will check status in a bit

09/10/2024 8:46 PM UTC-04/ William McCauley - error processing CH-FIlbox veeam back up

[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/11/2024 [10:18 AM - 10:20 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	09/11/2024 [8:34 AM - 8:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 39684
09/09/2024

Please contact Chief Anspach at PD. Having problems with Outlook and Calendar. 804-520-9328
City of Colonial Heights
William Anspach
8045209328
anspachw@colonialheightsva.gov

Headquarter
Support

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

10/10/2024
Closed By: Cari Grafton

Discussion:

09/24/2024 4:34 PM UTC-04/ Brandon Walcott - Provided Liz and William with the link to the Microsoft thread where this issue has been reported https://answers.microsoft.com/en-us/outlook_com/forum/all/new-event-window-wont-load-in-outlook-calendar/248049b6-eb43-4d61-be0e-42b2104fb9a2?page=1

Liz will be monitoring the link as well for if Microsoft provides a solution

09/18/2024 8:12 AM UTC-04/ Good morning Brandon. Just looking to see if you had any response from microsoft? Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights,
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good morning Brandon. Just looking to see if you had any response from microsoft?

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

09/11/2024 9:13 AM UTC-04/ Brandon Walcott - William,

Good morning, I have continued looking into this issue with your Events and from what I've seen online I will need to open a Support ticket with Microsoft and have them take a look at this issue. I will be submitting this ticket today and will keep you updated as soon as I hear back from them with any recommendations or if they need to set up a time to troubleshoot.

Thanks,
Brandon Walcott

09/10/2024 2:19 PM UTC-04/ Brandon - The Chief asked if you could check his Surfact Pro also.

09/10/2024 9:02 AM UTC-04/ Thanks for at least getting me up and running. The same issue has occurred on my Surface. I will use the web to access until a solution can be found. Colonel William H. Anspach Chief of Police Colonia
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Thanks for at least getting me up and running. The same issue has occurred on my Surface. I will use the web to access until a solution can be found.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

09/09/2024 10:54 PM UTC-04/ Brandon Walcott - William,

At this time we have not found a fix for the Events issue with your New Outlook. In the meantime I have created a desktop shortcut and named it Outlook Web and pinned it to the Taskbar as well. This will take you to the web browser version of Outlook where you can create events without issue. I will be looking into additional troubleshooting steps to take and will reach out to you to schedule a time once we have a potential solution.

Thanks,
Brandon Walcott

Notes
Got in contact with William Anspach
Remoted into his device (CH-MJ0HG6LC) to look at his Outlook issue
When he tries to create an event in New Outlook, the event pop-up screen comes up, but it just appears as a blank screen or with the outlook icon
This issue only started when he switched to New Outlook
Cannot switch back to classic Outlook due to his Notes not being available in the Classic Outlook anymore
Ran Quick Repair on outlook
Issue still remains after repair
Ran full Online Repair
Rebooted device
Issue still remains after repair
Created new Outlook profile
Issue still happens on new profile as well
Tried on web browser version
Issue is not happening on the Web Browser version
Created shortcut on the desktop to the browser version of Outlook
Informing client to use that for now until we can find additional troubleshooting steps to try

09/09/2024 3:23 PM UTC-04/ Please contact Chief Anspach at PD. Having problems with Outlook and Calendar. 804-520-9328

When did you notice the problem?
Monday, September 9, 2024 at 3:23 PM EDT

Is it preventing you from doing work?
Yes

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
Walcott, Brandon	09/24/2024 [4:34 PM - 4:35 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Walcott, Brandon	09/09/2024 [10:54 PM - 11:59 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.08

Ticket# 39933
09/23/2024

Please license Manuel Jimenez and Torrence Massenburg with a G1 license. Thanks!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

09/25/2024
Closed By: Cari Grafton

Discussion: 09/23/2024 12:41 PM UTC-04/ Dalton Boothe - Liz,

Got the licenses assigned!

Thanks,
Dalton Boothe

Notes
Logged into O365
Licenses were available
Assigned to users

09/23/2024 12:04 PM UTC-04/ Please license Manuel Jimenez and Torrence Massenburg with a G1 license.

Thanks!

When did you notice the problem?
Monday, September 23, 2024 at 12:04 PM 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

Internal: 09/24/2024 8:31 AM UTC-04/ Joey Musaitef - update agreement

09/23/2024 12:48 PM UTC-04/ Dalton Boothe - Licenses already available, no licenses added. @jmusaitef

Resolution: 09/24/2024 8:31 AM UTC-04/ Joey Musaitef - update agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/23/2024 [12:41 PM - 12:47 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 39924
09/23/2024
by Brandon Walcott

[Failed] ERPAPP Offsite\ERPAPP (1 objects) 1 failed
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

09/25/2024
Closed By: Cari Grafton

Discussion: 09/23/2024 11:36 AM UTC-04/ Ray Fulk - I checked on this job in Veeam, and it looks like it successfully ran after this failure, so I will close the ticket.

09/23/2024 7:45 AM UTC-04/ Brandon Walcott - Failed ERPAPP Offsite\ERPAPP (1 objects) 1 failed

Failed to establish a connection to the Cloud Provider. Error: Unable to connect to the service provider.
Session with ID "2ead8319-3423-4b8a-ab5f-52f587a01fd5" is not started yet.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	09/23/2024 [11:36 AM - 11:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39906 09/20/2024	**Elite (our Security Company) needs to send out group e-mails thru our server. I talked to Kyle and** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** >>Closed **Type:** Remote Support **Location:** Remote **Source:** Portal Priority 3 - Medium **Team:** Tier 1	09/24/2024 Closed By: Joey Musaitef

Discussion: 09/20/2024 10:41 AM UTC-04/ Thanks Dalton! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Dalton Boothe Sent: Friday, Se
This sender is trusted.

sophospsmartbannerend

Thanks Dalton!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/20/2024 10:22 AM UTC-04/ Dalton Boothe - Lewis,

Got that licensed assigned! Please let us know if there are any further issues.

Thanks,
Dalton Boothe

Notes
Signed into O365
Did not see the user
Remoted into the DC
Pushed sync
Verified it synced
There was a G1 available
Assigned to user

09/20/2024 10:16 AM UTC-04/ Elite (our Security Company) needs to send out group e-mails thru our server. I talked to Kyle and he supplied the necessary information they needed (SMTP info). They also will need and e-mail address (I am assuming a G1 license would suffice). I created AD credentials for them - symmetry@colonialheightsva.gov
I assume they will need a mailbox created.

When did you notice the problem?
Friday, September 20, 2024 at 10:15 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

Internal: 09/20/2024 10:47 AM UTC-04/ Joey Musaitef - agreement updated

09/20/2024 10:39 AM UTC-04/ Dalton Boothe - No license added, G1 was already available, @jmusaitef.

Resolution: 09/20/2024 10:47 AM UTC-04/ Joey Musaitef - agreement updated

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/20/2024 [10:22 AM - 10:38 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 39419
08/22/2024
by Joey Musaitef

Order #1172: CCH Bill Russell Traffic Engineer PC Refresh
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

09/17/2024
Closed By: Cari Grafton

Discussion: 09/16/2024 10:14 AM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

09/16/2024 9:10 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with Bill
Verified OneDrive was syncing on his previous device
Unplugged
Installed New Device
Added to domain
User signed in
Installed Office
Verified files came over via OneDrive
He verified all was good
Left site

09/16/2024 8:29 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

09/12/2024 3:13 PM UTC-04/ Sounds Good. He already has a monitor. I believe the only connectivity is HDMI and VGA. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-
This sender is trusted.

sophospsmartbannerend

Sounds Good. He already has a monitor. I believe the only connectivity is HDMI and VGA.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/12/2024 3:07 PM UTC-04/ Dalton Boothe - Lewis,

I got the device prepped, I can be out there Monday morning by 9am if that works with you all!

Thanks,
Dalton Boothe

09/09/2024 11:02 AM UTC-04/ Dalton Boothe - Prepped device

08/22/2024 12:26 PM UTC-04/ Joey Musaitef - Order #1172: CCH Bill Russell Traffic Engineer PC Refresh
new desktop. It's for Bill Russell in Traffic Engineering to replace an old all in 1 he has. We already have a monitor for him

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/16/2024 [10:14 AM - 10:54 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.67
Boothe, Dalton	09/16/2024 [9:10 AM - 10:14 AM]	CCH-AIS 24/25	NC	Onsite	Technician	1.07
Boothe, Dalton	09/16/2024 [8:29 AM - 9:10 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.68
Boothe, Dalton	09/09/2024 [11:02 AM - 2:43 PM]	CCH-AIS 24/25	NC	Admin	Technician	1.96

Ticket# 39777
09/12/2024
by Brandon Walcott

Connectivity Issues
City of Colonial Heights
Bernie Murrell
8045209298
murrellb@colonialheightsva.gov

Headquarter
Support

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

09/30/2024
Closed By: Cari Grafton

Discussion: 09/12/2024 4:09 PM UTC-04/ Brandon Walcott - Connectivity Issues

09/12/2024 3:37 PM UTC-04/ Brandon Walcott - Lewis called back once updates were done
Device still has no internet
Checked Sophos and saw that it was not in Healthy status
Checked the Events log
Found that Sophos had blocked and rmm file from executing on the device
The executable was for the NinjaOne migration
Cleared the flag and allowed the executable as an exemption
Pushed Sophos update from the web console
Sophos updated successfully
Had Lewis try accessing the internet
Lewis was able to access the internet now
I was also able to now remote into the device
No further issues reported

09/12/2024 2:43 PM UTC-04/ Brandon Walcott - Received a call from Lewis stating that Bernie Murrell's device (CH-MJ0A5MN0) was not able to access the internet
Was unable to remote into the device
Asked Lewis to flush and renew dns
Lewis did so and then reboot the computer
Still no internet access
Asked him to then reset the network adaptors
Lewis did and then reboot the device
Still no internet
Lewis is now pushing updates
Lewis will call me back once updates are done

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/12/2024 [3:37 PM - 4:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.47
Walcott, Brandon	09/12/2024 [2:43 PM - 3:18 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.58

Ticket# 39760
09/12/2024
by Brandon Walcott

Password Reset
City of Colonial Heights
Madison Gensler
8045209333
wintersm@colonialheightsva.gov

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 10:20 AM UTC-04/ Brandon Walcott - Password Reset

09/12/2024 10:20 AM UTC-04/ Brandon Walcott - Karla Ramsey called in to request for a password reset for Madison Gensler
Remoted into CCH DC
Navigated to the Active Directory and used a provided temp password to reset her password
Karla informed me that she was still unable to login
Remoted into Madison's computer (CH-MJ0A5MN2)
Verified that she was inputting the correct temp password
Checked her account in the active directory
Noticed her username was misspelled
Updated her username
Temp password worked
Madison created new permanent password and logged in successfully
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/12/2024 [10:20 AM - 10:33 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22

Ticket# 39201
08/08/2024

I'm unable to create Sharepoint sites. I previously had permissions to do so but something has chang
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

09/11/2024
Closed By: Cari Grafton

Discussion: 09/11/2024 1:28 PM UTC-04/ Dalton Boothe - Reached out to Liz
Remoted into her device
Began looking more into the issue
Did some research
Verified she was a sharepoint and global admin
Looked through O365 for settings
Could not find anything
Found an article that mentioned the "classic" Sharepoint settings
Followed the steps
Turned on subsite creation
Tried again
Success
Verified all was good to go
Liz requested we keep this on for now
Marking complete

09/09/2024 8:19 AM UTC-04/ Dalton Boothe - Liz,

Sounds perfect! I will put it on my schedule.

Thanks,
Dalton Boothe

09/09/2024 8:07 AM UTC-04/ How about 1:30pm?

09/06/2024 1:36 PM UTC-04/ Dalton Boothe - Liz,

Yes ma'am, Wednesday works with me. Is there a time you have in mind so I can make sure it is on my schedule?

Thanks,
Dalton Boothe

09/06/2024 10:50 AM UTC-04/ Hi there,

I'll be in and out the next few work days. Can we plan something for Wednesday?

09/06/2024 8:23 AM UTC-04/ Dalton Boothe - Liz,

My apologies, I got called onsite and asked someone to follow up here. Are you free around 1pm?

Thanks,
Dalton Boothe

09/05/2024 12:16 PM UTC-04/ Sure, what time are you available?

09/05/2024 11:36 AM UTC-04/ Dalton Boothe - Liz,

My apologies for the delay. Do you have some time today to look into this?

Thanks,
Dalton Boothe

Notes
Attempted to call Liz
Reached Larry's voicemail
Sending email

08/30/2024 8:57 AM UTC-04/ Dalton Boothe - Liz,

Gotcha, I have a meeting at 10, I can let you know once that is over and schedule from there!

Thanks,
Dalton Boothe

08/30/2024 8:50 AM UTC-04/ I'm available starting at 10am today. Thanks, Liz From: Dalton Boothe Sent: Friday, August 30, 2024 8:02 AM To: Liz Gegenheimer Subject: Ticket#39201/CCH001/I'm unable to create Sharepoint sites. I
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I'm available starting at 10am today.

Thanks,

Liz

08/30/2024 8:02 AM UTC-04/ Dalton Boothe - Liz,

Just checking in to see what times you are available today. Please let me know.

Thanks,
Dalton Boothe

08/29/2024 9:31 AM UTC-04/ Dalton Boothe - Liz,

Just checking in to see what times you are available today. Please let me know.

Thanks,
Dalton Boothe

08/28/2024 3:00 PM UTC-04/ Dalton Boothe - Liz,

My apologies, I was onsite most of the day today. I have some time tomorrow at 9am if that works for you?

Thanks,
Dalton Boothe

08/28/2024 7:57 AM UTC-04/ Let me know when you're available - I have time the rest of the week for you to remote in. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201
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sophospsmartbannerend

Let me know when you're available - I have time the rest of the week for you to remote in.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

08/27/2024 1:38 PM UTC-04/ Dalton Boothe - Liz,

Do you have some time when I can remote back in and take a look?

Thanks,
Dalton Boothe

08/27/2024 9:40 AM UTC-04/ Any update on this?

08/14/2024 11:34 AM UTC-04/ I do not have an option to create a sub-site ... only "Create site" Thanks, Liz From: Dalton Boothe Sent: Wednesday, August 14, 2024 10:21 AM To: Liz Gegenheimer Subject: Ticket#39201/CCH001/I'm una
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I do not have an option to create a sub-site ... only "Create site"

Thanks,

Liz

08/14/2024 10:33 AM UTC-04/ I do not have an option to create a sub-site ... only "Create site" Thanks, Liz From: Dalton Boothe Sent: Wednesday, August 14, 2024 10:21 AM To: Liz Gegenheimer Subject: Ticket#39201/CCH001/I'm una
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I do not have an option to create a sub-site ... only "Create site"

Thanks,

Liz

08/14/2024 10:21 AM UTC-04/ Dalton Boothe - Liz,

Good morning! Just wanted to verify, is the site you are trying to create a sub-site?

Thanks,
Dalton Boothe

08/14/2024 10:21 AM UTC-04/ Dalton Boothe - Liz,

Good morning! Just wanted to verify, is the site you are trying to create a sub-site?

Thanks,
Dalton Boothe

08/12/2024 8:38 AM UTC-04/ I receive the same error after clearing cache. Thanks, Liz From: Dalton Boothe Sent: Monday, August 12, 2024 8:33 AM To: Liz Gegenheimer Subject: Ticket#39201/CCH001/I'm unable to create Sharepoint
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I receive the same error after clearing cache.

Thanks,

Liz

08/12/2024 8:33 AM UTC-04/ Dalton Boothe - Liz,

Can you try clearing you browser data (cookies, cache, etc.) and try again?

Thanks,
Dalton Boothe

08/09/2024 10:47 AM UTC-04/ Before we close this out - I now have a "Sorry, something went wrong" error when trying to create. Do you have a minute to remote in and take a look? From: Dalton Boothe Sent: Friday, August 9, 2024
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Before we close this out - I now have a "Sorry, something went wrong" error when trying to create. Do you have a minute to remote in and take a look?

08/09/2024 10:46 AM UTC-04/ Dalton Boothe - Checked out the error
Did not give any info
Getting with Gerardo

08/09/2024 10:45 AM UTC-04/ Dalton Boothe - Liz,

No problem at all! Hope you have a great one!

Thanks,
Dalton Boothe

08/09/2024 10:44 AM UTC-04/ I'm good to go now. Thank you! Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Colonial Heights, Virginia 23834 Office – (804) 520-9317 C
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sophospsmartbannerend

I'm good to go now.

Thank you!

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

08/09/2024 10:25 AM UTC-04/ Dalton Boothe - Liz,

Please try again, I enabled a setting that may affect this.

Thanks,
Dalton Boothe

Notes
Enabled "Users can create sites"
having Liz try again

08/08/2024 8:15 PM UTC-04/ It still gives me the same error. I've logged out and back in as well as used a different browser. Thank you, Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Tech
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sophospsmartbannerend

It still gives me the same error. I've logged out and back in as well as used a different browser.

Thank you,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

08/08/2024 3:41 PM UTC-04/ Dalton Boothe - Liz,

I have made you a sharepoint admin, please try again to see if you are able to create what is needed.

Thanks,
Dalton Boothe

Notes
Logged into O365
Added Liz as Sharepoint admin
Having her try again

08/08/2024 3:40 PM UTC-04/ I'm unable to create Sharepoint sites. I previously had permissions to do so but something has changed.

When did you notice the problem?
Thursday, August 8, 2024 at 3:40 PM 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
Boothe, Dalton	09/11/2024 [1:28 PM - 1:50 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
Boothe, Dalton	09/05/2024 [11:36 AM - 11:38 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Boothe, Dalton	08/09/2024 [10:46 AM - 10:54 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Boothe, Dalton	08/09/2024 [10:25 AM - 10:35 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Boothe, Dalton	08/08/2024 [3:41 PM - 3:49 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 39743
09/11/2024

Madison Winters has had a name change to Madison Gensler. Please update her email address and name
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

09/12/2024
Closed By: Joey Musaitef

Discussion: 09/11/2024 1:08 PM UTC-04/ Dalton Boothe - Liz & Madison,

Got that name updated! I verified it updated in O365 as well as AD. Please let us know if there are any further issues! Hope you all have a great one!

Thanks,
Dalton Boothe

Notes
Changed user's name in AD
Pushed sync
Verified it synced to O365
Success
Informing user

09/11/2024 12:00 PM UTC-04/ Madison Winters has had a name change to Madison Gensler. Please update her email address and name for all IT related items.

Contact Madison at Office: (804)-520-9332
wintersm@colonialheightsva.gov

When did you notice the problem?
Wednesday, September 11, 2024 at 12:00 PM 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
Boothe, Dalton	09/11/2024 [1:08 PM - 1:28 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.33

Ticket# 39647
09/05/2024

Remove Microsoft Licenses for the following users. AD accounts have been disabled. - hooverw - bud

Headquarter Support

City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

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

09/11/2024
Closed By: Andrew Blais

Discussion: 09/05/2024 3:59 PM UTC-04/ Brandon Walcott - Liz,

The licenses have been removed from each of the 3 accounts. Please let us know if you need anything else don.

Thanks,
Brandon Walcott

Notes
Logged into the administrative cch email account
Found all 3 requested users
Removed licenses from all 3 of them
Sign-in is already blocked on each of the accounts
Saved changes

09/05/2024 3:20 PM UTC-04/ Remove Microsoft Licenses for the following users. AD accounts have been disabled.

- hooverw
- budingerp
-thomasl

When did you notice the problem?
Thursday, September 5, 2024 at 3:20 PM 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

Internal: 09/11/2024 9:11 AM UTC-04/ Joey Musaitef - updated agreement

09/10/2024 4:52 PM UTC-04/ Cari Grafton - Updated / JMusaitef / Are you aware of this license reduction for CCH? This is something I should be alerting you for event if they do not get charged for add/remove users?

Resolution: 09/11/2024 9:11 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/05/2024 [3:59 PM - 4:11 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 39659
09/06/2024

Please remove license from user mccurrya (Anthony McCurry)
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

09/11/2024
Closed By: Andrew Blais

Discussion: 09/06/2024 1:16 PM UTC-04/ Dalton Boothe - Liz,

I got that licensed removed!

Thanks,
Dalton Boothe

Notes
Removed license

09/06/2024 11:27 AM UTC-04/ Please remove license from user mccurrya (Anthony McCurry)

When did you notice the problem?
Friday, September 6, 2024 at 11:27 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

Internal: 09/11/2024 9:10 AM UTC-04/ Joey Musaitef - updated agreement

Resolution: 09/11/2024 9:10 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/06/2024 [1:16 PM - 1:18 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 39686
09/09/2024

Below is information we received from the VA Fusion Center - Just FYI - The VA Fusion center has b
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

09/12/2024
Closed By: Joey Musaitef

Discussion: 09/11/2024 8:53 AM UTC-04/ Dalton Boothe - Lewis,

No problem at all! Yes, to my understanding.

Thanks,
Dalton Boothe

09/10/2024 2:18 PM UTC-04/ Thanks and not really! I just wanted to alert you all regarding this notification. I assume you and the NOC monitor our Firewalls for traffic such as this? Thanks
Lewis Archileti Director of Informati
This sender is trusted.

sophospsmartbannerend

Thanks and not really! I just wanted to alert you all regarding this notification.

I assume you and the NOC monitor our Firewalls for traffic such as this?

Thanks

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/10/2024 2:04 PM UTC-04/ Dalton Boothe - Lewis,

I understand this is a very concerning circumstance, I have spoken with Cari regarding how to proceed with this. She is planning on reaching out to you about MSSP, Pen testing, and vulnerability scanning, as this appears to be happening more and more in this space. In the meantime, are there any steps we can take to assist?

Thanks,
Dalton Boothe

09/09/2024 3:54 PM UTC-04/ Below is information we received from the VA Fusion Center - Just FYI -

The VA Fusion center has been alerted to the continuing access attempts; I made a report to WaterISAC. Originally, we were getting about 20-25 login attempts pet location/per hour since Thursday. I have slowed them down to maybe 5 per hour for each location since around noon. This last 1.25Hrs ARWA has had no attempts and SCWWA has not had any for about 1 hour. At first, they were all coming from the same address in St. Petersburg Russia. After I blocked that IP and made some access changes to block any new IP after 1 failed attempt for an hour, they changed tactics and started using a different IP for each attempt. But has severely slowed them down and hopefully now stopped them. Their odds of cracking our credentials were very low even at the rate they were going in the beginning. I have Archer scan our internet facing surface area monthly for openings. In addition to needing the username, ARWA requires a 12-character password + scrolling code from the Authenticator app, SCWWA a 10-character password + code, statistically we would all be dead before they get lucky. If for some reason they hit the lottery and randomly get the right credentials, That gets them in the door then they need to start sniffing out any active connections and trying to capture or crack credentials to access those devices without setting off any of those alarms.

When did you notice the problem?
Monday, September 9, 2024 at 3:53 PM 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

Internal: 09/10/2024 9:04 AM UTC-04/ Dalton Boothe - Checking with Cari on how to proceed.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39671
09/09/2024

Please contact Rita Williamson at the Senior Center - 804-520-9220. The laptop they have is running
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

09/11/2024
Closed By: Andrew Blais

Discussion: 09/09/2024 11:29 AM UTC-04/ Dalton Boothe - 90% memory usage
100% CPU when opening Outlook
8GB RAM
20.5 Mbps Down
22.4 up
Checked resource usage on CH-CLCPY33
RAM was high
8GB usable
Elaine stated she was having issues when opening Outlook
It would not open
Uninstalled and reinstalled
Kept an eye on resource usage
Still sat around 90%
Then when opening Outlook after the reinstall CPU jumped to 100%
Device appears to be about 3 y/o
They are going to be powering the device off more often and watching open processes
Marking complete

09/09/2024 9:56 AM UTC-04/ Dalton Boothe - Rita is out driving
Left name and number with Linda
She will call me once she returns

09/09/2024 9:33 AM UTC-04/ Dalton Boothe - Attempted to look at this while working on ticket #39670
No laptops found in Automate
Will call Rita once I am done

09/09/2024 9:01 AM UTC-04/ Please contact Rita Williamson at the Senior Center - 804-520-9220. The laptop they have is running extremely slow.

When did you notice the problem?
Monday, September 9, 2024 at 9:01 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/09/2024 [11:29 AM - 12:18 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.82
Boothe, Dalton	09/09/2024 [9:56 AM - 9:59 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	09/09/2024 [9:33 AM - 9:38 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39675
09/09/2024
by Ray Fulk

Internet Outage at Traffic Engineering/Sign Shop
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

09/10/2024
Closed By: Andrew Blais

Discussion: 09/09/2024 9:58 AM UTC-04/ Ray Fulk - Dalton took a call from Lewis about the users at Traffic Engineering being unable to access the internet. Dalton was working on another ticket and asked if someone could begin looking into it.

09/09/2024 9:42 AM UTC-04/ Ray Fulk - I logged into CH-BACKUP and confirmed I can ping the router over there at 10.100.225.1, but not the switch at 10.100.225.5. I logged into the router and tried to ping the switch, but it also failed. I reviewed the route config, and confirmed that this location goes out to the internet through Public Safety, so I made sure the routes in the Traffic Engineering router, City Hall router, and firewall were correct (which they should be, since we didn't change anything). I noticed that in Automate, CH-PWSGNS-0255, so I checked on that and confirmed it was at 10.100.225.100 and could ping 8.8.8.8, but I don't know what that device is connected to.
As far as I can tell, it looks like the switch over there is offline, and that is why they are not able to connect. Dalton or Joanna is going to see about getting them to power cycle it.

Internal: 09/09/2024 10:54 AM UTC-04/ Dalton Boothe - The phones are out but he has power cycled the switch and has a ticket open with phone vendor. Closing at Lewis' request.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	09/09/2024 [9:42 AM - 10:03 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.35

Ticket# 39670
09/09/2024

Please call Lori Hahn - she has been gone for 2 weeks and back today and unable to open Outlook. Ju
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

09/11/2024
Closed By: Andrew Blais

Discussion: 09/09/2024 9:19 AM UTC-04/ Dalton Boothe - Reached out to Lori
Remoted into CH-COMATTY-0256
Attempted to open Outlook
Nothing
Ended all Microsoft processes
Tried again
Failed
Tried to open in safe mode
Nothing
Unintstalled
Tried to reinstall
Got something went wrong error
Rebooted device
It pushed updates
Reinstalled successfully
Verified all was good
Marking complete

09/09/2024 9:00 AM UTC-04/ Please call Lori Hahn - she has been gone for 2 weeks and back today and unable to open Outlook. Just spins. 804-520-9258.

Thanks

When did you notice the problem?
Monday, September 9, 2024 at 9:00 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/09/2024 [9:19 AM - 9:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.63

Ticket# 39663
09/06/2024

Please call Chief Paul Mauger - Fire Chief. He is out of town and having issues with his laptop and
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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 4:24 PM UTC-04/ Brandon Walcott - Reached out to Paul Mauger
Paul stated that he is out of state and is unable to access any sites on the internet
Paul is connected to the hotel wifi currently
Paul tried connecting to the internet again and was prompted with the hotel Terms & Conditions
Once he accepted, he was able to access the internet
Paul also successfully signed into his Outlook and got the Outlook icon pinned to his taskbar
No further issues reported

09/06/2024 4:23 PM UTC-04/ Please call Chief Paul Mauger - Fire Chief. He is out of town and having issues with his laptop and City E-Mail. His Phone Number is 804-691-3705. If you could please get to him as soon as possible. He is our Interim Chief and just started this week so needs some help.

When did you notice the problem?
Friday, September 6, 2024 at 4:22 PM EDT

Is it preventing you from doing work?
Yes

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
Walcott, Brandon	09/06/2024 [4:24 PM - 4:40 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 39579
09/03/2024

Please check back-ups and see if there are any back-ups on Filebox for Kissnerd - if so, please rest
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 09/05/2024 11:35 AM UTC-04/ Dalton Boothe - Lewis,

No problem at all! I will go ahead and mark this complete. Hope you have a great one!

Thanks,
Dalton Boothe

09/05/2024 11:14 AM UTC-04/ It's ok. Thank you . I was going to DL but then just shared it with Megan in Fire Admin so that should work. Thanks for taking care of this! Lewis Lewis Archileti Director of Information Technology Ci
This sender is trusted.

sophospsmartbannerend

It's ok. Thank you . I was going to DL but then just shared it with Megan in Fire Admin so that should work. Thanks for taking care of this!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/05/2024 11:07 AM UTC-04/ Dalton Boothe - Lewis,

My apologies, just getting around to this. I do not know how large the download is.

Thanks,
Dalton Boothe

09/04/2024 1:24 PM UTC-04/ I am able to access it and see it. I am currently downloading it. Are you able to tell me large the DL is? Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-930
This sender is trusted.

sophospsmartbannerend

I am able to access it and see it. I am currently downloading it. Are you able to tell me large the DL is?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/04/2024 1:15 PM UTC-04/ Dalton Boothe - Lewis,

I shared a folder called "Restored files" with you. Can you please check to see if you can see the files there?

Thanks,
Dalton Boothe

Notes
I am currently moving the files over to a folder that is shared with Lewis
Waited for transfer

09/04/2024 1:05 PM UTC-04/ Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Dalton Boothe Sent: Wednesday, September 4, 2
This sender is trusted.

sophospsmartbannerend

[image]

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/04/2024 12:52 PM UTC-04/ Dalton Boothe - Lewis,

Please check to see if you can see the files at this link.

colonialheightsva-my.sharepoint.com/personal/kissnerd_colonialheightsva_gov

Thanks,
Dalton Boothe

Notes
Checked
It appeared to restore to a Sharepoint
Sending Lewis the link

09/03/2024 4:52 PM UTC-04/ Perfect. Thanks so much. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Dalton Boothe Sent:
This sender is trusted.

sophospsmartbannerend

Perfect. Thanks so much.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/03/2024 4:35 PM UTC-04/ Dalton Boothe - Lewis,

Got the restore started! I will check back in the morning to see if it is complete.

Thanks,
Dalton Boothe

Notes
Backing up OneDrive from 7/1
Will let run overnight

09/03/2024 2:03 PM UTC-04/ It's ok. Can you restore whatever you can please? Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov Fr
This sender is trusted.

sophospsmartbannerend

It's ok. Can you restore whatever you can please?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/03/2024 1:56 PM UTC-04/ Dalton Boothe - Lewis,

Sorry, should have clarified. This is for the user kissnerd.

Thanks,
Dalton Boothe

09/03/2024 1:55 PM UTC-04/ Whatever you can recover would be great. What did you find a back-up for? Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-
This sender is trusted.

sophospsmartbannerend

Whatever you can recover would be great. What did you find a back-up for?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/03/2024 1:44 PM UTC-04/ Dalton Boothe - Lewis,

Let me check!

Thanks,
Dalton Boothe

09/03/2024 1:43 PM UTC-04/ Dalton Boothe - Lewis,

It looks like we do have a backup, what date range are you looking for?

Thanks,
Dalton Boothe

Notes
It appears that we do have a backup of OneDrive
Asking Lewis what date range

09/03/2024 1:38 PM UTC-04/ No. They must have been deleted prior to the oldest back-ups. And I'm assuming there are no cloud back-ups of One Drive? Lewis Archileti Director of Information Technology City of Colonial Heights, VA
This sender is trusted.

sophospsmartbannerend

No. They must have been deleted prior to the oldest back-ups.

And I'm assuming there are no cloud back-ups of One Drive?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/03/2024 1:18 PM UTC-04/ Dalton Boothe - Lewis,

This is all I see under out FileBox backup for kissnerd. I also do not see any files under the deputy chief files. Would you like me to restore these to kissnerd?

Thanks,
Dalton Boothe

Notes
Found the following

None for the other folder
Informing Lewis

09/03/2024 12:00 PM UTC-04/ Dalton Boothe - Shadowed Will as he found the backup
It appeared he stepped away

09/03/2024 11:27 AM UTC-04/ Dalton Boothe - Will verified it was on CH-BACKUP
Still could not see anything regarding FileBox

09/03/2024 11:12 AM UTC-04/ Dalton Boothe - Could not find backups
Asking for assistance

09/03/2024 9:34 AM UTC-04/ Please check back-ups and see if there are any back-ups on Filebox for Kissnerd - if so, please restore. Also, on Filebox - check under \filebox\timesheets \deputy chief files If files/documents located, please restore to that file. Call me if you need additional info.

When did you notice the problem?
Tuesday, September 3, 2024 at 9:34 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/04/2024 [1:15 PM - 1:22 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Boothe, Dalton	09/04/2024 [12:52 PM - 1:01 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Boothe, Dalton	09/03/2024 [4:35 PM - 4:43 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Boothe, Dalton	09/03/2024 [1:43 PM - 1:46 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	09/03/2024 [1:18 PM - 1:31 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.22
Boothe, Dalton	09/03/2024 [12:00 PM - 12:18 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.30
Boothe, Dalton	09/03/2024 [11:27 AM - 11:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Boothe, Dalton	09/03/2024 [11:12 AM - 11:25 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22

Ticket# 38986
07/25/2024

Dell Latitude 5510 laptop unable to connect to wifi. Have tried to reset network adapters with no lu
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

09/11/2024
Closed By: Andrew Blais

Discussion: 09/05/2024 8:56 AM UTC-04/ Brandon Walcott - Arrived onsite at Colonial Heights City Hall
Met with Kathy and Liz
Joined her laptop to the Domain
Had her sign in
Downloaded office suite with her office account
Verified that she could log into office
Attempted to set up VPN
Ran into issues with downloading the client since they did not know their vpn password
Client went through old messages with Lewis to find information
Eventually found her vpn profile information and got her successfully signed in
Added HP printer to the laptop
Test print was successful
Client verified that no further work needed to be done with the laptop
No further issues reported
Leaving CCH City Hall

09/05/2024 8:18 AM UTC-04/ Brandon Walcott - Travel To City of Colonial Heights

09/03/2024 8:21 AM UTC-04/ She works for the Real Estate Assessor's Office at City Hall. I'll be there to meet you as well in case I'm needed for anything.

09/03/2024 8:10 AM UTC-04/ Brandon Walcott - Liz,

Perfect, I'll be there at 9am on Thursday. Which department in City Hall does Kathy work?

Thanks,
Brandon Walcott

09/03/2024 8:01 AM UTC-04/ Whatever time is easiest for you is fine with us. I'll let Kathy know to be expecting you on Thursday. Thank you!

09/03/2024 7:42 AM UTC-04/ Brandon Walcott - Liz,

Good morning, I've checked our schedule for this week and I should be able to arrive onsite Thursday. I can either arrive first thing in the morning at 12 and try setting them up during lunch break.

Thanks,
Brandon Walcott

08/27/2024 3:32 PM UTC-04/ Hi there,

Monday is a holiday but the employee is available Tuesday through Thursday. Her lunch break is from 1p-2p. I'm available Wednesday or Thursday anytime.

Thanks!

08/27/2024 11:06 AM UTC-04/ Brandon Walcott - Spoke with Liz and updated her on the Dell laptop
Informed her that the issue was with the hard drive and that we replaced it for them
Let Liz know that I could be out there Monday to finish the prep
Liz will connect with the designated user for this device and let me know what time they would be available

08/27/2024 9:41 AM UTC-04/ I see the update that the computer is now working - do we have a timeframe for it to make it back on site? Thank you!

08/20/2024 3:00 PM UTC-04/ Joey Musaitef - Brandon requested help looking into laptop driver issues
PC refused to boot to windows
Pc was rebooted to allow boot from usb device
attempted to install windows OS
driver not found
research intel drivers for nic card and rapid storage
downloaded drivers to usb and rebooted laptop to reinstall windows
drivers did not populate for the ssd
windows installation failed
opened up laptop
removed ssd
attempted to boot ssd externally to format the disk
failed
disk not found
conclusion ssd is damaged
pc is no longer under warranty
went into stock room and gather a new SSD for the pc
installed into pc
success
drivers found
fresh installed windows 11
nic card auto popluated correctly
updated windows
updated system bios
installed local agent
let technicians to let LIz know that we replaced the SSD at no charge for parts. that the ssd died not the nic card.
pc needs to be prep for onsite and verify sophos is installed

08/09/2024 2:36 PM UTC-04/ Afternoon, There is no data that needs to be saved. Thanks for checking, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Colonial Heights
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Afternoon,

There is no data that needs to be saved.

Thanks for checking,
Liz Gegenheimer, Information Systems Coordinator

City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

08/09/2024 2:36 PM UTC-04/ Joanna Peterson - Liz,

Got it, thanks. I'll get on it Monday when I'm in the office

Thanks,
Joanna Peterson

08/09/2024 10:38 AM UTC-04/ Joanna Peterson - Liz,

I have the laptop in the office, I am WFH today but will get started on it Monday. Is there any data I need to save in the event I just wipe it and start over? I know we are reloading the OS, let me know about the data.

Thanks,
Joanna Peterson

08/05/2024 4:51 PM UTC-04/ Joanna Peterson - Picked up laptop from Liz
Looking for old barricuda can’t find it in second floor closet

08/05/2024 4:17 PM UTC-04/ Joanna Peterson - Travel To City of Colonial Heights

08/05/2024 9:29 AM UTC-04/ Joanna Peterson - Liz,

I will be there before 5:00, closer to 4:15/4:30.

Thanks,
Joanna Peterson

08/05/2024 9:28 AM UTC-04/ I'll leave around 5pm today. I can wait until you get here - don't rush. Liz From: Joanna Peterson Sent: Monday, August 5, 2024 9:24 AM To: Liz Gegenheimer Subject: Ticket#38986/CCH001/Dell Latitude
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I'll leave around 5pm today. I can wait until you get here - don't rush.

Liz

08/05/2024 9:23 AM UTC-04/ Joanna Peterson - Liz,

Sounds good, I'll see you this afternoon, what time do you get off to make sure I get there in time?

Thanks,
Joanna Peterson

08/05/2024 9:22 AM UTC-04/ Morning Joanna, You're welcome to pick it up at my office. I've moved to the police department side at 100 HIghland Ave, Suite A. Same building, different suite is all. Liz From: Joanna Peterson S
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Morning Joanna,

You're welcome to pick it up at my office. I've moved to the police department side at 100 HIghland Ave, Suite A. Same building, different suite is all.

Liz

08/05/2024 8:16 AM UTC-04/ Joanna Peterson - Liz,

I can come by this afternoon to pick this up, where should I pick it up? Your office?

Thanks,
Joanna Peterson

08/02/2024 2:17 PM UTC-04/ Monday or Tuesday is perfectly fine to pick up the laptop. Thanks! Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Colonial Heights, Virg
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sophospsmartbannerend

Monday or Tuesday is perfectly fine to pick up the laptop.

Thanks!

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Friday, August 2, 2024 1:31 PM
To: Liz Gegenheimer <gegenheimerl@colonialheightsva.gov>
Subject: Re: Ticket # 38986 / CCH001 / Dell Latitude 5510 laptop unable to connect to wifi. Have tried to reset network adapters with no lu

William McCauley 8/2/2024 1:31 PM Hello, Liz, looks like the warranty expired 5/25/2023. We will need to pick the PC up. Reload the OS and run a hardware scan. Can we schedule the pick up for Monday o
sophospsmartbannerend
William McCauley
8/2/2024 1:31 PM
[image]

Hello,

Liz, looks like the warranty expired 5/25/2023. We will need to pick the PC up. Reload the OS and run a hardware scan. Can we schedule the pick up for Monday or Tuesday of next week?

Thank you!

Will McCauley

08/02/2024 9:30 AM UTC-04/ William McCauley - Call with Liz
Remote into PC (CH-7HT9Y33)
open device manager > have liz disconnect and reconnect the external wifi adapter > can see that the adapter is recognized
Ran driver update
open network and internet settings > able to see the adapter but says not connected > i tried statistic the wifi adapter to see if that would get us connected > still not showing wifi
Got a message notification on screen that the PC need to be rebooted to repair corrupt files
Reboot PC > upon reboot liz said the blue screen came up with recovery options > tried to click proceed to windows 10 and it keeps going back to recovery screen > Told Liz we need to either see if this is still under warranty if not will need to reload OS
Got with joey to see if PC is still under warranty > support services EXPIRED 5/25/2023
We will need to pick up the PC bring to office > re-load the OS and perform a hardware scan
Emailed liz this information and will schedule a pickup for next week

This time entry is marked No Charge

08/02/2024 7:40 AM UTC-04/ William McCauley - emailed Liz to see if we can get on a call today
I would like to see if the PC is recognizing the External adapter
waiting response

This time entry is marked No Charge

08/01/2024 4:18 PM UTC-04/ Afternoon, I plugged in the wireless adapter and still unable to get the wifi to connect. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Afternoon,

I plugged in the wireless adapter and still unable to get the wifi to connect.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Thursday, August 1, 2024 1:13 PM
To: Liz Gegenheimer <gegenheimerl@colonialheightsva.gov>
Subject: Re: Ticket # 38986 / CCH001 / Dell Latitude 5510 laptop unable to connect to wifi. Have tried to reset network adapters with no lu

William McCauley 8/1/2024 1:13 PM Good morning, Liz, following up on this ticket to see if we have been able to find and connect a wireless adapter. Thank you! Will McCauley --REPLY above this line to
sophospsmartbannerend
William McCauley
8/1/2024 1:13 PM
[image]

Good morning,

Liz, following up on this ticket to see if we have been able to find and connect a wireless adapter.

Thank you!

Will McCauley

08/01/2024 1:30 PM UTC-04/ William McCauley - Emailed with Liz, She should have wireless adapter tomorrow so she can test and will keep me updated

This time entry is marked No Charge

08/01/2024 1:19 PM UTC-04/ Hi Will, I'm waiting for a delivery of the wireless adapter to test on the computer. I should have an answer to you by tomorrow. Thanks! Liz Gegenheimer, Information Systems Coordinator Department of
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Will,

I'm waiting for a delivery of the wireless adapter to test on the computer. I should have an answer to you by tomorrow.

Thanks!

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Thursday, August 1, 2024 1:13 PM
To: Liz Gegenheimer <gegenheimerl@colonialheightsva.gov>
Subject: Re: Ticket # 38986 / CCH001 / Dell Latitude 5510 laptop unable to connect to wifi. Have tried to reset network adapters with no lu

William McCauley 8/1/2024 1:13 PM Good morning, Liz, following up on this ticket to see if we have been able to find and connect a wireless adapter. Thank you! Will McCauley --REPLY above this line to
sophospsmartbannerend
William McCauley
8/1/2024 1:13 PM
[image]

Good morning,

Liz, following up on this ticket to see if we have been able to find and connect a wireless adapter.

Thank you!

Will McCauley

08/01/2024 1:05 PM UTC-04/ William McCauley - Emailed liz again to see if she have been able to find external wifi adapter to test
if no response will close for inactivity and reopen when client is available

This time entry is marked No Charge

07/30/2024 9:25 AM UTC-04/ William McCauley - Emailed Liz to see if she was able to test an external wifi adapter
waiting response

This time entry is marked No Charge

07/29/2024 12:07 PM UTC-04/ Okay, let me locate one and try it out and I'll let you know what happens. Thanks!

07/29/2024 11:24 AM UTC-04/ Good to go! Sent from my iPhone On Jul 29, 2024, at 11:14, helpdesk@proactive-info.com wrote: William McCauley 7/29/2024 11:14 AM his liz, im free now if you can hardwire the PC so i can connect. th
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good to go!

Sent from my iPhone

On Jul 29, 2024, at 11:14, helpdesk@proactive-info.com wrote:

07/29/2024 10:45 AM UTC-04/ William McCauley - Remote into CH-7HT9Y33
check device manager > showing Wireless NIC enabled > go to network and interface settings > confirm wifi is showing enabled but nothing is connected
Disabled the wireless NIC i also disabled Intel wireless manageability > renable > reboot PC
wireless still is not showing as an option... tried disabling and re-enabling NIC a few times still same issue. Looks like the internal wireless NIC could be bad
Ask Liz if they have an external wifi adapter we can connect to test and confirm the internal wireless NIC is bad.
Waiting response
This time entry is marked No Charge

07/29/2024 10:39 AM UTC-04/ Sure, I have open availability today - let me know the best time for you. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virgin
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Sure, I have open availability today - let me know the best time for you.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Monday, July 29, 2024 10:35 AM
To: Liz Gegenheimer <gegenheimerl@colonialheightsva.gov>
Subject: Re: Ticket # 38986 / CCH001 / Dell Latitude 5510 laptop unable to connect to wifi. Have tried to reset network adapters with no lu

William McCauley 7/29/2024 10:35 AM Good morning, Liz, seeing if you are available today i can try and remote into CH-7HT9Y33 to resolve the wifi issues. Thank you! Will McCauley --REPLY above this li
sophospsmartbannerend
William McCauley
7/29/2024 10:35 AM
[image]

Good morning,

Liz, seeing if you are available today i can try and remote into CH-7HT9Y33 to resolve the wifi issues.

Thank you!

Will McCauley

07/29/2024 10:30 AM UTC-04/ William McCauley - Emailed Liz to see if she is free today i can remote into the PC and look at the issues. waiting response

This time entry is marked No Charge

07/26/2024 10:06 AM UTC-04/ Dalton Boothe - Will get with the team to see if there are any further recommendations

07/26/2024 9:46 AM UTC-04/ There's no switch. Can you give me a call at 804-586-3505 as well? Thanks, Liz From: Dalton Boothe Sent: Friday, July 26, 2024 9:43 AM To: Liz Gegenheimer Subject: Ticket#38986/CCH001/Dell Latitude
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

There's no switch. Can you give me a call at 804-586-3505 as well?

Thanks,

Liz

07/26/2024 8:45 AM UTC-04/ Dalton Boothe - Liz,

All looks fine with the adapter from what I'm seeing. Can you check to see if this device has a switch somewhere on the case that enables/disables wireless?

Thanks,
Dalton Boothe

Notes
Uninstalled and reinstalled device
Wifi still not an option
Checked properties
All looked good
Tried rolling back driver
Same issue
Pushed all Windows and Dell updates
Once it came back up
Same issue
Did a network reset which removes and reinstalls all network adapters
Same issue
Checking with Liz to see if this device has the Wireless switch on the case to enable/disable wireless

07/26/2024 8:44 AM UTC-04/ Still not even an option to connect to wifi. I've reconnected to ethernet for you.

07/26/2024 8:33 AM UTC-04/ Dalton Boothe - Liz,

I updated the driver for the WiFi adapter, can you please test again when you get a chance?

Thanks,
Dalton Boothe

Notes
Updated driver for WiFi adapter
Getting Liz to test

07/26/2024 8:04 AM UTC-04/ Good Morning, PC name is CH-7HT9Y33 Give me a few minutes to connect it to ethernet and you should be able to remote into it. Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good Morning,

PC name is CH-7HT9Y33

Give me a few minutes to connect it to ethernet and you should be able to remote into it.

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

07/26/2024 7:51 AM UTC-04/ Dalton Boothe - Liz,

If you can provide the device name when you plug it in, I can definitely remote in and take a look.

Thanks,
Dalton Boothe

07/25/2024 4:35 PM UTC-04/ Dell Latitude 5510 laptop unable to connect to wifi. Have tried to reset network adapters with no luck - I can try to plug it in tomorrow if someone is available to troubleshoot.

When did you notice the problem?
Tuesday, July 23, 2024 at 4:35 PM 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

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	09/05/2024 [8:56 AM - 10:37 AM]	CCH-AIS 24/25	NC	Onsite	Technician	1.68
Walcott, Brandon	09/05/2024 [8:18 AM - 8:56 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.63
Walcott, Brandon	08/27/2024 [11:06 AM - 11:10 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Musaitef, Joey	08/20/2024 [3:00 PM - 5:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	2.50
Peterson, Joanna	08/09/2024 [2:36 PM - 2:37 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/09/2024 [10:38 AM - 10:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Peterson, Joanna	08/05/2024 [4:51 PM - 5:10 PM]	CCH-AIS 24/25	NC	Onsite	Technician	0.32
Peterson, Joanna	08/05/2024 [4:17 PM - 4:52 PM]	CCH-AIS 24/25	NC	Travel	Technician	0.58
Peterson, Joanna	08/05/2024 [9:29 AM - 9:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/05/2024 [9:23 AM - 9:24 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/05/2024 [8:16 AM - 8:18 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
McCauley, William	08/02/2024 [9:30 AM - 10:07 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.62
McCauley, William	08/02/2024 [7:40 AM - 7:50 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
McCauley, William	08/01/2024 [1:30 PM - 1:38 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
McCauley, William	08/01/2024 [1:05 PM - 1:13 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
McCauley, William	07/30/2024 [9:25 AM - 9:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
McCauley, William	07/29/2024 [10:45 AM - 11:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.20
McCauley, William	07/29/2024 [10:30 AM - 10:36 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Boothe, Dalton	07/26/2024 [10:06 AM - 10:13 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Boothe, Dalton	07/26/2024 [8:45 AM - 9:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.95
Boothe, Dalton	07/26/2024 [8:33 AM - 8:39 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 39424
08/22/2024

I'm trying to get a price on 3 Microsoft SQL 2022 License. This is for our GIS install which we curr

Headquarter Support

City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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

09/17/2024
Closed By: Cari Grafton

Discussion: 09/04/2024 4:30 PM UTC-04/ William McCauley - sent lewis both quotes for enterprise and standard
waiting response on which license he needs

This time entry is marked No Charge

09/03/2024 9:00 AM UTC-04/ William McCauley - presale for CCH Microsoft SQL license
emailed Lewis with quote information
waiting on Lewis to confirm the correct SQL instance

08/30/2024 8:00 AM UTC-04/ William McCauley - email with vendor on getting quote
create presale in hubspot

This time entry is marked No Charge

08/28/2024 2:19 PM UTC-04/ William McCauley - email with lewis to get information on the servers
had call with lewis to discuss further > also talked with him about project we are working on

This time entry is marked No Charge

08/28/2024 2:05 PM UTC-04/ William McCauley - sent follow up email to Lewis, forward email from vendor again with questions we need answers for
waiting Lewis response

This time entry is marked No Charge

08/27/2024 1:35 PM UTC-04/ William McCauley - get with joey on what needs to be done for licensing
email Hayden with synnex waiting for instructions > will most likely need Lewis to create a CSP in the Microsoft global admin account and give permission to pim to resell the software
Synnex responded > asked if we need standard or enterprise and how many users > forward email to Lewis and ask if he can answer the questions
waiting response

08/22/2024 3:12 PM UTC-04/ I'm trying to get a price on 3 Microsoft SQL 2022 License. This is for our GIS install which we currently have 2 servers - CityGIS and CityGIS2. We may need a third server as a data store. CDGW is asking the following questions:

If these will be virtual installs instead, how many virtual cores will be assigned to each instance of SQL?

With or without Software Assurance?

When did you notice the problem?
Thursday, August 22, 2024 at 3:12 PM 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

Internal: 08/26/2024 8:21 AM UTC-04/ Joey Musaitef - Assigned / WMccauley /

Resolution: 09/04/2024 4:30 PM UTC-04/ William McCauley - sent lewis both quotes for enterprise and standard
waiting response on which license he needs

This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	09/04/2024 [4:30 PM - 5:00 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.50

McCauley, William	09/03/2024 [9:00 AM - 11:00 AM]	CCH-AIS 24/25	NC	Remote	Technician	2.00
McCauley, William	08/30/2024 [8:00 AM - 10:00 AM]	CCH-AIS 24/25	NC	Remote	Technician	2.00
McCauley, William	08/28/2024 [2:19 PM - 3:34 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.25
McCauley, William	08/28/2024 [2:05 PM - 2:15 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
McCauley, William	08/27/2024 [1:35 PM - 2:32 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.95

Ticket# 39591 09/03/2024 by Ray Fulk	**Investigate Booting INTRANETBOX as a VM** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Email Connector Priority 3 - Medium Tier 1	09/10/2024 Closed By: Andrew Blais

Discussion: 09/04/2024 3:23 PM UTC-04/ Thank you Ray. That makes me feel better. I didn't realize the old iCals we use are actually housed in that environment. I thought we were just posting links on the various pages. Lewis Archileti Dire
This sender is trusted.

sophospsmartbannerend

Thank you Ray. That makes me feel better. I didn't realize the old iCals we use are actually housed in that environment. I thought we were just posting links on the various pages.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

09/04/2024 2:57 PM UTC-04/ Ray Fulk - Lewis,

I went back into Veeam and used the Instant Recovery feature to try booting up a copy of the INTRANETBOX backup (without disrupting the operation of the actual server). I confirmed it worked correctly, so if the INTRANETBOX server fails we should be able to use the backup to create a VM.

Thank you,
Ray Fulk

Notes
I went into Veeam on CH-BACKUP and ran an Instant Recovery job to boot a copy of INTRNETBOX (without network access) on the VM host 10.100.200.196. I confirmed that the copy booted up and that I was able to log into it, so I shut it back down and stopped the Instant Recovery job.

09/03/2024 2:30 PM UTC-04/ Ray Fulk - Lewis sent me the following while I was out last week:
"Yesterday, I put a ticket in as it appeared our Intranetbox had died. It showed no power, would not turn on, etc. Dalton came down this morning and discovered the strip which supplies that box somehow was unplugged. Fortunately, it was an easy fix.

My concern is that server is a 2008 server and probably 12+ years old. I'm worried something is going to happen to it and from what I found out yesterday, several departments rely on that to access the iCals. I thought these iCals were hosted off prem and the Intranet just had the links to route to those calendars. After speaking to the iCal support, the calendars are actually housed in that environment so if that server goes, those calendars are gone.

Dalton spoke to Kyle who indicated it is possible to load that back-up, as long as you have the back-up and the environment. I know you were able to verify the Intranetbox completed a back-up Thursday night/Friday morning. Would it be possible to spin up a virtual server or for us to purchase a physical server and load that back-up?

Liz and I are working on migrating everyone to the new Sharepoint but it is going to be a lengthy process and I don't want to lose what we have in place."

09/03/2024 2:30 PM UTC-04/ Ray Fulk - Lewis,

I checked on INTRANETBOX and your VM environment, and it looks like there should be enough disk space on the Admin_HDD datastore to restore the INTRANETBOX backup as a VM if necessary.

Thank you,
Ray Fulk

Notes
I logged into INTRANETBOX and confirmed it has a 1 TB disk, 8 GB RAM, and two 8-core CPUs. Based on this, I believe it should be possible to take the Veeam backup and spin it up as a VM off of the ADMIN_HDD datastore if necessary. I made sure that the ADMIN_HDD datastore has 5.33 TB free.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	09/04/2024 [2:57 PM - 3:21 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.40
Fulk, Ray	09/03/2024 [2:30 PM - 2:48 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.30

Ticket# 39580
09/03/2024

Please create a new mailbox and G3 license for our interim Fire Chief - Paul Mauger. His AD credent

Headquarter Support

City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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

09/10/2024
Closed By: Cari Grafton

Discussion: 09/03/2024 10:59 AM UTC-04/ Dalton Boothe - Lewis,

Got the license added and assigned! Please let us know if there are any further issues!

Thanks,
Dalton Boothe

Notes
Signed into AppRiver
Added G3 license
Assigned to Paul

09/03/2024 9:35 AM UTC-04/ Please create a new mailbox and G3 license for our interim Fire Chief - Paul Mauger. His AD credentials have already been created.
Mailbox would be - maugerp@colonialheightsva.gov. Please let me know when completed.
Thanks.

When did you notice the problem?
Tuesday, September 3, 2024 at 9:35 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?
Anytime

Internal: 09/03/2024 1:25 PM UTC-04/ Joey Musaitef - updated agreement

09/03/2024 11:06 AM UTC-04/ Dalton Boothe - Added 1 G3 license, @jmusaitef

Resolution: 09/03/2024 1:25 PM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	09/03/2024 [10:59 AM - 11:05 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 39441
08/26/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

09/10/2024
Closed By: Cari Grafton

Discussion: 09/03/2024 1:15 PM UTC-04/ Joey Musaitef - email lewis total hours for august 58.5

closing ticket
This time entry is marked No Charge

08/26/2024 1:40 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 08/26/2024 1:40 AM UTC-04/

Resolution: 09/03/2024 1:15 PM UTC-04/ Joey Musaitef - email lewis total hours for august 58.5

closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	09/03/2024 [1:15 PM - 1:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.25

Ticket# 39272
08/14/2024

Eric Albert and Ashley Rainey both were sent a message from Curt Schaffer in Hanover (cjschaffer@han
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

09/10/2024
Closed By: Andrew Blais

Discussion: 08/30/2024 8:03 AM UTC-04/ Dalton Boothe - Lewis,

Just checking in here, has the 3rd party responded at all?

Thanks,
Dalton Boothe

08/29/2024 9:42 AM UTC-04/ Dalton Boothe - Lewis,

Just checking in here, has the 3rd party responded at all?

Thanks,
Dalton Boothe

08/28/2024 2:44 PM UTC-04/ Dalton Boothe - Lewis,

Just checking in here, has the 3rd party responded at all?

Thanks,
Dalton Boothe

08/19/2024 2:39 PM UTC-04/ Dalton Boothe - Lewis,

No worries at all, I appreciate it!

Thanks,
Dalton Boothe

08/19/2024 11:29 AM UTC-04/ Sorry. I did see it but got sidetracked. Let me have Eric check with them. Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002
This sender is trusted.

sophospsmartbannerend

Sorry. I did see it but got sidetracked. Let me have Eric check with them.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/19/2024 11:26 AM UTC-04/ Dalton Boothe - Lewis,

Checking in to see if you received my previous email.

Thanks,
Dalton Boothe

08/15/2024 12:24 PM UTC-04/ Dalton Boothe - Lewis,

Reading through the NDR, from my understanding they may need to check the records on the Hanover side, it states if it's a DKIM issue to send to your email admin. Please let me know if you think I am understanding this incorrectly.

Thanks,
Dalton Boothe

Notes
Following the info in the NDR it appears it may be on Hanover's end
Seeing if Lewis can verify

08/14/2024 11:15 AM UTC-04/ Dalton Boothe - Lewis,

Please send over that NDR if he can forward it to you, according to the message from O365 it may be on the senders end, but want to see the NDR message before I start making changes.

Thanks,
Dalton Boothe

08/14/2024 10:27 AM UTC-04/ Eric Albert and Ashley Rainey both were sent a message from Curt Schaffer in Hanover (cjschaffer@hanovercounty.gov. He received a kickback on a message sent at 9:21AM but others have come thru. I checked Exchange Message Trace and see where they failed. Please see attachments. I did ask Eric if he could have Curt forward the kickback msg. but haven't received them yet.

When did you notice the problem?
Wednesday, August 14, 2024 at 10:26 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?
Anytime

Attachments:
failed.JPG, dkim.JPG, sophos msg.JPG

Internal: 09/03/2024 11:58 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	08/15/2024 [12:24 PM - 12:29 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39234
08/13/2024
by Brandon Walcott

Alert for Sophos Central [City of Colonial Heights]: Device does not support Azure Code Signing
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

09/10/2024
Closed By: Andrew Blais

Discussion: 08/30/2024 3:55 PM UTC-04/ I never did find that computer. I checked with the contractors office and the commissioner of revenue. I talked to Bill Feasenmyer this morning and he said it's not theirs so he told me to check maybe
This sender is trusted.

sophospsmartbannerend

I never did find that computer. I checked with the contractors office and the commissioner of revenue. I talked to Bill Feasenmyer this morning and he said it's not theirs so he told me to check maybe billing and collections.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Aug 30, 2024, at 3:53 PM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

08/30/2024 2:29 PM UTC-04/ Dalton Boothe - Lewis & Liz,

The updates are currently pushing! The last one may take a bit.

Thanks,
Dalton Boothe

Notes
Monitored updates
Leaving for them to finish
Informing Client

08/30/2024 10:51 AM UTC-04/ This computer is in Billing & Collections and you're able to remote in whenever you're able to update.

Thanks!

08/29/2024 9:31 AM UTC-04/ Dalton Boothe - Lewis,

I appreciate that!

Thanks,
Dalton Boothe

08/29/2024 9:28 AM UTC-04/ Maybe it is in Billing and Collections. Let me see if I can find it. I see it has a .199 subnet so it has to be at City Hall. Maybe Commissioners also? I'll let you know. Lewis Archileti Director of I
This sender is trusted.

sophospsmartbannerend

Maybe it is in Billing and Collections. Let me see if I can find it. I see it has a .199 subnet so it has to be at City Hall. Maybe Commissioners also?

I'll let you know.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/29/2024 9:17 AM UTC-04/ Dalton Boothe - Lewis,

Teresa stated they did not have that device in office. Is there any other office it could be in?

Thanks,
Dalton Boothe

Notes
 Reached out to Teresa
 She said they did not have that device
 Checking back with Lewis

08/14/2024 11:19 AM UTC-04/ Dalton Boothe - Lewis,

Will do! I appreciate it!

Thanks,
Dalton Boothe

08/14/2024 11:18 AM UTC-04/ This is the Treasurer's Computer - Although I'm not sure which one looking at the login. Can you please contact Teresa Cherry at 804-520-9321? Thx

08/14/2024 10:46 AM UTC-04/ Dalton Boothe - Good morning,

It appears trespc0053 needs to be updated for Sophos to work correctly. Is there a time I can push these updates?

Thanks,

Thanks,
Dalton Boothe

08/13/2024 1:23 PM UTC-04/ Dalton Boothe - Lewis,

Good afternoon. It appears trespc0053 needs to be updated for Sophos to work correctly. Is there a time I can push these updates?

Thanks,
Dalton Boothe

Notes
 Verified device was not in Do Not Patch list
 Scheduling update

08/13/2024 7:56 AM UTC-04/ Brandon Walcott - Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
https://support.sophos.com/support/s/article/KBA-000008310?language=en_US
Where it happened: trespc0053
User associated with device: trespc0053\State Treasury PC
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/30/2024 [2:29 PM - 3:52 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.16
Boothe, Dalton	08/29/2024 [9:17 AM - 9:24 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Boothe, Dalton	08/13/2024 [1:23 PM - 1:27 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07

Ticket# 39478
08/27/2024

Please assign G3 license for two new employees - Whitts (Stacey Whitt) - evansa (Antonio Evans) AD
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/29/2024
Closed By: Andrew Blais

Discussion: 08/27/2024 3:53 PM UTC-04/ Joanna Peterson - Liz,

Hi Liz, this is done for Stacy Whitt and Antonio Evans. Have a great day!

Thanks,
Joanna Peterson

Notes
Purchased and assigned licenses

08/27/2024 3:43 PM UTC-04/ Please assign G3 license for two new employees

- Whitts (Stacey Whitt)
- evansa (Antonio Evans)

AD credentials have been created.

When did you notice the problem?
Tuesday, August 27, 2024 at 3:43 PM 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

Internal: 08/29/2024 8:19 AM UTC-04/ Joey Musaitef - updated agreement

Resolution: 08/29/2024 8:19 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/27/2024 [3:53 PM - 3:59 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 39456
08/26/2024

Intranetbox Server will not power-up. Just rebooted last Thursday and was working but unable to rea

Headquarter Support

City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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

08/27/2024
Closed By: Andrew Blais

Discussion: 08/27/2024 8:45 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with Lewis
Went to the rack
Began looking into the issue
Traced the cable
It was plugged in
Swapped cable
Same issue
Moved plug from strip in the rack to the wall
Success
Checked the cable from the strip to power source
It was unplugged
Lewis plugged it into the battery/generator port on wall
Everything came back up
No further assistance requested
Marking complete

08/27/2024 8:11 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

08/26/2024 2:19 PM UTC-04/ Dalton Boothe - Checked warranty
Expired in 2016
Reaching out to see if he's sure it's the power supply
Verified it had power
Rebooted Thursday
8:30 - 9
City hall server room

08/26/2024 2:05 PM UTC-04/ Intranetbox Server will not power-up. Just rebooted last Thursday and was working but unable to reach now. Checked and it has no power so possibly a power supply? Older server but can we get it checked please?

When did you notice the problem?
Monday, August 26, 2024 at 2:05 PM EDT

Is it preventing you from doing work?
Yes

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
Boothe, Dalton	08/27/2024 [8:45 AM - 9:18 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.55
Boothe, Dalton	08/27/2024 [8:11 AM - 8:45 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.57
Boothe, Dalton	08/26/2024 [2:19 PM - 2:26 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.12

Ticket# 39464
08/27/2024
by Dalton Boothe

Access Point "AP09-TRENG-4B:60-PP00-SW05" radius server 10.100.200.164 : 1812 is unreachable
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/27/2024
Closed By: Andrew Blais

Discussion: 08/27/2024 8:33 AM UTC-04/ Brandon Walcott - Logged into Sophos
Accessed CCH customer portal
Navigated to the alerted AP
AP is back online, no issues currently showing with the device

08/27/2024 7:00 AM UTC-04/ Dalton Boothe - Access Point "AP09-TRENG-4B:60-PP00-SW05" radius server 10.100.200.164 : 1812 is unreachable

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	08/27/2024 [8:33 AM - 8:38 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39445
08/26/2024
by Brandon Walcott

DMV Download Assistance
City of Colonial Heights
Teresa Cherry
8045209333
cherryt@colonialheightsva.gov

Headquarter
Support

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

08/26/2024
Closed By: Andrew Blais

Discussion: 08/26/2024 8:53 AM UTC-04/ Brandon Walcott - DMV Download Assistance

08/26/2024 8:53 AM UTC-04/ Brandon Walcott - Teresa called in stating they needed admin rights to proceed with the download of DMV software
Called them back to input the credentials for them so they can download the software
Once called, was told that Lewis is there and he is resolving it for them
No further issues reported

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	08/26/2024 [8:53 AM - 8:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 39398
08/22/2024
by Ray Fulk

Backups Failing for Intranetbox, May Need Reboot
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/23/2024
Closed By: Andrew Blais

Discussion: 08/23/2024 8:55 AM UTC-04/ Ray Fulk - Lewis,

The backup for INTRANETBOX completed successfully, so we should be all set.

Thank you,
Ray Fulk

Notes
I went in and verified that the backup for Intranetbox completed last night, so I will close this.

08/22/2024 6:01 PM UTC-04/ FYI - KVM Switch indicated #5 was connected to Intranetbox. Was not able to access even after the reboot. Checked and noticed #5 was now connected to CH-Backup. Moved the USB and VGA back to Intranetbox and was able to watch the server go thru the boot process. Then was able to access the login screen. I left the KVM connected to Intranetbox.

08/22/2024 6:01 PM UTC-04/ Ray Fulk - Lewis,

I retried the Veeam backup, and it appears to be working, so I will check up on it in the morning.

Thank you,
Ray Fulk

Notes
I happened to still be around, so I went in and retried the failed backup in Veeam and made sure it started up correctly. I will check back on it in the morning.

08/22/2024 5:57 PM UTC-04/ Manually rebooted Intranetbox and it came back up. Tested connection thru Automate. Also ensured I could access iConnect thru browser.

08/22/2024 10:42 AM UTC-04/ Thanks for letting me know. I'll send you an e-mail this afternoon once I get it rebooted. Fingers crossed it comes back up. Lewis Archileti Director of Information Technology City of Colonial Heig
This sender is trusted.

sophospsmartbannerend

Thanks for letting me know. I'll send you an e-mail this afternoon once I get it rebooted. Fingers crossed it comes back up.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/22/2024 10:38 AM UTC-04/ Ray Fulk - Lewis,

That should work, thank you for taking a look.

Thank you,
Ray Fulk

08/22/2024 10:36 AM UTC-04/ Hi Ray, I can do a reboot from this end. I do know it is working as I can access our Intranet today. I can reboot at the end of today if you like. Thanks. Lewis
Lewis Archileti Director of Information
This sender is trusted.

sophospsmartbannerend

Hi Ray,

I can do a reboot from this end. I do know it is working as I can access our Intranet today. I can reboot at the end of today if you like.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/22/2024 9:39 AM UTC-04/ Ray Fulk - Lewis,

It looks like the INTRANETBOX server is unresponsive, so I wanted to see about scheduling a time to reboot it. I can try to reboot it from here, but I'm not sure if the reboot command will go through or not.

Thank you,
Ray Fulk

08/22/2024 9:38 AM UTC-04/ Ray Fulk - I saw that the Veeam backup for Intranetbox failed last night. When I went to log into that server, it seems to be unresponsive. I tried restarting the Veeam services, but that also didn't respond. We may need to see about rebooting this server.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	08/23/2024 [8:55 AM - 8:58 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Fulk, Ray	08/22/2024 [6:01 PM - 6:10 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15

Ticket# 39377
08/21/2024

Please assign a G1 license for new user Freddy Nesheiway (nesheiwayf) AD credentials have been creat
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/22/2024
Closed By: Andrew Blais

Discussion: 08/21/2024 10:30 AM UTC-04/ Please assign a G1 license for new user Freddy Nesheiway (nesheiwayf) AD credentials have been created.

When did you notice the problem?
Wednesday, August 21, 2024 at 10:30 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

08/21/2024 10:30 AM UTC-04/ Joanna Peterson - Liz,

Hi Liz! This is done, he is good to go!

Thanks,
Joanna Peterson

Internal: 08/22/2024 7:58 AM UTC-04/ Joey Musaitef - updated agreement

Resolution: 08/22/2024 7:58 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/21/2024 [10:30 AM - 10:43 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22

Ticket# 39365
08/20/2024

Please create a G3 License and E-Mail for a new position in our Planning Department. Cheryl Rondini
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/22/2024
Closed By: Andrew Blais

Discussion: 08/21/2024 2:00 PM UTC-04/ Yes. Perfect. Thank you so much! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Joanna Peters
This sender is trusted.

sophospsmartbannerend

Yes. Perfect. Thank you so much!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/21/2024 1:49 PM UTC-04/ Joanna Peterson - Lewis,

Sorry for the confusion, I have a G3 license added for rondinich@colonialheightsva.gov now. Let me know if this looks correct now?

Thanks,
Joanna Peterson

08/20/2024 2:51 PM UTC-04/ Joanna Peterson - Creating user and license for new user

08/20/2024 2:46 PM UTC-04/ Please create a G3 License and E-Mail for a new position in our Planning Department. Cheryl Rondini - e-mail address will be rondinich@colonialheightsva.gov (please notice the "ch" for the first name. Cheryl currently uses rondinic but is moving departments and Finance wants to keep her current e-mail active as a shared mailbox). AD credentials have already been created. Thx.

When did you notice the problem?
Tuesday, August 20, 2024 at 2:46 PM 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

Internal: 08/21/2024 2:08 PM UTC-04/ Joanna Peterson - Worked on using MTX but no notes or communication were provided by jPeterson.

08/21/2024 8:13 AM UTC-04/ Joey Musaitef - updated agreement

Resolution: 08/21/2024 8:13 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/21/2024 [2:07 PM - 2:08 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/21/2024 [1:49 PM - 1:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Peterson, Joanna	08/20/2024 [2:51 PM - 2:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07

Ticket# 39375
08/21/2024

Please contact: James W. (Jim) Drake Engineering Technician Department of Public Works & Engineerin
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/21/2024
Closed By: Andrew Blais

Discussion: 08/21/2024 9:21 AM UTC-04/ Joanna Peterson - Lewis,

Jim is good now, we tested and he would have gotten the notifications by now. Thanks!

Thanks,
Joanna Peterson

Notes
Calling Jim
Will helped find the notifications and shut them down

08/21/2024 9:10 AM UTC-04/ Please contact:
James W. (Jim) Drake
Engineering Technician
Department of Public Works & Engineering
City of Colonial Heights, VA
(804) 524-8739 Office
(804) 721-3102 Cell

He is receiving pop-ups regarding McAfee expiration, etc.

When did you notice the problem?
Wednesday, August 21, 2024 at 9:10 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
Peterson, Joanna	08/21/2024 [9:21 AM - 9:53 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.53

Ticket# 39338
08/19/2024
by William McCauley

Remove Decommissioned servers from current Veeam Backup Jobs
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/20/2024
Closed By: Andrew Blais

Discussion: 08/20/2024 2:54 PM UTC-04/ William McCauley - Remove MVMS-SRVR from backup jobs and inventory in veeam console on CH-BACKUP issues resolved

08/20/2024 9:18 AM UTC-04/ William McCauley - look through veeam console to remove servers no longer active to clear alerts
unable to find the servers for library
reach out to team
Kyle looked and they are still showing under the inventory section not the backups where i was looking
Removed the library servers from inventory so they are no longer try to be processed
need to remove MVM server still

This time entry is marked No Charge

08/19/2024 1:55 PM UTC-04/ William McCauley - The following Servers are failing Veeam backup jobs and need to be removed as the servers were decommissioned

CH-LIB-DESTINY, CIRCWEB2, MVMS-SRVR

Resolution: 08/20/2024 2:54 PM UTC-04/ William McCauley - Remove MVMS-SRVR from backup jobs and inventory in veeam console on CH-BACKUP issues resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	08/20/2024 [2:54 PM - 3:29 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.58
McCauley, William	08/20/2024 [9:18 AM - 10:19 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.02

Ticket# 39279
08/14/2024

Employees are unable to connect to CH-Employee Devices wifi via AP28 in PSB/Fire Station 1 The AP h
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/20/2024
Closed By: Andrew Blais

Discussion: 08/19/2024 11:07 AM UTC-04/ Dalton Boothe - Liz,

Awesome! I appreciate that update. Please let us know if there are any further issues!

Thanks,
Dalton Boothe

08/19/2024 8:33 AM UTC-04/ Good Morning - Issue was resolved so this ticket can be closed. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Colonial Heights,
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good Morning -

Issue was resolved so this ticket can be closed.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

08/16/2024 2:38 PM UTC-04/ Dalton Boothe - Liz,

Good afternoon, just checking back in. Are the users still having issues?

Thanks,
Dalton Boothe

08/14/2024 2:45 PM UTC-04/ Let me check. Liz From: Dalton Boothe Sent: Wednesday, August 14, 2024 2:22 PM To: Liz Gegenheimer Subject: Ticket#39279/CCH001/Employees are unable to connect to CH-Employee Devices wifi via AP28 i
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Let me check.

Liz

08/14/2024 2:17 PM UTC-04/ Dalton Boothe - Liz,

I see devices connected to Employee Devices under AP28. Would it be possible to access one of the laptops you mentioned.

Thanks,
Dalton Boothe

Notes
Checked Sophos
Saw devices connected to AP28 under CH-Employee Devices
Seeing if I can access one of the devices in question

08/14/2024 1:28 PM UTC-04/ Employees are unable to connect to CH-Employee Devices wifi via AP28 in PSB/Fire Station 1

The AP has been reset with no help. We have six new FD recruits with personal laptops that can not connect specifically with CH-Employee Devices. Able to connect to City Public.

Thanks!

When did you notice the problem?
Wednesday, August 14, 2024 at 1:27 PM 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
Boothe, Dalton	08/14/2024 [2:17 PM - 2:22 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39146
08/06/2024

Trying to set-up a meeting in teams and invite users outside my organization and I am unable to invi
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/20/2024
Closed By: Andrew Blais

Discussion: 08/16/2024 4:47 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, it looks like the Teams issue is all resolved and good to go. I am going to close out this ticket, please feel free to reach out if you need anything else. Have a great day!

Thanks,
Joanna Peterson

08/16/2024 1:06 PM UTC-04/ Ray Fulk - Lewis,

I also received the one you sent me, so it appears to be working. Is it alright if I close this ticket?

Thank you,
Ray Fulk

08/16/2024 12:02 PM UTC-04/ Hi Ray, I sent one to you and included my gmail account. I did received the one to my g-mail. Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Off
This sender is trusted.

sophospsmartbannerend

Hi Ray,

I sent one to you and included my gmail account. I did received the one to my g-mail.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/16/2024 11:55 AM UTC-04/ Thanks Ray. I will give it a try. When I was having issues, I think I tried sending an invite to my G-Mail account but that may have been before you all made some of the permission changes. Thank you
This sender is trusted.

sophospsmartbannerend

Thanks Ray. I will give it a try.

When I was having issues, I think I tried sending an invite to my G-Mail account but that may have been before you all made some of the permission changes.

Thank you again!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/16/2024 11:04 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I wanted to chime in on this as well, as I saw similar behavior to your screenshots when I was setting up the meeting on my end. For instance if, I wanted to add Liz to a meeting, if I type in her email address, I see the same "No Results Found" message:

However, if I click out of the invitation text field, it still adds her as an unknown invitee:

Copying and pasting the email address directly into the field also adds the invitee. I was able to add Charles at Elite to the meeting this way. If you want, you can try to try and invite me to a test meeting to see if this works or not.

Thank you,
Ray Fulk

08/09/2024 2:24 PM UTC-04/ Joanna Peterson - Lewis,

So I can add you or anyone else outside Proactive, and it comes back as unknown but it lets me add you. Let me ask you this; did you manually type in Ray's addresss or did you copy paste? But this happens for others at CCH also?

Thanks,
Joanna Peterson

08/09/2024 2:18 PM UTC-04/ Joanna Peterson - Lewis,

Ok thanks. Does Liz have the same problem? Your tenant is set correctly.

Thanks,
Joanna Peterson

08/09/2024 1:49 PM UTC-04/ I tried to do this today. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Joanna Peterson Sen
This sender is trusted.

sophospsmartbannerend

I tried to do this today.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/09/2024 11:21 AM UTC-04/ Joanna Peterson - Lewis,

Was this again today? Or the meeting earlier this week?

Thanks,
Joanna Peterson

08/09/2024 11:16 AM UTC-04/ Tried to invite Ray and here is what I get. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Jo
This sender is trusted.

sophospsmartbannerend

Tried to invite Ray and here is what I get.

[image]

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/09/2024 11:09 AM UTC-04/ Joanna Peterson - Lewis,

It looks like you should be set for inviting external users to Teams. I think Kyle has reached out to you also. Can you test at some point and let me know? Maybe do a test Teams meeting and invite me. Let me know a good time to test, have a great day!

Thanks,
Joanna Peterson

08/07/2024 9:50 AM UTC-04/ Kyle Newman - Was looking into this.

Checked settings and from what I can tell at the moment it seems the tenant is configured to allow external users without guest accounts. Took a screenshot of the settings.

Attempted to reach out to Lewis to discuss and test but his phone went straight to VM. I left a message.

08/06/2024 1:56 PM UTC-04/ Joanna Peterson - Lewis,

We were able to have the meeting so let me explore what is the best way for you to proceed.

Thanks,
Joanna Peterson

Notes
Starting meeting early
Lewis was able to join

08/06/2024 1:55 PM UTC-04/ Sure. I have a real 2PM meeting with Ray and Elite but should be able to jump in really fast. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804
This sender is trusted.

sophospsmartbannerend

Sure. I have a real 2PM meeting with Ray and Elite but should be able to jump in really fast.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/06/2024 1:50 PM UTC-04/ Yes I did. Apparently Liz had this problem before and was told we need to put the invitiees in as guest users so we can invite them. That seems kind of crazy as Liz nor I are always available when Cit
This sender is trusted.

sophospsmartbannerend

Yes I did. Apparently Liz had this problem before and was told we need to put the invitiees in as guest users so we can invite them. That seems kind of crazy as Liz nor I are always available when City Staff is attempting to set up Teams Meetings.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/06/2024 1:50 PM UTC-04/ Joanna Peterson - Lewis,

So let's see if you can join the meeting at 2:00 with me if you have time.

Thanks,
Joanna Peterson

08/06/2024 1:39 PM UTC-04/ Joanna Peterson - Lewis,

Did you receive an invitation for a Teams meeting from me?

Thanks,
Joanna Peterson

08/06/2024 1:29 PM UTC-04/ Joanna Peterson - Setting up a test meeting with Lewis

08/06/2024 1:22 PM UTC-04/ Joanna Peterson - Lewis,

Hey Lewis, just to make sure, is this a new problem, have you been able to invite external users in the past to Teams meetings?

Thanks,
Joanna Peterson

08/06/2024 11:39 AM UTC-04/ Trying to set-up a meeting in teams and invite users outside my organization and I am unable to invite them as attendees.

When did you notice the problem?
Tuesday, August 6, 2024 at 11:39 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/16/2024 [4:47 PM - 4:49 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/09/2024 [2:24 PM - 2:29 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Peterson, Joanna	08/09/2024 [2:18 PM - 2:20 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/09/2024 [11:21 AM - 11:23 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/09/2024 [11:09 AM - 11:12 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Newman, Kyle	08/07/2024 [9:50 AM - 10:12 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
Peterson, Joanna	08/06/2024 [1:56 PM - 2:01 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Peterson, Joanna	08/06/2024 [1:50 PM - 1:52 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/06/2024 [1:39 PM - 1:42 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Peterson, Joanna	08/06/2024 [1:29 PM - 1:38 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Peterson, Joanna	08/06/2024 [1:22 PM - 1:25 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Ticket# 39286
08/15/2024

-Please call Denise in the Emergency Communications Center - -804-520-9300. New computer recently in
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/16/2024
Closed By: Andrew Blais

Discussion: 08/16/2024 2:48 PM UTC-04/ Dalton Boothe - Lewis & Courtney,

Will do! I appreciate it, hope you all have a great one!

Thanks,
Dalton Boothe

08/16/2024 2:47 PM UTC-04/ Go ahead and close it. Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Dalton Boothe
This sender is trusted.

sophospsmartbannerend

Go ahead and close it.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/16/2024 2:45 PM UTC-04/ Dalton Boothe - Lewis & Courtney,

No problem! Did you want me to keep this open or go ahead and close it?

Thanks,
Dalton Boothe

08/16/2024 2:25 PM UTC-04/ Ok. Thanks. I'll try to set something up with them. Thanks again. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonial
This sender is trusted.

sophospsmartbannerend

Ok. Thanks. I'll try to set something up with them.

Thanks again.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/16/2024 2:16 PM UTC-04/ Dalton Boothe - Lewis & Courtney,

MDR states there is no suspicious activity on the device. They do recommend clearing browser settings and turning off notifications. If there is a time when I can remote in I can get that taken care of! Then we should be good to go.

Thanks,
Dalton Boothe

08/15/2024 8:24 AM UTC-04/ Dalton Boothe - Lewis,

I have started a case with MDR to verify all is clear, I will keep you updates as I hear from them.

Thanks,
Dalton Boothe

Notes
Remoted in
Saw the popups
Verified the links in were in the history
Copied them
Stopped popups from appearing
Started scan from Sophos portal
Informed MDR
Waiting on word from them

08/15/2024 7:56 AM UTC-04/ -Please call Denise in the Emergency Communications Center - -804-520-9300. New computer recently installed is showing numerous pop-ups making it difficult to use. McAfee Alerts. This is the Police Console.

When did you notice the problem?
Thursday, August 15, 2024 at 7:55 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/15/2024 [8:24 AM - 8:46 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.37

Ticket# 39310
08/16/2024

Please create an E-Mail for Charlie Lamm (lammc@colonialheightsva.gov). His AD credentials have alr
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/16/2024
Closed By: Andrew Blais

Discussion: 08/16/2024 1:37 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, Charlie Lamm lammc@colonialheightsva.gov has been created and a G1 license has been assigned. Let us know if you need anything else!

Thanks,
Joanna Peterson

Notes
Assigned license to the user Charlie Lamm, Dalton had already created his email account

08/16/2024 9:39 AM UTC-04/ Please create an E-Mail for Charlie Lamm (lammc@colonialheightsva.gov). His AD credentials have already been created. He will need a G1 license. Thx.

When did you notice the problem?
Friday, August 16, 2024 at 9:39 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
Peterson, Joanna	08/16/2024 [1:37 PM - 1:47 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

Ticket# 39213
08/10/2024

The network on the day room side of station 2 is down. Neither computer will link to the domain and
City of Colonial Heights
Steven Gillam
8045209301
gillams@colonialheightsva.gov

Headquarter Support

Status: >>Closed
Type: AIS After Hours
Location: Remote
Source: Portal
Priority 3 - Medium
Team: Tier 1

08/16/2024
Closed By: Andrew Blais

Discussion: 08/16/2024 11:20 AM UTC-04/ William McCauley - emailed Steven to see if Lewis/Liz were able to install the new switch or if i can close out the ticket

08/12/2024 12:20 PM UTC-04/ William McCauley - Travel from pim to Ch Fire Station 2
5309 Commonwealth Center Pkwy Midlothian VA to 215 Dunlop Farms Blvd Rd Colonial Heights Va
24 Miles
Arrive onsite check 8p cisco switch that is connecting devices in the Bay area
switch is dead > needs a replacement > called Lewis and left VM for call back
I determined the internet connection to the switch and connected the Phone directly to internet connection in the bay area room and that brought the phone and PC back up
However, the other PC in the TV room is not able to connect as this was connected to the bad switch and there are no wall outlets near by for me to connect with
Lewis called back > i discussed the issues they are having at Fire station 2 > need a new unmanaged switch 8p
Lewis is ordering a cisco 8p switch and it should be in by Wednesday > Lewis said himself or Liz can take care of installing the new switch
Will leave ticket open until I can confirm this has been completed

This time entry is marked No Charge

08/11/2024 6:00 PM UTC-04/ William McCauley - Steven called after hours support they are having issues again with the 2 PC connecting
The PCs are connected via an 8p linksy switch
Steven already disconnected the switch > request he re-connect and we will wait for it to come back up
Had him disconnect a port and try connecting to the PC > when he disconnected the port the switch came back up > i was then able to see both PCs
Scheduled a time to go look at the set up > sounds like the spliter switch may be going bad
Scheduled for 1pm 8/12

This time entry is marked No Charge

08/10/2024 9:20 AM UTC-04/ William McCauley - After hour support call received from Steven @ Fire station 2
Having issues getting 2 pcs to log in saying that it is not connected to the domain
got names of the 2 PCs having issues > (CH-MJ0AMS9L & CH-MJ0ADD0W)
Remote in > CH-MJ0AMS9L came back up on its own
Asked how CH-MJ0ADD0W is connected. Going through phone > phone has a message saying offline
Had Steven disconnect the phone from power/ethernet and reconnect. No more offline message on phone
PC came back up and he was able to log in > confirmed i was able to log into CH-MJ0AMS9L as well
issues resolved

This time entry is marked No Charge

08/10/2024 9:19 AM UTC-04/ The network on the day room side of station 2 is down. Neither computer will link to the domain and users can not log on. Both computers display a message pertaining to not being able to see the domain.

Contact information:
Steven Gillam
gillams@colonialheightsva.gov
(804) 896-3887

When did you notice the problem?
Saturday, August 10, 2024 at 9:17 AM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
Yes

When is the best time to contact you?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	08/16/2024 [11:20 AM - 11:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

McCauley, William	08/12/2024 [12:20 PM - 1:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.17
McCauley, William	08/11/2024 [6:00 PM - 6:25 PM]	CCH-AIS 24/25	NC	AIS After Hours	Technician	0.42
McCauley, William	08/10/2024 [9:20 AM - 9:36 AM]	CCH-AIS 24/25	NC	AIS After Hours	Technician	0.27

Ticket# 39224
08/12/2024
by William McCauley

Davis weather link device - connect to network give static IP
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/16/2024
Closed By: Andrew Blais

Discussion: 08/16/2024 10:15 AM UTC-04/ William McCauley - work with Dalton on issue. created a new SSID limited to 2.4 GHz
tested connecting and it failed > i removed the MAC filtering and had Dalton test again > device connected
Asked if Dalton could get the MAC address from the app or web portal as the DID# on the bottom of the device was not the MAC
Dalton found an arp -a number > i put this in the MAC filtering on the regular fire_device SSID > Dalton confirmed the device is now connected to the Fire_Devices SSID
I removed the 2.4 network i created > log device in ITBoost
issues resolved

This time entry is marked No Charge

08/16/2024 9:18 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with Eric
Began looking into the issue
Logged into the WeatherLink account on my phone
Began trying to connect
Failed
Noticed that the app states they do not support 5ghz connections
Asked Will for assistance
He created a SSID limited to 2.4ghz
Attempted to connect
Failed
He removed MAC filtering
Connected
Got Mac from Sophos
He added it to the Fire_Devices filter
Connected
He logged in ITBoost
Lewis had dropped of the switch for ticket #39213
Took that to the front office area
Plugged everything in and swapped out the switch
Verified everything connected
Success
Verified with Eric all looked good
No further assistance requested
Marking both complete

08/16/2024 9:06 AM UTC-04/ Dalton Boothe - Lewis asked I swing by Traffic Enginerring first. Coming back after

08/16/2024 7:53 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

08/13/2024 2:49 PM UTC-04/ Friday at 9am works for him. Thank you for scheduling that.

08/13/2024 2:37 PM UTC-04/ Thanks Dalton, I emailed him to make sure the time worked for him and will let you know ASAP. Liz From: Dalton Boothe Sent: Tuesday, August 13, 2024 1:19 PM To: Lewis Archileti Cc: Liz Gegenheimer
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Thanks Dalton,

I emailed him to make sure the time worked for him and will let you know ASAP.

Liz

08/13/2024 1:20 PM UTC-04/ William McCauley -
I am currently out of the office and will return 8/14/2024 - Jury duty

08/13/2024 1:19 PM UTC-04/ Dalton Boothe - Liz,

I can be at Fire Station 2 at 9am Friday if that works with you and Eric.

Thanks,
Dalton Boothe

08/13/2024 10:13 AM UTC-04/ Dalton Boothe - Arrived onsite
Was shown the device
No ethernet was connected
I verified my device connected to Fire_Devices
Success
I then tried to do the same on the Weather device
I could not see how to configure the device
It appeared from Will's notes it has to be done via the mobile app
Scheduling to come out Friday when Eric is onsite

08/13/2024 9:59 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

08/13/2024 9:54 AM UTC-04/ Good Morning - Eric reached out and asked if there was any way to have the weather device connected to Fire_devices wifi like the one we have in the PSB.

08/12/2024 4:20 PM UTC-04/ William McCauley - Eric called > data is now showing
issues resolved

This time entry is marked No Charge

08/12/2024 1:26 PM UTC-04/ William McCauley - Davis weather link device - connect to network give static IP

08/12/2024 1:26 PM UTC-04/ William McCauley - while onsite at fire station 2 I helped Eric connect the new weather link device
had to get on call with support to unlink and relink the device to his phone app > would not let him just said to call support number
got on phone with support they were registered in a different account > unlinked
Eric was able to link the device > could not get the device to connect to the fire_station SSID (i added the MAC address confirmed we had the correct password > fails to connect (i tried my laptop as well, added the MAC to the SSID and my PC failed to connect) Will get with Ray on this issue
We hardwired the device
Confirmed we can now see it in the webportal and the phone app
can take up to 24 hours for data to start reporting > asked Eric to please let me know when data start to show and i will close out ticket
Waiting response

Resolution: 08/12/2024 4:20 PM UTC-04/ William McCauley - Eric called > data is now showing
issues resolved

This time entry is marked No Charge

08/12/2024 1:26 PM UTC-04/ William McCauley - while onsite at fire station 2 I helped Eric connect the new weather link device
had to get on call with support to unlink and relink the device to his phone app > would not let him just said to call support number
got on phone with support they were registered in a different account > unlinked
Eric was able to link the device > could not get the device to connect to the fire_station SSID (i added the MAC address confirmed we had the correct password > fails to connect (i tried my laptop as well, added the MAC to the SSID and my PC failed to connect) Will get with Ray on this issue
We hardwired the device
Confirmed we can now see it in the webportal and the phone app
can take up to 24 hours for data to start reporting > asked Eric to please let me know when data start to show and i will close out ticket
Waiting response

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	08/16/2024 [10:15 AM - 10:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.48
Boothe, Dalton	08/16/2024 [9:18 AM - 11:18 AM]	CCH-AIS 24/25	NC	Remote	Technician	2.00
Boothe, Dalton	08/16/2024 [9:06 AM - 9:07 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.02
Boothe, Dalton	08/16/2024 [7:53 AM - 9:06 AM]	CCH-AIS 24/25	NC	Travel	Technician	1.22
Boothe, Dalton	08/13/2024 [10:13 AM - 10:50 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.62
Boothe, Dalton	08/13/2024 [9:59 AM - 10:13 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.23

McCauley, William	08/12/2024 [4:20 PM - 4:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
McCauley, William	08/12/2024 [1:26 PM - 2:24 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.97

Ticket# 39309
08/16/2024
by Dalton Boothe

Traffic Engineering internet down
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 08/16/2024 9:10 AM UTC-04/ Dalton Boothe - Lewis got it working

08/16/2024 9:08 AM UTC-04/ Dalton Boothe - Traffic Engineering internet down

Internal: 08/16/2024 9:18 AM UTC-04/ Joanna Peterson - 527 Springdale Avenue Colonial Heights VA 23834
Found address for Dalton, will add to IT Boost

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/16/2024 [9:10 AM - 9:18 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 39190
08/08/2024
by Ray Fulk

Unable to Access Library, Fire Station 2 Routers
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/15/2024
Closed By: Andrew Blais

Discussion: 08/15/2024 8:31 AM UTC-04/ Ray Fulk - I worked with Andrew on this, and he could not find this router in the closet. I checked the firewall, and I didn't realize that we had configured that to replace the router at some point and took that out. I double-checked to make sure the FS2 device at 10.100.207.1 is a Cisco device, that I cannot access it via SSH, and that I get a logon prompt when I connect via HTTPS. Andrew headed over to FS2 and found the Cisco 2921 router there. He established a console connection and I remoted into his computer. I found I was able to access the configuration without having reset the router, so I backed up the configuration, then went in and reset the password, but was still not able to log in via HTTPS. I checked the configuration to see why I couldn't SSH into the router, and found there is an ACL in place. I added the CH-BACKUP server to ACL 20, and was then able to SSH into the router and log in with the correct password. I took another backup of the configuration and stored it in ITBoost.

08/15/2024 7:30 AM UTC-04/ Andrew Blais - I drove down to the Colonial Heights library and met Brooke where she let me in the Server Closet. After getting Ray hooked up to my computer, we realized that the library doesn't have a router anymore as this was removed when we remodeled the closet with new technology. Now the Sophos Firewall performs the routing function. I left and went over to Fire Station #2. I got the laptop hooked up to the Cisco Router and got Ray connected so he could complete his steps.

08/13/2024 11:18 AM UTC-04/ Ray Fulk - Lewis,

It looks like Andrew is slated to stop by the Library Thursday morning to work with me on the password reset. If things go well it shouldn't take very long, so if possible we may also want to try FS2 immediately afterwards.

Thank you,
Ray Fulk

08/13/2024 9:13 AM UTC-04/ Ray, I heard back from Ann – The only open day this week would be Thursday Morning. There meeting room is in use Friday starting around 7:45. Thanks. Lewis Lewis Archileti Director of Information Tech
This sender is trusted.

sophospsmartbannerend

Ray,

I heard back from Ann – The only open day this week would be Thursday Morning. There meeting room is in use Friday starting around 7:45.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/13/2024 9:00 AM UTC-04/ That sounds good. I haven't heard back from Bruce or Ann yet but should today. I'll let you know and will try to work around ProActive's schedule. Thanks again! Lewis Lewis Archileti Director of Infor
This sender is trusted.

sophospsmartbannerend

That sounds good. I haven't heard back from Bruce or Ann yet but should today. I'll let you know and will try to work around ProActive's schedule.

Thanks again!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/13/2024 8:56 AM UTC-04/ Ray Fulk - Lewis,

I brought this up in our meeting, and the team are checking their schedules for availability. Tentatively, we are looking at Thursday or Friday.

Thank you,
Ray Fulk

08/12/2024 4:54 PM UTC-04/ We could schedule both the Library and Station 2 the same day. Could someone be down here around 8:30 one morning? I'm checking with the Library to see which day(s) work best for them. Thanks. Lewis L
This sender is trusted.

sophospsmartbannerend

We could schedule both the Library and Station 2 the same day. Could someone be down here around 8:30 one morning? I'm checking with the Library to see which day(s) work best for them.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/8d31eeb8-699e-46a5-a11c-1db3d965f007]

08/12/2024 2:39 PM UTC-04/ Ray Fulk - Lewis,

Yes, we'll need to send someone out to connect to the router via a console cable in order to access the recovery environment.

Thank you,
Ray Fulk

08/12/2024 2:32 PM UTC-04/ Fire Station 2 we can do most anytime. I'll check with the Library – maybe in the morning before they open to the public? Does someone from ProActive need to be on-site? Lewis Archileti Director of In
This sender is trusted.

sophospsmartbannerend

Fire Station 2 we can do most anytime. I'll check with the Library – maybe in the morning before they open to the public?

Does someone from ProActive need to be on-site?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/12/2024 2:26 PM UTC-04/ Ray Fulk - Lewis,

I wanted to follow up on when we could schedule downtime at Fire Station 2 and the Library in order to reset the passwords on these routers.

Thank you,
Ray Fulk

08/08/2024 3:47 PM UTC-04/ Ray Fulk - Lewis,

When might be some good windows at each location for downtime?

Thank you,
Ray Fulk

08/08/2024 10:38 AM UTC-04/ Ok. Not a problem. We need to get access to those routers. I know you all are short so if it is something I can do, let me know. Thx. Lewis A.Archileti Director of Information Technology City of Colon
This sender is trusted.

sophospsmartbannerend

Ok. Not a problem. We need to get access to those routers. I know you all are short so if it is something I can do, let me know.

Thx.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Aug 8, 2024, at 10:36 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

08/08/2024 10:36 AM UTC-04/ Ray Fulk - Lewis,

While I was checking on the routers for the Elite Contracting ticket, I found I could not log into the Library or Fire Station 2 routers with any credentials we have on record. There is a method to reset the password, but it would require us to send someone onsite and take the routers offline for a few minutes, so we will need to schedule downtime for these two locations.

Thank you,
Ray Fulk

08/08/2024 10:33 AM UTC-04/ Ray Fulk - While I was checking on the routers for ticket #39113, I found that none of the credentials we have on record allow me to log into the Cisco routers at the Library or Fire Station 2. It looks like it is possible to reset the password, but we will need to log into the devices via a console cable and reboot the routers into a recovery environment, which will require us to schedule some downtime: https://community.cisco.com/t5/networking-knowledge-base/password-recovery/ta-p/3123097

Internal: 08/13/2024 8:02 AM UTC-04/ Joanna Peterson - Ray - I can help out with this.

08/09/2024 1:28 PM UTC-04/ Joanna Peterson - Ray, I can go on site when Lewis schedules a time

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	08/15/2024 [8:31 AM - 9:18 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.78
Blais, Andrew	08/15/2024 [7:30 AM - 10:30 AM]	CCH-AIS 24/25	NC	Onsite	Technician	3.00

Ticket# 39164
08/07/2024

I would like to request a project to add an additional switch at City Hall. We currently have 3 Cis

Headquarter Support

City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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

08/15/2024
Closed By: Andrew Blais

Discussion: 08/14/2024 10:00 AM UTC-04/ William McCauley - make deal in hubspot
add labor hours
send quote to client
issue resolved

This time entry is marked No Charge

08/07/2024 9:35 AM UTC-04/ I would like to request a project to add an additional switch at City Hall. We currently have 3 Cisco switches installed and are out of room. I believe I requested we keep the 48-port Sophos we attempted to use for the internet switch swap and use that at City Hall. If you could please get me a quote for the work and schedule a time to handle the install. Thanks.

When did you notice the problem?
Wednesday, August 7, 2024 at 9:35 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

Internal: 08/13/2024 1:57 PM UTC-04/ Kyle Newman - Assigned / WMccauley /

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	08/14/2024 [10:00 AM - 10:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.50

Ticket# 39261
08/13/2024

Please assign G3 Microsoft license to new user - Kimberly Lundie (lundiek) Thank you!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/15/2024
Closed By: Andrew Blais

Discussion: 08/14/2024 8:32 AM UTC-04/ Joanna Peterson - Liz,

I'm going to close this one too, I found her account and assigned the correct license. Thanks and have a great day!

Thanks,
Joanna Peterson

08/13/2024 3:42 PM UTC-04/ Joanna Peterson - Liz,

She just wasn't showing up in Office365 until now. I do see her as a user in AD, anyway she has the correct license now, all good to go!

Thanks,
Joanna Peterson

08/13/2024 3:21 PM UTC-04/ She's in there - should be under the Recreation folder. Thanks! From: Joanna Peterson Sent: Tuesday, August 13, 2024 3:13 PM To: Liz Gegenheimer Subject: Ticket#39261/CCH001/Please assign G3 Microso
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

She's in there - should be under the Recreation folder.

Thanks!

08/13/2024 3:07 PM UTC-04/ Joanna Peterson - Liz,

Do I need to create this user in Active Directory/O365? I don't see her.

This is the only Kimberly I see.

Thanks,
Joanna Peterson

08/13/2024 3:02 PM UTC-04/ Please assign G3 Microsoft license to new user - Kimberly Lundie (lundiek)

Thank you!

When did you notice the problem?
Tuesday, August 13, 2024 at 3:02 PM 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
Peterson, Joanna	08/14/2024 [8:32 AM - 8:33 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02

Peterson, Joanna	08/13/2024 [3:42 PM - 3:44 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/13/2024 [3:07 PM - 3:13 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 39242
08/13/2024

Please assign G1 licenses to the following new employees. - Hunter Hardy (hardyh) - Charles Sona (s
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/15/2024
Closed By: Andrew Blais

Discussion: 08/14/2024 8:30 AM UTC-04/ Joanna Peterson - Liz,

Good morning my friend. This was done yesterday so I'm going to close this ticket. Let me know if you need anything else! Have a great day!

Thanks,
Joanna Peterson

08/13/2024 10:37 AM UTC-04/ Joanna Peterson - Liz,

Good morning! I have assigned the licenses to all the designated users and removed the license from Betty Burrell. LEt me know if you have any more questions, have a great day!

Thanks,
Joanna Peterson

Notes
Purchased the appropriate licenses
Will assign to the users in O365 and remove from Betty Burrell

08/13/2024 10:17 AM UTC-04/ Can you also assign a G3 license to Hawkins, Brianna (hawkinsb)

That's all for today - promise!

08/13/2024 9:33 AM UTC-04/ Please assign G1 licenses to the following new employees.

- Hunter Hardy (hardyh)
- Charles Sona (sonac)
- Ryan Petitt (petittr)
- Tyler Rae (raet)
- Ethan Richio (richioe)

Remove license from Betty Burrell as well. Thanks!

When did you notice the problem?
Tuesday, August 13, 2024 at 9:33 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/14/2024 [8:30 AM - 8:32 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/13/2024 [10:37 AM - 11:00 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.38

Ticket# 39235
08/13/2024
by Brandon Walcott

[HIGH] [City of Colonial Heights]: Firewall backup generation has failed [CH-CTH-XGS136]
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/14/2024
Closed By: Andrew Blais

Discussion: 08/13/2024 3:22 PM UTC-04/ Ray Fulk - I went in earlier while checking Sophos Central and manually took a backup of the Courthouse firewall, so I will close this.

08/13/2024 8:03 AM UTC-04/ Brandon Walcott - Sophos Central Event Details for City of Colonial Heights
What happened: Firewall backup generation has failed
Where it happened: X133009FY8WVH87
User associated with device: n/a
How severe it is: High
What Sophos has done so far: We attempted multiple retries to generate backup.
What you need to do: Check the logs on this firewall for more information on what went wrong.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39246
08/13/2024
by Dalton Boothe

Reboot Shephard Stadium APs
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

08/14/2024
Closed By: Andrew Blais

Discussion: 08/13/2024 1:17 PM UTC-04/ Dalton Boothe - Liz,

The AP at Shephard Stadium was unplugged so they could broadcast their tournament over the radio. They stated they would plug it back in after the tourney ends!

Thanks,
Dalton Boothe

08/13/2024 11:34 AM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

08/13/2024 11:04 AM UTC-04/ Dalton Boothe - Arrived onsite
Began looking for the AP
Could not locate in the stands
Was let into the booth
Did not see it
A few others started to help search
It was unplugged in the booth under some boxes and radios
They unplugged it for their radio broadcast
They are going to plug it back in after the tournament ends
Informing Liz
Left site

08/13/2024 10:49 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

08/13/2024 10:46 AM UTC-04/ Dalton Boothe - Reboot Shephard Stadium APs

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/13/2024 [11:34 AM - 12:58 PM]	CCH-AIS 24/25	NC	Travel	Technician	1.40
Boothe, Dalton	08/13/2024 [11:04 AM - 11:34 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.50
Boothe, Dalton	08/13/2024 [10:49 AM - 11:04 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.25

Ticket# 38977
07/25/2024
by Joey Musaitef

Order #1162: CCH - FIRE CHIEF DESKTOP
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/14/2024
Closed By: Andrew Blais

Discussion: 08/13/2024 8:45 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with David
Exported Chrome passwords and bookmarks
Verified OneDrive was syncing
Unplugged old device
Plugged in UPS they purchased for his office
Plugged in new device
Added to domain
Signed in using David's account
Installed Office
set up OneDrive
Verified everything came over
Imported Chrome info
He is going to rearrange his desktop
He stated everything looked good
Headed to Fire Station 2

08/13/2024 8:09 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

08/12/2024 8:44 AM UTC-04/ Dalton Boothe - Boxed up device
Ready for install tomorrow

08/09/2024 10:24 AM UTC-04/ Dalton Boothe - Attempted to reach out
Left name and number in VM

08/07/2024 10:39 AM UTC-04/ Install also. Can you please coordinate with: Chief David Kissner 804-520-9361 Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7
This sender is trusted.

sophospsmartbannerend

Install also. Can you please coordinate with:

Chief David Kissner
804-520-9361

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/fbda8771-6fc2-417c-be19-821816673c15]

08/07/2024 8:29 AM UTC-04/ Dalton Boothe - Lewis,

I have completed our basic prep on the Fire Chief's device. Is this going to be a drop off like the past orders have been? Or are we handling the install as well?

Thanks,
Dalton Boothe

Notes
Finished prep

08/05/2024 3:01 PM UTC-04/ Dalton Boothe - Began prep

07/25/2024 1:21 PM UTC-04/ Joey Musaitef - CCH - FIRE CHIEF DESKTOP

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/13/2024 [8:45 AM - 9:59 AM]	CCH-AIS 24/25	NC	Onsite	Technician	1.23
Boothe, Dalton	08/13/2024 [8:09 AM - 8:45 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.60
Boothe, Dalton	08/12/2024 [8:44 AM - 8:59 AM]	CCH-AIS 24/25	NC	Admin	Technician	0.25

Boothe, Dalton	08/09/2024 [10:24 AM - 10:25 AM]	CCH-AIS 24/25	NC	Admin	Technician	0.02
Boothe, Dalton	08/07/2024 [8:29 AM - 10:34 AM]	CCH-AIS 24/25	NC	Admin	Technician	0.76
Boothe, Dalton	08/05/2024 [3:01 PM - 4:38 PM]	CCH-AIS 24/25	NC	Admin	Technician	1.33

Ticket# 39223
08/12/2024

DESKTOP-D9OFFS2 has sophos device encryption that needs to be disabled.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

08/12/2024
Closed By: Andrew Blais

Discussion: 08/12/2024 1:38 PM UTC-04/ Dalton Boothe - Liz,

No problem at all! Hope you have a great one!

Thanks,
Dalton Boothe

08/12/2024 1:23 PM UTC-04/ That'll be all. Thank you! Liz From: Dalton Boothe Sent: Monday, August 12, 2024 1:21 PM To: Liz Gegenheimer Subject: Ticket#39223/CCH001/DESKTOP-D9OFFS2 has sophos device encryption that needs to b
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

That'll be all.

Thank you!

Liz

08/12/2024 1:18 PM UTC-04/ Dalton Boothe - Liz,

I got it added to the "Do Not Encrypt" policy. Is there anything else I can do to assist?

Thanks,
Dalton Boothe

Notes
Logged into Sophos
Added device to the "Do Not Encrypt policy
Informing Liz

08/12/2024 12:51 PM UTC-04/ Computer is turned on and can be remoted into when available

08/12/2024 12:51 PM UTC-04/ DESKTOP-D9OFFS2 has sophos device encryption that needs to be disabled.

When did you notice the problem?
Monday, August 12, 2024 at 12:50 PM 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
Boothe, Dalton	08/12/2024 [1:18 PM - 1:21 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Ticket# 39088
08/02/2024
by Kyle Newman

AP09-TRENG-4B:60-PP00-SW05" is offline
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/09/2024
Closed By: Andrew Blais

Discussion: 08/09/2024 3:13 PM UTC-04/ Joanna Peterson - Lewis,

Thanks Lewis, I will close this one, if you need me to go to Shephard Stadium and reboot these, I'm glad to do it. Plus I need to bring you your Barracuda!

Thanks,
Joanna Peterson

Notes
Reset the AP and it is on line now
Got the pc's in the office on line

08/09/2024 3:04 PM UTC-04/ Ok. Thanks so much. They've been having problems at the sign shop for a while. I was down there Monday I believe for the same problem. I'll get by the stadium Monday morning and check that. Thanks so
This sender is trusted.

sophospsmartbannerend

Ok. Thanks so much. They've been having problems at the sign shop for a while. I was down there Monday I believe for the same problem. I'll get by the stadium Monday morning and check that.

Thanks so much again!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/09/2024 2:49 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, I went to the sign shop on Friday, as they could not get out on the internet. But I really think it was connectivity to the switch. I took the phones out of the equation on two of them and they popped right up. The third one connected all along. I reboot that Access Point and it's online now so for this ticket, regarding this access point being off line at Traffic and Engineering, I will close it since it's back on line. There are still 2 off at Shepherd Stadium.

Thanks,
Joanna Peterson

08/08/2024 9:43 AM UTC-04/ Joanna Peterson - Going on site to reset this ap 8-8-2024

08/06/2024 10:48 AM UTC-04/ I was down there this morning to put in a computer but didn't have the right monitor cable so I need to run back by but may be tomorrow morning. I'll check it then . Lewis Archileti Director of Inform
This sender is trusted.

sophospsmartbannerend

I was down there this morning to put in a computer but didn't have the right monitor cable so I need to run back by but may be tomorrow morning. I'll check it then .

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/06/2024 10:42 AM UTC-04/ Joanna Peterson - Lewis,

Anything you want me to do on these AP's?

Thanks,
Joanna Peterson

08/05/2024 10:19 AM UTC-04/ Ok. Thanks. Not sure why the 2 at Traffic Engineering are still off-line. I restarted everything in that rack and got internet service back there. I'm going back tomorrow to put a computer in so will
This sender is trusted.

sophospsmartbannerend

Ok. Thanks. Not sure why the 2 at Traffic Engineering are still off-line. I restarted everything in that rack and got internet service back there. I'm going back tomorrow to put a computer in so will check it then.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/05/2024 10:11 AM UTC-04/ Joanna Peterson - Lewis,

The only AP's I see off line are the two we spoke of at Traffic Engineering and the one at Shepherd Stadium. I will make sure Brook will be there and I will first get the laptop from Liz then go to the Library.

Thanks,
Joanna Peterson

08/05/2024 10:06 AM UTC-04/ Yes please. Also, the internet was down at the Sign Shop. I ran by there a little while ago and got it back up. Can you let me know about that AP? Thanks.
Lewis Lewis Archileti Director of Information
This sender is trusted.

sophospsmartbannerend

Yes please. Also, the internet was down at the Sign Shop. I ran by there a little while ago and got it back up. Can you let me know about that AP?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/05/2024 9:53 AM UTC-04/ Joanna Peterson - Lewis,

Good morning again, I am going by Liz's office this afternoon to pick up a laptop to bring back here and clean up, should I leave early and go by the library? I will verify Brook is there. Let me know, thanks!

Thanks,
Joanna Peterson

08/05/2024 9:01 AM UTC-04/ Ok. Thx. As soon as myself or Liz get a chance, we will run by those locations and take a look. Thanks. Also - I stopped by the Library this morning but was unable to catch up with Brook. Brook may co
This sender is trusted.

sophospsmartbannerend

Ok. Thx. As soon as myself or Liz get a chance, we will run by those locations and take a look.

Thanks.

Also - I stopped by the Library this morning but was unable to catch up with Brook. Brook may come in later in the morning.

Thx.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/05/2024 8:53 AM UTC-04/ Joanna Peterson - Lewis,

Good morning, this AP is at this address 527 Springdale Ave, Colonial Heights
VA 23834 and it seems to be Traffic Engineering. This one is also down, according to Sophos:
AP13-SHPSTD-4B:F7:PP01-SW03 which is at Shepherd Stadium, defined as Public and Stadium Seating. Let me know what we can do to help you out with this.

Thanks,
Joanna Peterson

08/02/2024 8:59 AM UTC-04/ Where is this one located? Thx. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: helpdesk@proac
This sender is trusted.

sophospsmartbannerend

Where is this one located? Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Friday, August 2, 2024 8:36 AM
To: Lewis Archileti <archiletil@colonialheightsva.gov>
Cc: Liz Gegenheimer <gegenheimerl@colonialheightsva.gov>
Subject: Re: Ticket # 39088 / CCH001 / AP09-TRENG-4B:60-PP00-SW05" is offline

William McCauley 8/2/2024 8:36 AM Good morning, Lewis/Liz, happy Friday! We received an alert that AP09-TRENG-4B:60-PP00-SW05 is offline. it is still showing offline and i have confirmed im unable to

sophospsmartbannerend

William McCauley
8/2/2024 8:36 AM

[image]

Good morning,

Lewis/Liz, happy Friday! We received an alert that AP09-TRENG-4B:60-PP00-SW05 is offline. it is still showing offline and i have confirmed im unable to ping the AP. Is there anyone onsite that can verify this AP is offline?

Thank you!

Will McCauley

08/02/2024 8:10 AM UTC-04/ William McCauley - look into issue with AP
Check sophos portal confirmed it is showing offline
unable to ping AP
Reach out to lewis/liz to see if someone onsite can confirm
waiting response

This time entry is marked No Charge

08/02/2024 7:45 AM UTC-04/ I will be out of the office on Friday August 2, returning on Monday August 5 If this is an emergency, please call/text my cell at 804-895-3316 Larry Melvin City of Colonial Heights VA Purchasing Agent
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

I will be out of the office on Friday August 2, returning on Monday August 5

If this is an emergency, please call/text my cell at 804-895-3316

Larry Melvin
City of Colonial Heights VA
Purchasing Agent
Office: 804-520-9333
Cell: 804-895-3316

08/02/2024 7:44 AM UTC-04/ Kyle Newman - Going through alerts from last night and Sophos reports that AP09-TRENG-4B:60-PP00-SW05" is offline.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/09/2024 [3:13 PM - 3:15 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/09/2024 [2:49 PM - 2:56 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Peterson, Joanna	08/08/2024 [9:43 AM - 9:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/06/2024 [10:42 AM - 10:44 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/05/2024 [10:11 AM - 10:14 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Peterson, Joanna	08/05/2024 [9:53 AM - 9:55 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/05/2024 [8:53 AM - 8:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
McCauley, William	08/02/2024 [8:10 AM - 8:36 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.43

Ticket# 39211
08/09/2024
by Dalton Boothe

Teresa Cherry - requesting google translate unblocked
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/09/2024
Closed By: Andrew Blais

Discussion: 08/09/2024 12:48 PM UTC-04/ Joanna Peterson - Check the firewall for allowed apps

08/09/2024 12:43 PM UTC-04/ Dalton Boothe - Teresa Cherry - requesting google translate unblocked

08/09/2024 12:43 PM UTC-04/ Dalton Boothe - Teresa called in
Stated they needed to use Google Translate
Added as an exclusion in Sophos
Verified it was accessible
No further assistance requested
Marking complete

Internal: 08/09/2024 12:57 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	08/09/2024 [12:56 PM - 12:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/09/2024 [12:48 PM - 12:54 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Boothe, Dalton	08/09/2024 [12:43 PM - 12:54 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.18

Ticket# 39166
08/07/2024

Received this from our Planning Director: I accidently deleted a file named 10.18.2023 Dept Mtg Age
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

08/09/2024
Closed By: Andrew Blais

Discussion: 08/09/2024 10:04 AM UTC-04/ Joanna Peterson - Lewis, Joseph

Glad we could help, Ray got this file restored for you. Have a great day!

Thanks,
Joanna Peterson

08/09/2024 9:38 AM UTC-04/ Good morning, I have the file. Thank you very much! Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights 201 James Ave. Colonial Heights, VA 23834 Pho
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Good morning,
I have the file. Thank you very much!

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

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08/08/2024 9:03 AM UTC-04/ Ray Fulk - Lewis, Joseph

I found the file in question in the backup and restored it to the Dept Mtg Agendas folder in Filebox. Could you check and make sure the file is accessible?

Thank you,
Ray Fulk

Notes
I logged into CH-FILEBOX and checked the D:\Users\carterj folder. I ran a search for any files containing the word "Agenda," just in case the file was accidentally moved instead of deleted. I then logged into CH-BACKUP and pulled up the backup of CH-FILEBOX from 4 days ago. From there I navigated to D:\users\carterj\Dept Mtg Agendas and found the file in question. The search on CH-FILEBOX didn't turn up anything, so I restored this file to its original location from Veeam. I see it on CH-FILEBOX again, so I will follow up with Lewis and Joseph to make sure everything is working.

08/08/2024 8:55 AM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis, Ray has the familiarity with all your backups and he is going to take a look at this for me. Thanks!

Thanks,
Joanna Peterson

08/07/2024 1:16 PM UTC-04/ I found out that this file was actually deleted from his file box folder. It’s an extremely important file for him. Could someone please restore it from the back up when I get a second please thank yo
This sender is trusted.

sophospsmartbannerend

I found out that this file was actually deleted from his file box folder. It’s an extremely important file for him. Could someone please restore it from the back up when I get a second please thank you.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Aug 7, 2024, at 11:58 AM, Joanna Peterson <helpdesk@proactive-info.com> wrote:

08/07/2024 11:55 AM UTC-04/ Joanna Peterson - Lewis,

I am just overbooked :)
I will be at the library this afternoon around 2:00 and when I'm done, I have some other things to do and I will touch base with you.

Thanks,
Joanna Peterson

08/07/2024 11:45 AM UTC-04/ Yes but are you able to get in? If not, what can I do to help you? Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www
This sender is trusted.

sophospsmartbannerend

Yes but are you able to get in? If not, what can I do to help you?

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

08/07/2024 11:23 AM UTC-04/ Joanna Peterson - Called Joseph Carter
Left a message for him to call me back
Need to remote to his pc
Let him know I will be in a meeting for next hour.

08/07/2024 11:02 AM UTC-04/ Joanna Peterson - Lewis,

Can I login to this pc?

Thanks,
Joanna Peterson

08/07/2024 10:25 AM UTC-04/ Received this from our Planning Director:

I accidently deleted a file named 10.18.2023 Dept Mtg Agenda. It is not in the recycle bin, is there anyway to pull that back some how?

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

When did you notice the problem?
Wednesday, August 7, 2024 at 10:25 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
Peterson, Joanna	08/09/2024 [10:04 AM - 10:05 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Fulk, Ray	08/08/2024 [9:03 AM - 9:19 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.27
Peterson, Joanna	08/08/2024 [8:55 AM - 8:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/07/2024 [11:55 AM - 11:57 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/07/2024 [11:23 AM - 11:27 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Peterson, Joanna	08/07/2024 [11:02 AM - 11:12 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

Ticket# 39038
07/30/2024
by Ray Fulk

Courthouse NAS Offline
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/09/2024
Closed By: Andrew Blais

Discussion: 08/09/2024 9:40 AM UTC-04/ Ray Fulk - Lewis emailed and asked me to check the NAS again, so I did that and confirmed it is back up now. I asked him what he did, as it wasn't powering on when Joanna tried it yesterday. He said he hit the power button and it came up, so I'm not sure what might have happened. Closing ticket.

08/08/2024 2:22 PM UTC-04/ Ray Fulk - Lewis, Liz,

Joanna went onsite to the Courthouse to look at this NAS, and she found that it is not powering on at all. She tried plugging it into a few other sockets to see if that might be the problem, but it isn't coming up.

Thank you,
Ray Fulk

Notes
Joanna went onsite and found that the NAS isn't powering on at all. I checked the warranty lookup page, and it doesn't look like the DS1815+ is included in that. I will follow up and let Lewis know.

08/06/2024 9:35 AM UTC-04/ Joanna Peterson - Lewis, Liz,

Good morning, if you run out of time, let me know. I am supposed to be at the library tomorrow and also figuring out this message archiver from the Barracuda, so I can go by the Courthouse if you run out of time. Ray and I discussed this also, you can let me know! Have a great day.

Thanks,
Joanna Peterson

08/06/2024 9:32 AM UTC-04/ I will be running to a variety of locations today so the Courthouse is on my list to get this up and running!

08/05/2024 1:05 PM UTC-04/ Ray Fulk - Lewis, Liz,

Good afternoon, I'm reaching back out about this as I'm still not able to connect to the Courthouse NAS.

Thank you,
Ray Fulk

Notes
I tried to reach the NAS again, and it still isn't responding, so I'll follow back up with Lewis and Liz.

08/01/2024 10:20 AM UTC-04/ Ray Fulk - Lewis, Liz,

Good morning, I wanted to follow up and see if you had rebooted this NAS, as it was still offline when I checked this morning.

Thank you,
Ray Fulk

07/30/2024 11:13 AM UTC-04/ I'll have to check in the morning as I'm out of the office today. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonial
This sender is trusted.

sophospsmartbannerend

I'll have to check in the morning as I'm out of the office today.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jul 30, 2024, at 11:10 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

07/30/2024 11:06 AM UTC-04/ Ray Fulk - Lewis, Liz,

Good morning, I'm emailing because it looks like the Courthouse NAS is offline and may need to be rebooted again.

Thank you,
Ray Fulk

07/30/2024 11:04 AM UTC-04/ Ray Fulk - It looks like the Courthouse NAS is offline again, which usually happens if there is a power outage. A reboot fixes the issue, so I'll reach out to Lewis and Liz to see about rebooting it.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	08/09/2024 [9:40 AM - 9:45 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	08/08/2024 [2:22 PM - 2:33 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.18
Peterson, Joanna	08/06/2024 [9:35 AM - 9:37 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Fulk, Ray	08/05/2024 [1:05 PM - 1:10 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39122
08/05/2024
by Cari Grafton

Message Archiver 350 - City Hall
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/08/2024
Closed By: Andrew Blais

Discussion: 08/08/2024 5:02 PM UTC-04/ Joanna Peterson - Lewis,

Thanks for the update. I will close this ticket and since the Barracuda belongs to you, I need to return it to you, but I don't see any need to put it back in the rack. I will bring it by sometime next week.

Thanks,
Joanna Peterson

08/08/2024 5:01 PM UTC-04/ No, there's no reason to bring it back. But I could've sworn I saw something at one point when we were arguing back-and-forth about paying that bill. It was mentioned about us returning the equipment.
This sender is trusted.

sophospsmartbannerend

No, there's no reason to bring it back. But I could've sworn I saw something at one point when we were arguing back-and-forth about paying that bill. It was mentioned about us returning the equipment. That's what prompted my email earlier in the week to see if we had to return it and if so, how.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Aug 8, 2024, at 4:49 PM, Joanna Peterson <helpdesk@proactive-info.com> wrote:

08/08/2024 4:47 PM UTC-04/ Joanna Peterson - Lewis,

I am trying not to laugh. Liz and I borrowed screwdrivers and got that thing out of there! Do you want me to bring it back?

Thanks,
Joanna Peterson

08/08/2024 4:18 PM UTC-04/ Thank you, Joanna. I sent an email to barracuda on Tuesday and just received a response from them that we do not need to return the equipment. They said that equipment is ours and that our fees were j
This sender is trusted.

sophospsmartbannerend

Thank you, Joanna. I sent an email to barracuda on Tuesday and just received a response from them that we do not need to return the equipment. They said that equipment is ours and that our fees were just paying for the maintenance and licensing.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Aug 8, 2024, at 3:08 PM, Joanna Peterson <helpdesk@proactive-info.com> wrote:

08/08/2024 1:25 PM UTC-04/ Joanna Peterson - Lewis,

Liz and I found the Barracuda Message Archiver and I have it. I will verify with Cari where this needs to be sent.

Thanks,
Joanna Peterson

Notes
ON site with Liz
Retrieved Message Archiver
This was at Cari's request so not positive what to do or where to send it

08/06/2024 8:14 AM UTC-04/ Sounds good Joanna - Sorry I wasn't help yesterday but let me know a time and I'll be happy to meet you over there! Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Informatio
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Sounds good Joanna - Sorry I wasn't help yesterday but let me know a time and I'll be happy to meet you over there!

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

08/06/2024 7:57 AM UTC-04/ Joanna Peterson - Lewis,

Good morning Liz, I talked to Will and I now know what I'm looking for, plus I want to touch base with Cari about timing. I will be in touch today.

Thanks,
Joanna Peterson

Notes
Worked with Will to find this
Need to ask Cari about status

08/05/2024 3:14 PM UTC-04/ Cari Grafton - Can we go to City Hall and pull the Message Archiver 350. Lewis needs to return it to Barracuda in the next 4 days.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/08/2024 [5:02 PM - 5:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	08/08/2024 [4:47 PM - 4:48 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/08/2024 [1:25 PM - 3:07 PM]	CCH-AIS 24/25	NC	Remote	Technician	1.70
Peterson, Joanna	08/06/2024 [7:57 AM - 8:02 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 39049
07/31/2024

User Andy Hartman (hartmana) is unable to use Outlook on his desktop computer (CH-MJ09T8QR). Outlook
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/08/2024
Closed By: Andrew Blais

Discussion:

08/08/2024 4:59 PM UTC-04/ Joanna Peterson - Liz,

Thanks for the update, I will close this. Let me know if you need anything else.

Thanks,
Joanna Peterson

Notes
Liz updated that this ticket can be closed, as his pc is being replaced

08/08/2024 1:05 PM UTC-04/ We are going to replace this PC with the Deputy Chief's computer after his is replaced. We're able to handle this in house so this ticket can be closed.

07/31/2024 10:29 AM UTC-04/ Joanna Peterson - Liz,

Hey Liz, good morning. I have been trying to get on Andy's pc, talking to him, and when he finally got it to login to his pc, he says it takes his login but just spins/buffers and even though Automate sees the pc, it never get past the "Waiting for your client to connect" screen. It could be hardware, more likely just needs an OS reinstall. I don't know what that does to his data. He did tell me he can see his email on his phone and on another tech's pc so at least he can see his email. Until Dalton is back from PTO on Monday, it may be a challenge for one of us (me) to get there and work on his pc. Let me know your thoughts, thanks!

Thanks,
Joanna Peterson

Notes
Need to call Liz, maybe hardware issue or OS/reinstall

07/31/2024 9:20 AM UTC-04/ There's a direct number in the ticket 804-922-0047; I think we'll need to uninstall 2019 from his computer and install the 365 applications. From: Joanna Peterson Sent: Wednesday, July 31, 2024 9:18
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

There's a direct number in the ticket 804-922-0047; I think we'll need to uninstall 2019 from his computer and install the 365 applications.

07/31/2024 9:20 AM UTC-04/ Joanna Peterson - Liz,

I left a message for him to call me back and get him logged in. I'll keep you posted, have a great day!

Thanks,
Joanna Peterson

Notes
Left message for Andy to call me back once he is logged in so I can get on his system

07/31/2024 9:10 AM UTC-04/ Joanna Peterson - Liz,

He isn't logged in yet, although it does show online in Automate. Is there a direct number I can call him or is that in the ticket and I missed it?

Thanks,
Joanna Peterson

Notes
Reaching out to Andy

07/31/2024 8:58 AM UTC-04/ User Andy Hartman (hartmana) is unable to use Outlook on his desktop computer (CH-MJ09T8QR). Outlook attempting to open in safe mode. He is currently logged in and you can remote in to troubleshoot.

Andy - (804) 922-0047

When did you notice the problem?
Wednesday, July 31, 2024 at 8:58 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/08/2024 [4:59 PM - 5:02 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Peterson, Joanna	07/31/2024 [10:29 AM - 10:45 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.27
Peterson, Joanna	07/31/2024 [9:20 AM - 9:25 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Peterson, Joanna	07/31/2024 [9:10 AM - 9:17 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12

Ticket# 39184
08/08/2024

The sign shop at our Traffic Engineering office is without internet as of this morning again. Lewis
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

08/08/2024
Closed By: Andrew Blais

Discussion: 08/08/2024 3:08 PM UTC-04/ Joanna Peterson - Liz,

This is all set, I am going to close this ticket.

Thanks,
Joanna Peterson

08/08/2024 12:59 PM UTC-04/ That's fine. I'm in my office. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Colonial Heights, Virginia 23834 Office – (804) 52
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sophospsmartbannerend

That's fine. I'm in my office.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

08/08/2024 12:19 PM UTC-04/ Joanna Peterson - Liz,

Hey Liz . I am done at the sign shop and it was connectivity, internet was fine. One was working, and for Bill and Russ, I took the phones out of the mix and all 3 got connected. I'm headed to find you now if that's ok. But sign shop is good.

Thanks,
Joanna Peterson

Notes
Reconnected pc's and took phones out of the mix
All 3 devices connected

08/08/2024 11:56 AM UTC-04/ Joanna Peterson - Travel To City of Colonial Heights

08/08/2024 9:35 AM UTC-04/ Joanna Peterson - Liz,

Thank you for understanding. I know 100% you can relate.

Thanks,
Joanna Peterson

08/08/2024 9:34 AM UTC-04/ That's fine - I understand staffing is tough at the moment. I'm around if you need anything from me. Thanks, Liz From: Joanna Peterson Sent: Thursday, August 8, 2024 9:24 AM To: Liz Gegenheimer Subj
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sophospsmartbannerend

That's fine - I understand staffing is tough at the moment. I'm around if you need anything from me.

Thanks,

Liz

08/08/2024 9:20 AM UTC-04/ It is located next to our City Garage at 501 Lake Ave. It is a small building just past the entrance to the park on the right hand side. If you make it to the American Legion building, you've gone too
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sophospsmartbannerend

It is located next to our City Garage at 501 Lake Ave. It is a small building just past the entrance to the park on the right hand side. If you make it to the American Legion building, you've gone too far.

[image]

08/08/2024 9:20 AM UTC-04/ Joanna Peterson - Liz,

Now I remember, I have been there before. The wireless access point still shows off line so that is my guess. I just can't get there until 11:30 or so, while Dalton is out I have to cover phones and tickets until he is back. Does that timing work? If not, I will see if I can arrange.

Thanks,
Joanna Peterson

08/08/2024 8:29 AM UTC-04/ Joanna Peterson - Liz,

Hey Liz, Dalton is on site and I have to stay put until he is done, if I don't get there until closer to 11, what are the implications? And where is the sign shop? I this is traffic engineering, I think it's the access point Lewis and I have been talking about,. It's off line and if I can determine where it's located, hopefully not up in the ceiling, I can reset that. I finished the library yesterday but it was after 5:00. Let me know about timing at the sign shop.

Thanks,
Joanna Peterson

08/08/2024 7:47 AM UTC-04/ Joanna Peterson - Liz,

I can come on site when Dalton is completed an on site visit, let me check his schedule too.

Thanks,
Joanna Peterson

Notes
Can come on site when Dalton is done with Prime Care

08/08/2024 7:43 AM UTC-04/ The sign shop at our Traffic Engineering office is without internet as of this morning again. Lewis stopped by earlier this week and restarted the Edgewater (that didn't work) and then restarted the Sienna, the switch, and the router and one of those brought the internet back up. Lewis does not believe this is a comcast issue and is out of the office today.

Is it possible to have someone come on site to troubleshoot and get internet restored for them? Thank you.

When did you notice the problem?
Thursday, August 8, 2024 at 7:43 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	08/08/2024 [3:08 PM - 3:09 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/08/2024 [12:19 PM - 12:56 PM]	CCH-AIS 24/25	NC	Onsite	Technician	0.62
Peterson, Joanna	08/08/2024 [11:56 AM - 12:19 PM]	CCH-AIS 24/25	NC	Travel	Technician	0.38
Peterson, Joanna	08/08/2024 [9:35 AM - 9:36 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	08/08/2024 [9:20 AM - 9:23 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Peterson, Joanna	08/08/2024 [8:29 AM - 8:34 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Peterson, Joanna	08/08/2024 [7:47 AM - 7:49 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 39124
08/05/2024
by Dalton Boothe

City of Colonial Heights - Sophos MDR | Severity: Medium | Case ID: [1-401560]
City of Colonial Heights
Jennifer Carpenter
8045248749
carpenterj@colonialheightsva.gov

Headquarter Support

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

08/07/2024
Closed By: Andrew Blais

Discussion:

08/07/2024 11:41 AM UTC-04/ Thank you and hope you have a great day too! Sincerely, Jennifer Newsom Carpenter Director of Human Resources City of Colonial Heights P.O. Box 3401 Colonial Heights, VA 23834 Office: (804) 524-8749 F
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sophospsmartbannerend

Thank you and hope you have a great day too!

Sincerely,

Jennifer Newsom Carpenter

Director of Human Resources

City of Colonial Heights

P.O. Box 3401

Colonial Heights, VA 23834

Office: (804) 524-8749

Fax: (804) 524-8766
www.colonialheightsva.gov

08/07/2024 9:18 AM UTC-04/ Dalton Boothe - Jennifer,

Awesome! I appreciate the update, MDR stated once those items are complete you should be good to go. I will go ahead and mark this ticket as complete. I hope you all have a great one!

Thanks,
Dalton Boothe

08/07/2024 9:14 AM UTC-04/ Dalton, Good morning. Yes, I reviewed the download files and deleted items no longer needed, then restarted my computer. Everything is running well so far. Sincerely, Jennifer Newsom Carpenter Directo
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sophospsmartbannerend

Dalton,

Good morning. Yes, I reviewed the download files and deleted items no longer needed, then restarted my computer. Everything is running well so far.

Sincerely,

Jennifer Newsom Carpenter

Director of Human Resources

City of Colonial Heights

P.O. Box 3401

Colonial Heights, VA 23834

Office: (804) 524-8749

Fax: (804) 524-8766
www.colonialheightsva.gov

08/07/2024 8:35 AM UTC-04/ Dalton Boothe - Jennifer,

Good morning! Just checking to see if you were able to perform the steps requested in my last email.

Thanks,
Dalton Boothe

08/06/2024 7:47 AM UTC-04/ Dalton Boothe - Jennifer,

I think the last things I would need for you to do, is perform a quick reboot and check your downloads to ensure everything in there is expected. From there, I should be good to close this ticket!

Thanks,
Dalton Boothe

08/05/2024 5:51 PM UTC-04/ Hi Dalton, I was able to reset my password with a little help from Lewis, our IT Director. I did try to login to Calendly this morning to access my account, as I use the program to schedule pre-employ
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hi Dalton,

I was able to reset my password with a little help from Lewis, our IT Director. I did try to login to Calendly this morning to access my account, as I use the program to schedule pre-employment applicant testing processes and interviews. Apparently, I selected the app download button instead of the website login button and when the download started, I cancelled it mid-stream and closed down my browser.

I was able to access the site shortly thereafter to log-in to my account on the Calendly website and pull the information needed for our upcoming applicant testing process scheduled for this Saturday. I'm still able to access my account through the website as of this evening, which is needed for applicant scheduling purposes, but I do not plan to use the app on my desktop.

Please feel free to contact me if you have any additional questions.

Sincerely,

Jennifer Newsom Carpenter

Director of Human Resources

City of Colonial Heights

P.O. Box 3401

Colonial Heights, VA 23834

Office: (804) 524-8749

Fax: (804) 524-8766
www.colonialheightsva.gov

08/05/2024 4:20 PM UTC-04/ Dalton Boothe - // Recommendations:
1. Review the files in the user's 'C:\Users\carpenterj\Downloads\' and remove any unauthorized items.
2. Block the domain 'hxxps://calendly.workdisposition.com/' and its associated IP 79.132.139.199 at your network's perimeter.
3. Reset the user's credentials as a precaution.
4. Restart the device to clear the process from memory

08/05/2024 4:19 PM UTC-04/ Dalton Boothe - Jennifer,

Good afternoon! It appears when you were trying to install Calendly you installed a false installer. Sophos flagged this and sent some suggested steps to assist in preventing any issues. I have blocked the site in question and reset your passwords as a precaution. Do you have some time to reboot your device, go over your downloads folder, and get your passwords reset back to your custom keys?

Thanks,
Dalton Boothe

Notes
Blocked site on firewall
Reset users password
Password1234! (Will prompt to change at next login)
Seeing if the user has time to go over downloads folder and get passwords changed

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/05/2024 [4:19 PM - 4:33 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.23

Ticket# 39123
08/05/2024
by Cari Grafton

Default Contact Change
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/05/2024
Closed By: Andrew Blais

Discussion: 08/05/2024 3:28 PM UTC-04/ Dalton Boothe - Changed Lewis to primary contact

08/05/2024 3:15 PM UTC-04/ Cari Grafton - Can we set Lewis to the default ticket contact for CCH, Larry is coming up as the default contact

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	08/05/2024 [3:28 PM - 3:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 39005
07/29/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/05/2024
Closed By: Andrew Blais

Discussion: 08/05/2024 9:15 AM UTC-04/ Joey Musaitef - This time entry is marked No Charge

Total hours for July is 38.5. Emailed lewis numbers

Closing ticket

07/29/2024 1:41 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 07/29/2024 1:41 AM UTC-04/

Resolution: 08/05/2024 9:15 AM UTC-04/ Joey Musaitef - This time entry is marked No Charge

Total hours for July is 38.5. Emailed lewis numbers

Closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	08/05/2024 [9:15 AM - 9:30 AM]		NC	Remote	Technician	0.25

Ticket# 39094
08/02/2024
by William McCauley

having issues connecting to Wifi
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

08/02/2024
Closed By: Andrew Blais

Discussion: 08/02/2024 11:26 AM UTC-04/ Ray Fulk - I looked into this with Will. Sophos Central shows the device connected to the City_Public network, but Will says it isn't displaying the captive portal so that John can access the internet. In the past, I believe we've backed up the T&C text for the captive portal, then disabled and reenabled it to fix this. However, I believe if we do that, it will knock the other users off of this SSID. Will is going to add AP14 to the CH_Stadium_Public network and temporarily disable the captive portal on that to see if that helps.

08/02/2024 10:44 AM UTC-04/ William McCauley - John Gwaltney with Tri city Chili peppers - issues connecting to public wifi or the CH wifi
Vendor for chili peppers > account in AD

08/02/2024 10:30 AM UTC-04/ William McCauley - Call with Jon Gwaltney issues connecting to wifi
His device is not in inventory (he is contractor)
Tried walking him through how to connect to employee devices > will not work his PC is not connected to the domain
Tried City public Wifi > connects but will never open the captive portal to accept t&C > treid forgetting network and rebooting PC > no luck
Requested he connect to hotspot
I sent him a Remote link
PC not connected to CH domain > why cant access the employee devices network
Tried connecting to the public again and showed Jon where the T&C link would but T&C never appears
Public open webpage that takes you to the chrome store but doesn't open the T&C-captive portal
Tried accessing the captive portal URL (https://10.100.203.102:8090) > then connecting to the city public wifi > no luck keeps saying open no internet
Reach out to team for suggestions > Ray Can see his devices connected to the network > got with Ray suggest maybe disabling the captive portal
We decided not to as this could cause users to disconnect from public wifi
I unassigned the City public Wi-Fi from AP14 at the stadium
Assigned CH_Stadium_public to the AP, only other AP this is assigned to is AP13 for the stadium > had to disable the captive portal > when we connected it still is not letting him reach the internet
I looked at the settings for the SSID and changed the connection from VLAN 40 to just LAN and we were then able to connect to the wireless network
I will revert changes at EOD for the CH_Stadium_wifi
Need to look more into why the captive portal will not load
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	08/02/2024 [11:26 AM - 11:48 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.37
McCauley, William	08/02/2024 [10:30 AM - 11:50 AM]	CCH-AIS 24/25	NC	Remote	Technician	1.33

Ticket# 39083
08/01/2024

Remove license from user gorrellj. User has been disabled in DC. Thanks!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/01/2024
Closed By: Andrew Blais

Discussion: 08/01/2024 1:52 PM UTC-04/ Joanna Peterson - Liz,

Hi Liz, I have removed the email license for user gorrellj. Let me know if you need anything else, have a great day!

Thanks,
Joanna Peterson

Notes
Removing this user email license for gorrellj

08/01/2024 1:28 PM UTC-04/ Remove license from user gorrellj. User has been disabled in DC.

Thanks!

When did you notice the problem?
Thursday, August 1, 2024 at 1:28 PM 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
Peterson, Joanna	08/01/2024 [1:52 PM - 2:04 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 39048
07/31/2024

Assign G1 license to two new employees: (PD) barrettd delgadoj
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

08/01/2024
Closed By: Andrew Blais

Discussion: 07/31/2024 8:50 AM UTC-04/ Assign G1 license to two new employees: (PD)

barrettd
delgadoj

When did you notice the problem?
Wednesday, July 31, 2024 at 8:50 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

07/31/2024 8:49 AM UTC-04/ Joanna Peterson - Liz,

Good morning! I have assigned G1 licenses to these two employees, let me know if you need anything else! Have a great day.

Thanks,
Joanna Peterson

Notes
Assigning licenses to these employees

Internal: 08/01/2024 7:55 AM UTC-04/ Joey Musaitef - updated agreement

Resolution: 08/01/2024 7:55 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/31/2024 [8:49 AM - 9:09 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.33

Ticket# 39019
07/29/2024

Col Hgts fire Station 2, CH-EmployeeDevices Wi/Fi unable to connect. The whole network went down at
City of Colonial Heights
Eric Albert
8044510084
alberte@colonialheightsva.gov

Headquarter Support

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

07/30/2024
Closed By: Andrew Blais

Discussion: 07/30/2024 12:01 PM UTC-04/ Ray Fulk - Eric emailed me outside of this ticket and let me know things appear to be working again, so I will close this.

07/30/2024 11:05 AM UTC-04/ Ray Fulk - I haven't heard back about this, but I checked the devices connected to these APs in Sophos Central and confirmed there are a few connected to CH-EmployeeDevices. I will still wait to receive confirmation from Eric.

07/30/2024 8:35 AM UTC-04/ Ray Fulk - Eric,

Good morning, I went in and updated the configuration on the City's RADIUS server to reflect the new IP addresses that the APs obtained after they rebooted, and this should allow users to connect to CH-EmployeeDevices again.

Thank you,
Ray Fulk

Notes
I logged into CH-RADIUS and Sophos Central, and confirmed that when the AP's rebooted, they pulled new IP addresses. I updated the RADIUS configuration to account for these new addresses, which should allow RADIUS authentication to work again for the CH-EmployeeDevices network. I double-checked the IP addresses of the other APs in the City as well.

07/29/2024 7:30 PM UTC-04/ Dennis Kao - Look at the ticket. Email the user to see if we need to resolve this tonight or it can be resolved tomorrow...

Hi Eric,

Just want to check in with you on your ticket. Is this something that we can do tomorrow? Of is that critical to be resolved tonight?

Thanks,

07/29/2024 7:26 PM UTC-04/ Col Hgts fire Station 2, CH-EmployeeDevices Wi/Fi unable to connect. The whole network went down at fire st 2 around 3PM today due to power outage, all services came back up except for the CH-EmployeesDevices. The batteries have been replaced in the UPS used in the network closet to power the city network equipment.

When did you notice the problem?
Monday, July 29, 2024 at 3:30 PM EDT

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
Yes

When is the best time to contact you?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	07/30/2024 [11:05 AM - 11:10 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	07/30/2024 [8:35 AM - 8:42 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.12
Kao, Dennis	07/29/2024 [7:30 PM - 7:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.25

Ticket# 39025
07/30/2024
by Kyle Newman

AP21-FS2-58:58-PP00-SW15 can reach RADIUS server.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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 9:31 AM UTC-04/ Ray Fulk - I addressed this in ticket #39019, so I will close this.

07/30/2024 8:18 AM UTC-04/ Kyle Newman - Access Point "AP21-FS2-58:58-PP00-SW15" radius server 10.100.200.164 : 1812 is unreachable. I attempted to ping it at the 10.100.207.101 IP address from the RADIUS server.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 39010
07/29/2024

Can you please confirm that userRemoved has had the Microsoft license removed? Thanks!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

07/30/2024
Closed By: Andrew Blais

Discussion: 07/30/2024 8:46 AM UTC-04/ Joanna Peterson - Liz,

Good morning, I am going to close this ticket, you can let me know if you have any questions. Thanks, have a great day!

Thanks,
Joanna Peterson

07/29/2024 8:54 AM UTC-04/ Joanna Peterson - Liz,

Good morning. The Office365 license for this user has been removed. Let me know if you need anything else, have a great day!

Thanks,
Joanna Peterson

Notes
Removed license for this user

07/29/2024 8:53 AM UTC-04/ Can you please confirm that user hannukselada has had the Microsoft license removed?

Thanks!

When did you notice the problem?
Monday, July 29, 2024 at 8:53 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
Peterson, Joanna	07/30/2024 [8:46 AM - 8:47 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	07/29/2024 [8:54 AM - 9:07 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22

Ticket# 38941
07/23/2024

User Greg Orr should have access to shared mailbox "siteplans" He has access and the mailbox is wit
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

07/26/2024
Closed By: Andrew Blais

Discussion: 07/24/2024 11:04 AM UTC-04/ Joanna Peterson - Liz,

I think Greg is all set, unless I hear otherwise, I am going to close this ticket. Have a great day!

Thanks,
Joanna Peterson

07/23/2024 3:24 PM UTC-04/ Joanna Peterson - Liz,

Good afternoon! I talked to Greg and got on his machine and showed him how to use the drop down and then he could see the contents of the mailbox. Another user (gone for the day) will try to send him email to Siteplans tomorrow and he will let either you or me know what happens. Have a great day!

Thanks,
Joanna Peterson

Notes
Contacted Greg
He didn't know how to do the drop down to see the rest of the mailbox
He will test getting mail from someone else who has gone for the day, and let me know.

07/23/2024 3:06 PM UTC-04/ User Greg Orr should have access to shared mailbox "siteplans"

He has access and the mailbox is within his outlook but is not showing emails or refreshing.

Please call Greg Orr at 804-520-9297

When did you notice the problem?
Tuesday, July 23, 2024 at 3:06 PM EDT

Is it preventing you from doing work?
Yes

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
Peterson, Joanna	07/24/2024 [11:04 AM - 11:05 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	07/23/2024 [3:24 PM - 3:47 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.38

Ticket# 38947
07/24/2024
by Joanna Peterson

Public Library Internet down
City of Colonial Heights
Ann Dawson
8045201009
moorea@colonialheightsva.gov

Headquarter
Support

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

07/26/2024
Closed By: Andrew Blais

Discussion: 07/24/2024 10:11 AM UTC-04/ Joanna Peterson - Ann,

I am glad you are back in business! I will close this ticket and make notes on our side also. Have a great day!

Thanks,
Joanna Peterson

Notes
Ann called back and they are back on line

07/24/2024 10:06 AM UTC-04/ Joanna Peterson - She called back, walked her through power cycling the switches SWT1 SWT2
She will wait 5-10 minutes and see if it worked

07/24/2024 9:11 AM UTC-04/ Joanna Peterson - Public Library Internet down

07/24/2024 9:10 AM UTC-04/ Joanna Peterson - Ann,

Please give me a call at Proactive, I talked to Lewis and he gave me a suggestion as to how this has been fixed in the past after bad storms, such as last night. It involves power cycling the switches in the rack in the library, I can walk you right through it.

Thanks,
Joanna Peterson

Notes
Ann called in, public library internet not working
Will look at firewall and other devices
May be wireless
Sent email with update to Lewis and Liz
Spoke with Lewis on the phone
Told me to walk Ann through power cycling the switches
Left a message for Ann to call me back

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/24/2024 [10:11 AM - 10:13 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	07/24/2024 [10:06 AM - 10:08 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	07/24/2024 [9:10 AM - 9:45 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.58

Ticket# 36879
04/05/2024
by Ray Fulk

Check on Connectivity Alerts for AP24
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

07/26/2024
Closed By: Andrew Blais

Discussion: 07/24/2024 10:09 AM UTC-04/ Ray Fulk - Liz, Lewis,

I haven't seen any new errors with this AP in Sophos Central since we switched it to a new port, so I will go ahead and close this.

Thank you,
Ray Fulk

07/22/2024 1:51 PM UTC-04/ Ray Fulk - Liz, Lewis,

In that case, I will go ahead and configure that port. It should take a few minutes.

Thank you,
Ray Fulk

07/22/2024 1:50 PM UTC-04/ I just found it and moved it to port 24

07/22/2024 1:50 PM UTC-04/ Ray Fulk - Liz, Lewis,

Ok, I confirmed that the AP is now in port 24, and that the VLAN configuration for that port is correct. I checked Sophos Central and confirmed that the AP as well as the devices connected to it are online. I will monitor to see if we continue to get the error with this AP dropping or if this fixes it.

Thank you,
Ray Fulk

Notes
Liz moved the AP over to port 24 on CH-PUBLICSAFETY-SWT4. I logged into the switch and confirmed that via the MAC address table, then went to update the VLAN configurations. However, it looks like smartport already updated it, so I made sure the VLANs were correct. I logged into Sophos Central and confirmed the AP is online and has online devices connected to it.

07/22/2024 1:48 PM UTC-04/ Ray Fulk - Liz, Lewis,

I should be able to work with you on this tomorrow afternoon. What time would work for you?

Thank you,
Ray Fulk

07/22/2024 1:45 PM UTC-04/ Okay, Thanks.

Ray, do you or someone else have some time to get this moved over the next few days? If it's something I can do and have one of Pro Active's staff remotely helping, that would be perfect.

Thanks!

07/22/2024 1:44 PM UTC-04/ Ray Fulk - Liz, Lewis,

I asked Dalton, since he has worked on this switch before in this ticket. He said it was in the rack closest to the door, and he identified it based on the serial number on the back: DNI17240NA5.

Thank you,
Ray Fulk

07/22/2024 1:36 PM UTC-04/ No, I never got this done. I'm still not sure which switch it is that I'm dealing with. None of the switches are labeled so I'm not sure out of the three Cisco we have which one I need to pull the cab
This sender is trusted.

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No, I never got this done. I'm still not sure which switch it is that I'm dealing with. None of the switches are labeled so I'm not sure out of the three Cisco we have which one I need to pull the cable from.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jul 22, 2024, at 1:32 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

07/22/2024 1:32 PM UTC-04/ Ray Fulk - Liz, Lewis,

Not that I know of, I don't think I heard back from him about this.

Thank you,
Ray Fulk

07/22/2024 1:24 PM UTC-04/ Hey Ray,

Did Lewis ever get to move the AP over last week? I'm happy to help if he didn't get the chance.

Thanks,
Liz

07/17/2024 3:51 PM UTC-04/ I'm sorry Ray. I didn't. I'll try to take care of that this afternoon. I do have 3 Cisco switches in that closet and I don't believe they are labeled so I'm not sure which one is PS4. Lewis Archileti
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sophospsmartbannerend

I'm sorry Ray. I didn't. I'll try to take care of that this afternoon. I do have 3 Cisco switches in that closet and I don't believe they are labeled so I'm not sure which one is PS4.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/3d794fce-3758-462f-8654-71ea801f4d2a]

07/17/2024 3:14 PM UTC-04/ Ray Fulk - Liz, Lewis,

Good afternoon, I wanted to follow up and see if you ever got a chance yesterday to move AP24 over to another port on the CH-PUBLICSAFETY-SWT4 switch.

Thank you,
Ray Fulk

07/16/2024 11:43 AM UTC-04/ Ray Fulk - Javon let me know that Lewis asked me to call him about this. I called, and he said he would go ahead and make the switch himself later today, but needed to know which switch and port this is. I double-checked and let him know it is plugged into port 46 of CH-PUBLICSAFETY-SWT4. He will let me know this afternoon when he moves this to another switch port so that I can configure that port for this AP. I updated the description on port 46 to note that it drops connection.

06/27/2024 10:45 AM UTC-04/ Ray Fulk - I checked Sophos Central and confirmed that AP24 is now alerting again, and AP 27 is working fine, which suggests that the problem is with the port that AP24 is plugged into. We will need to find another open port and configure it for this AP, then move the AP over, and that should resolve the issue.

06/25/2024 10:36 AM UTC-04/ Javon Harper - switched the cables on ports 43 and 46 for AP24 and AP27

06/25/2024 10:36 AM UTC-04/ Ray Fulk - Javon went onsite and switched the cables on ports 43 and 46, so now AP24 and AP27 are back in their original switch ports, with different wiring. I went into CH-RADIUS and corrected the IP addresses there, and will see what new alerts pop up in Sophos Central.

05/31/2024 9:26 AM UTC-04/ Ray Fulk - Dalton switched AP24 and AP27 yesterday, and I received alerts this morning that AP27 is now dropping. This suggests that the issue is with either the cabling or something with the switch port that I couldn't detect in the switch itself. To know for sure, the next time someone is at Colonial Heights, I'd like to see about switching the cables in ports 43 and 46 on CH-PUBLICSAFETY-SWT4. This will effectively put these two APs back on their original switch ports, but with each other's original wiring. If AP24 fails again, then we know there is an issue with port 46. If AP27 keeps failing, then we know the issue is with the wiring.

05/30/2024 1:31 PM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

05/30/2024 1:03 PM UTC-04/ Dalton Boothe - Arrived onsite
Met with Liz
She showed me to AP24 and AP27 that was nearby
Swapped the APs
Informed Ray
Left site

05/30/2024 12:52 PM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

05/30/2024 12:51 PM UTC-04/ Dalton Boothe - Reached out to Lewis
Verified I was still good to head that way

05/24/2024 9:44 AM UTC-04/ I'm here Both days so either should work. Thx. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonial

This sender is trusted.

sophospsmartbannerend

I'm here Both days so either should work.

Thx.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On May 24, 2024, at 8:23 AM, helpdesk@proactive-info.com wrote:

05/24/2024 8:22 AM UTC-04/ AP24 is in the Police Department hallway outside of the interview room. We also have access to a ladder. I am off next Friday but you're welcome to come Thursday on site.

05/23/2024 3:38 PM UTC-04/ Marissa Binck - Liz, Lewis,

I'm looping back around on this ticket since I'm back in the office. I'd like to get someone out there to see if swapping the AP out would fix any issue. Could you please confirm where AP24 is located and if we would have access to a ladder if needed for work to be complete.

I have two onsite days next week at different locations, so I'm hoping to bundle this one on to either Thursday or Friday.

Thanks,
Marissa Binck

04/25/2024 10:24 AM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

04/25/2024 10:00 AM UTC-04/ Ray Fulk - I logged back into the Public Safety switch and monitored port 46, as well as pulled up AP24 in Sophos Central. I watched while Dalton replaced the cable to confirm he had the right port, then made sure that PoE was working and that the AP came back online. We'll have to wait and see if the AP continues to drop.

04/25/2024 9:54 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with Lewis and Liz
They walked me to the closet
Found switch4
Traced the cable to patch panel 107
Replaced the cord
Ray stated we will have to continue to monitor
Verified with Lewis and Liz
Left site

04/25/2024 8:54 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

04/19/2024 8:28 AM UTC-04/ Ray Fulk - Liz, Lewis,

We have Dalton scheduled to come out next Thursday at 10am to check on this.

Thank you,
Ray Fulk

04/18/2024 10:58 AM UTC-04/ Sounds good. Whatever works best for him. Thank you. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804)

This sender is trusted.

sophospsmartbannerend

Sounds good. Whatever works best for him.

Thank you.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/18/2024 10:56 AM UTC-04/ Ray Fulk - Liz, Lewis,

Looking at the schedule, it looks like Dalton is available to stop by Thursday or Friday of next week.

Thank you,
Ray Fulk

04/18/2024 9:57 AM UTC-04/ Good Morning, I'm not sure if Lewis responded but I'm happy to schedule time for someone to come down. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Infor

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Good Morning,

I'm not sure if Lewis responded but I'm happy to schedule time for someone to come down.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

04/17/2024 8:09 AM UTC-04/ Ray Fulk - Liz, Lewis,

Good morning, I wanted to follow up and see if you wanted us to stop by and check on the patch cable connecting AP24 to the switch at Public Safety, to try to diagnose why the AP intermittently drops for a moment.

Thank you,
Ray Fulk

04/11/2024 1:13 PM UTC-04/ Ray Fulk - Liz, Lewis,

I reached out to Sophos Support about this, and they suggested the issue could be with the cable. Did you want us to set up a time where we could come out and change the patch cable for this AP to see if that helps?

Thank you,
Ray Fulk

04/10/2024 10:24 AM UTC-04/ Ray Fulk - Sophos Support had a few questions, so I went through and gathered the information to answer those and replied back to them.

04/09/2024 10:55 AM UTC-04/ Ray Fulk - I checked Sophos Central again this morning, and see that AP24 continues to drop often. I opened case #07306333 with Sophos Support to ask if there is anything we can check within the AP software itself to determine what is happening with this wired connection.

04/08/2024 8:39 AM UTC-04/ Thank you!

04/08/2024 8:14 AM UTC-04/ Ray Fulk - Liz,

The AP has finished rebooting, and I see devices connecting to it. I will continue to review alerts to see if this AP continues to drop connection or not.

Thank you,
Ray Fulk

Notes
I went in and rebooted the AP, and monitored to make sure it came back online. It pulled a new IP address from DHCP, so I updated CH-RADIUS. I will see if we continue to get a alerts about this AP dropping connection.

04/08/2024 8:12 AM UTC-04/ Morning, Sounds great. Thanks for your help. Liz From: Ray Fulk Sent: Monday, April 8, 2024 8:05 AM To: Liz Gegenheimer Subject: Ticket#36879/CCH001/Check on Connectivity Alerts

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sophospsmartbannerend

Morning,

Sounds great. Thanks for your help.

Liz

04/08/2024 8:05 AM UTC-04/ Ray Fulk - Liz,

Good morning, I just saw your email here. I'm going to reboot AP24 in a few minutes while it's still early.

Thank you,
Ray Fulk

04/06/2024 10:02 AM UTC-04/ Good Morning Ray, You may restart whenever your schedule allows. Thank you, Liz From: Ray Fulk Sent: Friday, April 5, 2024 2:06 PM To: Liz Gegenheimer Subject: Ticket#36879/CCH0

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sophospsmartbannerend

Good Morning Ray,

You may restart whenever your schedule allows.

Thank you,
Liz

04/05/2024 1:44 PM UTC-04/ I will be out of the office beginning April 5th and returning April 9th. I will be monitoring e-mail during my absence. Thanks. Lewis Archileti City of Colonail Heights, VA Director, Informat

This sender is trusted.

sophospsmartbannerend

I will be out of the office beginning April 5th and returning April 9th. I will be monitoring e-mail during my absence. Thanks.

Lewis Archileti
City of Colonail Heights, VA
Director, Information Technology
(804) 520-9309
www.colonialheightsva.gov

04/05/2024 1:43 PM UTC-04/ Ray Fulk - I see some alerts for AP24 in Sophos Central, where it says that the access point loses connection to the gateway. However, it looks like the AP is online, so it only appears to briefly lose connection. I'd like to check to see if there is a PoE or other issue with the switch port that connects to.

04/05/2024 1:43 PM UTC-04/ Ray Fulk - Liz,

Good afternoon, I am reaching out because I saw some alerts on Sophos Central about one of the wireless access points in Public Safety, AP24, intermittently losing connecting for a moment. I checked the switch, and that appears to be working correctly, so I wanted to see if I could schedule time to reboot that access point. It should only take a few minutes, and any connected devices should switch over to other nearby APs.

Thank you,
Ray Fulk

Notes
I logged into CH-PUBLICSAFETY-SWT4 and confirmed that AP24 is still plugged into port 46. I then reviewed the port configuration on the switch. One thing I notice is that port 46 negotiated a speed of 100 Mbps, where as the other ports used by APs on the switch are at 1000 Mbps. PoE is enabled on the AP ports, and they are all drawing power. While I was looking into this, I noticed that the link went down on port 46, then came back up a few moments later. I reviewed the logs and confirmed that the switch reports the link going down every few minutes. The port itself remains up, so I don't think this is a switch issue. It may be an issue with the AP or the cabling. I will reach out to schedule a time to reboot the AP.

Internal: 05/01/2024 8:02 AM UTC-04/ Ray Fulk - We discussed this in our project and service standup meeting; the next time a technician is in Colonial Heights, they're going to try swapping this AP and another AP to see if this one still fails or not.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	07/22/2024 [1:50 PM - 1:56 PM]	CCH AIS	NC	Remote	Technician	0.10
Fulk, Ray	07/16/2024 [11:43 AM - 11:54 AM]	CCH AIS	NC	Remote	Technician	0.18
Fulk, Ray	06/27/2024 [10:45 AM - 10:50 AM]	CCH AIS	NC	Remote	Technician	0.08
Harper, Javon	06/25/2024 [10:36 AM - 10:42 AM]	CCH AIS	NC	Onsite	Technician	0.10
Fulk, Ray	06/25/2024 [10:36 AM - 10:42 AM]	CCH AIS	NC	Remote	Technician	0.10
Fulk, Ray	05/31/2024 [9:26 AM - 9:36 AM]	CCH AIS	NC	Remote	Technician	0.17
Boothe, Dalton	05/30/2024 [1:31 PM - 2:31 PM]	CCH AIS	NC	Travel	Technician	1.00
Boothe, Dalton	05/30/2024 [1:03 PM - 1:32 PM]	CCH AIS	NC	Onsite	Technician	0.48
Boothe, Dalton	05/30/2024 [12:52 PM - 1:03 PM]	CCH AIS	NC	Travel	Technician	0.18
Boothe, Dalton	05/30/2024 [12:51 PM - 12:53 PM]	CCH AIS	NC	Onsite	Technician	0.03
Boothe, Dalton	04/25/2024 [10:24 AM - 11:28 AM]	CCH AIS	NC	Travel	Technician	1.07
Fulk, Ray	04/25/2024 [10:00 AM - 10:20 AM]	CCH AIS	NC	Remote	Technician	0.33
Boothe, Dalton	04/25/2024 [9:54 AM - 10:24 AM]	CCH AIS	NC	Onsite	Technician	0.50
Boothe, Dalton	04/25/2024 [8:54 AM - 9:55 AM]	CCH AIS	NC	Travel	Technician	1.02
Fulk, Ray	04/10/2024 [10:24 AM - 10:41 AM]	CCH AIS	NC	Remote	Technician	0.28
Fulk, Ray	04/09/2024 [10:55 AM - 11:07 AM]	CCH AIS	NC	Remote	Technician	0.20

Fulk, Ray	04/08/2024 [8:14 AM - 8:25 AM]	CCH AIS	NC	Remote	Technician	0.18
Fulk, Ray	04/05/2024 [1:43 PM - 2:05 PM]	CCH AIS	NC	Remote	Technician	0.37

Ticket# 38932
07/23/2024

Microsoft user Hannah Jones (Animal Shelter), jonesh@colonialheightsva.gov needs to be added to the
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter Support

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

07/23/2024
Closed By: Andrew Blais

Discussion: 07/23/2024 3:06 PM UTC-04/ This ticket can be closed. Thanks!

07/23/2024 12:21 PM UTC-04/ Joanna Peterson - Nicholas,

Good afternoon, I have added Hannah Jones to the Munis group, if you can test and let me know if you have any issues at all, thank you!

Thanks,
Joanna Peterson

Notes
Found user Hannah Jones and added her to the Munis group

07/23/2024 10:58 AM UTC-04/ Microsoft user Hannah Jones (Animal Shelter), jonesh@colonialheightsva.gov needs to be added to the Munis group so that I may create a profile for her within Munis. Can we please add her to the Munis Group? She already has a Microsoft 365 profile and should be set up in Active Directory.

When did you notice the problem?
Tuesday, July 23, 2024 at 10:58 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?
Anytime

Internal: 07/23/2024 3:08 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	07/23/2024 [3:07 PM - 3:08 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	07/23/2024 [12:21 PM - 12:33 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 38106
06/07/2024
by Ray Fulk

Automate Services Failing to Start on CH-HQT4Y33
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

07/23/2024
Closed By: Andrew Blais

Discussion:

07/23/2024 2:55 PM UTC-04/ Ray Fulk - Lewis, Liz

I was able to work with Stacey to connect to this computer and get Automate and ScreenConnect reinstalled.

Thank you,
Ray Fulk

Notes
I worked with Liz and Stacey to start a ScreenConnect session to CH-HQT4Y33. I then downloaded the custom Automate agent installer and went to run it, but encountered UAC issues. As a workaround, I went into Sophos and started a Live Response session, and was able to use that to run the installer in the background with the appropriate permissions. Once that installed, I was then able to use Automate to uninstall and reinstall ScreenConnect, and I tested that to make sure it also works. I let Stacey know via chat that we were all set, so I will close this.

07/23/2024 2:53 PM UTC-04/ Ray - The laptop is with her at work now. You should be able to remote in. Thanks, Liz From: Ray Fulk Sent: Tuesday, July 23, 2024 8:13 AM To: Lewis Archileti Cc: Liz Gegenheimer Subject: Ticket#38
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Ray -

The laptop is with her at work now. You should be able to remote in.

Thanks,

Liz

07/23/2024 1:07 PM UTC-04/ Hey Ray, I'm going to reach out to Stacey to see if this is her laptop and in the office so you can connect. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Information Technolo
Caution! This message was sent from outside your organization. Block sender | Report

sophospsmartbannerend

Hey Ray,

I'm going to reach out to Stacey to see if this is her laptop and in the office so you can connect.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

07/23/2024 8:13 AM UTC-04/ Ray Fulk - Lewis, Liz

Good morning, I wanted to circle back to this ticket to see about logging into CH-HQT4Y33. I wanted to see if I should reach out to the end user directly to get remote access to the computer.

Thank you,
Ray Fulk

07/02/2024 1:03 PM UTC-04/ Ray Fulk - Lewis, Liz

Good afternoon, I wanted to follow up on this to see if we had a window where I could log into this computer.

Thank you,
Ray Fulk

06/25/2024 11:19 AM UTC-04/ Ray Fulk - Lewis, Liz

Since ScreenConnect doesn't appear to be running, I may need to have her go to https://pim.hostedrmm.com:8040/ and enter a session code (which I'll generate when I know she's available to start the session).

Thank you,
Ray Fulk

06/25/2024 11:02 AM UTC-04/ Sounds good. Do you just need for her to have it on and connected? Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonia
This sender is trusted.

sophospsmartbannerend

Sounds good. Do you just need for her to have it on and connected?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/25/2024 10:47 AM UTC-04/ Ray Fulk - Lewis, Liz

It looks like that device is still showing offline in ScreenConnect, and isn't showing in Automate at all, so I may need to set up a time to uninstall and reinstall these tools.

Thank you,
Ray Fulk

06/21/2024 11:34 AM UTC-04/ Ray, She should have restarted that laptop. Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsv
This sender is trusted.

sophospsmartbannerend

Ray,

She should have restarted that laptop.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/20/2024 10:17 AM UTC-04/ She probably didn't yet. She keeps it at home and I'm sure forgets by the time she gets home. Let me send her a reminder. Lewis Archileti Director of Information Technology City of Colonial Heights, V
This sender is trusted.

sophospsmartbannerend

She probably didn't yet. She keeps it at home and I'm sure forgets by the time she gets home.

Let me send her a reminder.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/20/2024 10:15 AM UTC-04/ Ray Fulk - Lewis, Liz

Has the user had a chance to reboot this laptop? I see in Sophos Central where the computer was online earlier this morning, but Automate and Screenconnect still show it as having been offline since April.

Thank you,
Ray Fulk

06/20/2024 10:14 AM UTC-04/ Ray Fulk - I haven't seen this computer come online, and Sophos previously showed that it hadn't been turned on since 6/5. I checked this morning and Sophos said it was online earlier today, though Automate and Control haven't seen it. I may need to set up a time to remote into that computer.

06/07/2024 10:08 AM UTC-04/ I think this is her laptop which is probably at home. I'll ask her to reboot. Thx. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002
This sender is trusted.

sophospsmartbannerend

I think this is her laptop which is probably at home. I'll ask her to reboot.

Thx.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jun 7, 2024, at 10:06 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

06/07/2024 10:03 AM UTC-04/ Ray Fulk - Lewis, Liz

Good morning, I wanted to reach out about a computer that is online in Sophos but not in Automate: CH-HQT4Y33. When I tried to restart the Automate services, I received an error, so I wanted to see about scheduling a reboot of the computer to see if that brings the services back online. If it helps, it looks like the last logged in user was "petersons."

Thank you,
Ray Fulk

06/07/2024 10:02 AM UTC-04/ Ray Fulk - It looks like the Connectwise Automate services are not running on CH-HQT4Y33. I tried restarting them via Live Response in Sophos, but Powershell returned an error. I'd like to see about rebooting the computer, and if that doesn't work, we may have to log in and reinstall Automate.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	07/23/2024 [2:55 PM - 3:39 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.73

Ticket# 38797 07/16/2024	**Electricians are updating electrical boxes at City Hall. Work was scheduled for tomorrow but I aske** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Portal Priority 3 - Medium Tier 1	07/22/2024 Closed By: Andrew Blais

Discussion: 07/19/2024 1:09 PM UTC-04/ Ray Fulk - Lewis let me know that the electricians are done with their work, and that he will be switching the UPSs back over to the generator circuit. I went back in and started continuous pings against their VM hosts and storage. Lewis then went next door and moved everything over. I monitored and confirmed that nothing dropped, and also checked Automate to confirm the servers were all online there. I will keep this open until the end of the day today just in case.

07/17/2024 5:00 PM UTC-04/ Ray Fulk - Andrew asked me to monitor the VM infrastructure at Colonial Heights while he swaps some power around. I checked and made sure that didn't go down, and that CH-BACKUP came back online successfully.

07/17/2024 3:30 PM UTC-04/ Andrew Blais - I drove down to Colonial Heights and met with Lewis. We discussed the electricians and what they wanted to accomplish in the server room. They are upgrading the Generator Circuit's (Marked as Orange) at the panel and need to shut off power at the outlets in the server room that are plugged into the Generator/Orange outlets. Everything was plugged into the Generator outlets and required to move the APC plugs over to the Non-Generator outlets (White). This can be accomplished live as the APC's will briefly take up the load when switching over. I noticed that 1 of the 2 APC's in the server rack was not being used. After looking further, I noticed one of the electrical cables coming from the server rack was not plugged into an APC, as it should have been. This required a manual shutdown of the Physical Domain Controller PDC1 and Intranetbox before moving over. I plugged the electrical cable into the lower APC as it should have been. After that I switched the plugs from the Generator Circuit over to the City Circuits for the Server Rack (2 cords), The Switch stack and monitor device (2 Cords) and the Munis Printer, Encryption Check Key Fob USB and the Physical Server (3 Cords). Both Intranetbox and the PDC1 came back up successfully. I will need to go back to Colonial Heights to switch the circuits back to the Generator Circuits once the electricians are finished.

07/16/2024 3:35 PM UTC-04/ Ok. Sounds Good. Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Dalton Boothe Sent:
This sender is trusted.

sophospsmartbannerend

Ok. Sounds Good.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/16/2024 3:28 PM UTC-04/ Dalton Boothe - Lewis,

Andrew is going to give you a call regarding this.

Thanks,
Dalton Boothe

07/16/2024 2:29 PM UTC-04/ Electricians are updating electrical boxes at City Hall. Work was scheduled for tomorrow but I asked to be delayed until Thursday, July 18th. They will need to pull the panel with the Generator Circuits which means the City Hall Server Room outlets on the Generator will lose power. Need to schedule someone to come down on Wednesday to move power from Generator circuits to normal power.

When did you notice the problem?
Tuesday, July 16, 2024 at 2:29 PM 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
Fulk, Ray	07/19/2024 [1:09 PM - 1:40 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.52
Fulk, Ray	07/17/2024 [5:00 PM - 5:15 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.25
Blais, Andrew	07/17/2024 [3:30 PM - 5:20 PM]	CCH-AIS 24/25	NC	Onsite	Technician	1.83

Ticket# 38850
07/18/2024
by Dalton Boothe

Jill Balsamo from Logan needs assistance
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/18/2024
Closed By: Andrew Blais

Discussion: 07/18/2024 12:55 PM UTC-04/ Dalton Boothe - Jill Balsamo from Logan needs assistance

07/18/2024 12:55 PM UTC-04/ Dalton Boothe - Jill called in
Stated she needed to make some changes but needed admin assistance
Tried to call Lewis and Liz
No answer
Checked with Andrew
He stated to assist
Monitored as they made the changes
Verified all was good to go
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/18/2024 [12:55 PM - 2:15 PM]	CCH-AIS 24/25	NB	Remote	Technician	1.29

Ticket# 38796
07/16/2024

City Manager needs to proceed to the following site but receiving a sophos warning. Is it safe to p
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/16/2024
Closed By: Andrew Blais

Discussion: 07/16/2024 3:31 PM UTC-04/ Dalton Boothe - Lewis,

Added that link to an allow list so hopefully "time of click" will not rewrite it. Please let us know if there are any further issues.

Thanks,
Dalton Boothe

Notes
Added https://www.royalfcs.com/ to allow list
Informing Lewis

07/16/2024 2:52 PM UTC-04/ Sounds good. I went to Chrome and typed in https://www.royalfcs.com and didn't have any problems or warnings. Must be something to do with the rest of that string. Thank you again! Lewis Archileti Dir
This sender is trusted.

sophospsmartbannerend

Sounds good. I went to Chrome and typed in https://www.royalfcs.com and didn't have any problems or warnings. Must be something to do with the rest of that string.

Thank you again!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/16/2024 2:50 PM UTC-04/ Dalton Boothe - Lewis,

Sounds good, I am going to see if I can find out why it is giving that warning. I will update you if I find anything.

Thanks,
Dalton Boothe

07/16/2024 2:50 PM UTC-04/ Dalton Boothe - Began trying to find the reason for warning
Nothing found
Will check again in a bit

07/16/2024 2:45 PM UTC-04/ Thanks. I did the same earlier and went straight to the sight. Not sure why Sophos is throwing out this warning. I also used a stand alone laptop with Sophos installed – ran the update and used the li
This sender is trusted.

sophospsmartbannerend

Thanks. I did the same earlier and went straight to the sight. Not sure why Sophos is throwing out this warning. I also used a stand alone laptop with Sophos installed – ran the update and used the link to proceed to the site and all looked well.

I'm going to tell him to use google and hopefully he won't get the message.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/16/2024 2:39 PM UTC-04/ Dalton Boothe - Lewis,

I tried Googling "royalfcs" and was able to access the site. Can you all please test this and see if you get the same message?

Thanks,
Dalton Boothe

Notes
Copied the link from Lewis into my browser
Got the same blocked message
Google the site
Was able to access the link through Google
Having them try this

07/16/2024 2:27 PM UTC-04/ City Manager needs to proceed to the following site but receiving a sophos warning. Is it safe to proceed?

https://us-west-2.protection.sophos.com?
d=royalfcs.com&u=aHR0cDovL3d3dy5yb3lhbGZjcy5jb20v&p=m&i=NWI5MmZkMDg5YWI4NDQxNmJjZGRkZTAz&t=RzNtNkhmeTBNTkdOK2xoQUgrSjdZaFptalNmK3p2WDQ3QURCWWVkT0h1
az0=&h=acd3a6e067b042de828e48b9ac667b3e&s=AVNPUEhUT0NFTkNSWVBUSVbAmVNeF71FAKr7jGh7CpicOaQq8urjJbiqtZ3E0q8CfA

When did you notice the problem?
Tuesday, July 16, 2024 at 2:27 PM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
sophos warning.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/16/2024 [3:31 PM - 3:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Boothe, Dalton	07/16/2024 [2:50 PM - 2:59 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15
Boothe, Dalton	07/16/2024 [2:39 PM - 2:41 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Ticket# 38764
07/16/2024

Neither scanner in the City Attorney's Office will work.
City of Colonial Heights
Jeri-Ann Tomlin
8045209316
tomlinj@colonialheightsva.gov

Headquarter Support

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

07/16/2024
Closed By: Andrew Blais

Discussion: 07/16/2024 10:06 AM UTC-04/ Dalton Boothe - Remoted into CH-MJ0HF3P0 and CH-JERIANN238
Looked and all appeared good
Had them test
Success
No further assistance requested
Marking complete

07/16/2024 10:04 AM UTC-04/ Asap would be great! Jeri-Ann F. Tomlin Senior Paralegal/Deputy City Clerk FOIA Officer City Attorney's Office City of Colonial Heights 201 James Avenue Colonial Heights, VA 23834 Telephone (804) 520-
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Asap would be great!

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

07/16/2024 9:57 AM UTC-04/ Dalton Boothe - Jeri-Ann,

Do you have some time so I can remote in and take a look?

Thanks,
Dalton Boothe

07/16/2024 9:55 AM UTC-04/ Neither scanner in the City Attorney's Office will work.

When did you notice the problem?
Monday, July 15, 2024 at 9:55 AM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
Yes

When is the best time to contact you?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/16/2024 [10:06 AM - 10:18 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 38597
07/07/2024
by William McCauley

Offsite Backup Copy Job Failed
City of Colonial Heights
Larry Melvin
8045209333
melvinl@colonialheightsva.gov

Headquarter
Support

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

07/16/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 2:14 PM UTC-04/ Dalton Boothe - Sent screen shot to Andrew

07/08/2024 1:24 PM UTC-04/ Dalton Boothe - Looked into the error
Found the following
7/8/2024 1:39:16 PM Error Failed to retrieve available resources from service provider veeam.proactive-info.com Error: Your service provider's license key has expired.

Checking with Andrew to see if this is an issue on our account

07/07/2024 5:55 PM UTC-04/ William McCauley - Email Alert received - for CityVMs backup "Unable to access target repository Error: Your service provider's license key has expired."

[image]

Internal: 07/16/2024 9:54 AM UTC-04/ Dalton Boothe - Joey is working with ConnectWise, he stated to mark this complete.

07/12/2024 10:22 AM UTC-04/ Dalton Boothe - Andrew opened ticket with Connectwise

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/08/2024 [2:14 PM - 2:17 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.05
Boothe, Dalton	07/08/2024 [1:24 PM - 1:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.39

Ticket# 38741
07/15/2024

Teresa Cherry is attempting to print our of OutLook and receives a "not implemented" error. Connect
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/15/2024
Closed By: Andrew Blais

Discussion: 07/15/2024 2:06 PM UTC-04/ Javon Harper - Remoted into Teresa and Siobhan pc uninstalled Office 2019 and reinstalled Office 365
After installing Office 365 for Teresa the issue was resolved

07/15/2024 12:27 PM UTC-04/ Javon Harper - Called Teresa but was told she is at lunch
I will reach out to user after my lunch

07/15/2024 11:01 AM UTC-04/ Teresa Cherry is attempting to print our of OutLook and receives a "not implemented" error. ConnectWise AutomateCity of Colonial Heights/City Hall CH-MJ0AMS90

When did you notice the problem?
Monday, July 15, 2024 at 11:01 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/15/2024 [2:06 PM - 2:38 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.53
Harper, Javon	07/15/2024 [12:27 PM - 12:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15

Ticket# 38673
07/10/2024
by Joanna Peterson

Cisco Wireless Controller removal
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/15/2024
Closed By: Andrew Blais

Discussion: 07/15/2024 8:48 AM UTC-04/ Joanna Peterson - Lewis,

I am going to close this ticket since the equipment has been removed and is in your hands. Thanks!

Thanks,
Joanna Peterson

Notes
At fire station 2
Heading to courthouse now
Delivered equipment to Lewis, can close the ticket.

07/15/2024 8:24 AM UTC-04/ Joanna Peterson - Travel To City of Colonial Heights

07/12/2024 2:15 PM UTC-04/ Joanna Peterson - Lewis,

I will be glad to do it. Sheriff's office is the courthouse, correct? I'll do that first then I'll go to Station 2. I should be at the courthouse at 9:00 if that's ok.

Thanks,
Joanna Peterson

07/12/2024 2:02 PM UTC-04/ Sure. If you don't mind coming. I will let the Sheriff's Office and Station 2 Personnel know you are going to be on site. Thanks. Lewis Lewis Archileti Director of Information Technology City of Colon
This sender is trusted.

sophospsmartbannerend

Sure. If you don't mind coming. I will let the Sheriff's Office and Station 2 Personnel know you are going to be on site.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/12/2024 1:56 PM UTC-04/ Thank you for your email. I will be out of the office beginning on Friday, July 12, 2024 until Monday, July 22, 2024 at 8am. I will return emails, phone calls, and messages upon my return. Thank you,
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend
Thank you for your email. I will be out of the office beginning on Friday, July 12, 2024 until Monday, July 22, 2024 at 8am. I will return emails, phone calls, and messages upon my return.

Thank you,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
201 James Ave
Colonial Heights, VA 23834
Office - (804) 520-9317
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

07/12/2024 1:53 PM UTC-04/ Joanna Peterson - Lewis,

Let me know if you want if you need me to come on site Monday and disconnect the wireless equipment. I have it scheduled so it's really no problem. Let me know, thanks.

Thanks,
Joanna Peterson

Notes
Determining if Lewis wants me to come disconnect the equipment

07/11/2024 8:04 AM UTC-04/ Joanna Peterson - Lewis,

That's entirely up to you! I don't live far and I have time to do it, so it's not a big lift for me to take care of it. My question is once I remove them, bring them to you? And if you or Liz have time, you can just let me know either way, thanks!

Thanks,
Joanna Peterson

07/10/2024 3:56 PM UTC-04/ Is this something you need to do or can we handle it? Hate for you to make a trip down here to just unplug two boxes. We did away with those Cisco devices when Andrew was still here, so over 3 years a
This sender is trusted.

sophospsmartbannerend

Is this something you need to do or can we handle it? Hate for you to make a trip down here to just unplug two boxes.

We did away with those Cisco devices when Andrew was still here, so over 3 years ago, so I doubt there needs to be a big rush to remove them now.

If you don't need to make the trip, myself or Liz can remove them.

Thanks.
Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/10/2024 3:44 PM UTC-04/ Joanna Peterson - Lewis,

Hi Lewis and Liz
I will be out Monday at 9:00 to remove the Cisco Wireless Controller from the Courthouse and Fire Station 2. I will start at the Courthouse first, the move to the Fire Station. Do I need to meet anyone at the courthouse to let me in? And if this time doesn't work, you can let me know a better time. Thanks!

Thanks,
Joanna Peterson

Notes
Will be on site Monday to remove Cisco wireless controller from Courthouse and Fire Station 2

07/10/2024 3:41 PM UTC-04/ Joanna Peterson - Cisco Wireless Controller removal

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/15/2024 [8:48 AM - 10:27 AM]	CCH-AIS 24/25	NC	Onsite	Technician	1.65
Peterson, Joanna	07/15/2024 [8:24 AM - 8:48 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.40
Peterson, Joanna	07/12/2024 [2:15 PM - 2:17 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	07/12/2024 [1:53 PM - 1:55 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.03

Peterson, Joanna	07/11/2024 [8:04 AM - 8:06 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.03
Peterson, Joanna	07/10/2024 [3:44 PM - 3:49 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08

Ticket# 38678
07/11/2024

Fire Station 1 has multiple complaints from users the "Fire Devices" wifi for station equipment does
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

07/12/2024
Closed By: Andrew Blais

Discussion: 07/11/2024 1:23 PM UTC-04/ Javon Harper - Liz,

You are welcome!

Thanks,
Javon Harper

07/11/2024 1:22 PM UTC-04/ Javon, I'm check with the fire station staff now. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology
201 James Ave Colonial Heights, Virginia 2383
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Javon,

I'm check with the fire station staff now.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

07/11/2024 11:39 AM UTC-04/ Javon Harper - Liz,

I have rebooted AP25 and see devices connected. Can you verify if they can connect?

Thanks,
Javon Harper

Notes
Logged into Sophos Central and rebooted AP25
AP needed to update
Verified AP came back online
Will verify with Liz devices are able to connect

07/11/2024 11:08 AM UTC-04/ Yes, go ahead and try the reboot. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Colonial Heights, Virginia 23834 Office – (804)
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes, go ahead and try the reboot.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

07/11/2024 10:56 AM UTC-04/ Javon Harper - Liz,

Can I reboot this AP?

Thanks,
Javon Harper

07/11/2024 10:04 AM UTC-04/ Fire Station 1 has multiple complaints from users the "Fire Devices" wifi for station equipment does not work. It says that it can not connect to the access point.

AP 25 is located in Downstairs Bay. Most equipment that would connect is upstairs within living quarters.

When did you notice the problem?
Thursday, July 11, 2024 at 10:04 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	07/11/2024 [11:39 AM - 11:49 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.17

Ticket# 38682
07/11/2024

Jill Balsamo of Logan Systems (804-240-8263) needs access to our VPN and also AD credentials so she
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

07/11/2024
Closed By: Andrew Blais

Discussion: 07/11/2024 11:01 AM UTC-04/ Javon Harper - Created Jill a AD account under IT & a Sophos VPN
Reached out to Jill and remoted into her PC
Installed Sophos VPN config, user already had Sophos Connect installed
Made sure she was able to connect von and left her credentials in a notepad
Issue resolved

07/11/2024 10:15 AM UTC-04/ Jill Balsamo of Logan Systems (804-240-8263) needs access to our VPN and also AD credentials so she can access the Logan Software at the Courthouse.

When did you notice the problem?
Thursday, July 11, 2024 at 10:15 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
Harper, Javon	07/11/2024 [11:01 AM - 11:38 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.62

Ticket# 38679
07/11/2024

Remove license from user Madison Lheureux - AD account has been disabled.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

07/11/2024
Closed By: Andrew Blais

Discussion: 07/11/2024 10:50 AM UTC-04/ Javon Harper - Logged into O365 admin
Removed 1 G3 license

07/11/2024 10:06 AM UTC-04/ Remove license from user Madison Lheureux - AD account has been disabled.

When did you notice the problem?
Thursday, July 11, 2024 at 10:06 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
Harper, Javon	07/11/2024 [10:50 AM - 10:53 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.05

Ticket# 38655
07/10/2024
by Ray Fulk

VCSA Update 6.7.0.56000
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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 10:46 AM UTC-04/ Ray Fulk - I checked the Veeam backups to make sure they completed successfully. Closing ticket.

07/10/2024 2:29 PM UTC-04/ Ray Fulk - Lewis,

I will start on that update in the next few minutes.

Thank you,
Ray Fulk

07/10/2024 2:28 PM UTC-04/ Ray Fulk - Lewis,

I have finished applying this update, so we should be all set once I confirm the Veeam backups run tonight.

Thank you,
Ray Fulk

Notes
I went into Veeam and confirmed that the backup for the vCenter VM completed last night, then went in and applied the update. I had to update the root password before I could start, so I did that and updated ITBoost. I monitored the update while it applied and made sure that it completed successfully. I will check on Veeam tomorrow to make sure the backups run properly tonight.

07/10/2024 1:26 PM UTC-04/ Sure. Thanks Ray. Anytime you would like to install it is fine. Thank you again! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Ce
This sender is trusted.

sophospsmartbannerend

Sure. Thanks Ray. Anytime you would like to install it is fine.

Thank you again!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/10/2024 10:29 AM UTC-04/ Ray Fulk - Lewis,

Good morning, VMWare released a patch for vCenter which addresses a critical security flaw, so I would like to see about installing that. It will not require any downtime for the servers, so I can install it during the day.

Thank you,
Ray Fulk

07/10/2024 10:28 AM UTC-04/ Ray Fulk - There is a new VCSA update available which fixes a critical security flaw, so I will reach out to Lewis to see about applying that. Since this is for vCenter, it won't require any downtime for the VMs.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	07/11/2024 [10:46 AM - 10:50 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Fulk, Ray	07/10/2024 [2:28 PM - 2:53 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.42

Ticket# 38581
07/03/2024

Remove Microsoft License from Stacey Whitt (whitts) .... AD account has been disabled. Change acco
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

07/11/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 4:14 PM UTC-04/ Dalton Boothe - Liz,

Got the license removed for Stacey and upped Jason's!

Thanks,
Dalton Boothe

Notes
Removed license from whitts
Added 1 G3 and assigned to chimeraj

07/03/2024 1:55 PM UTC-04/ Remove Microsoft License from Stacey Whitt (whitts) .... AD account has been disabled.

Change account from G1 to G3 license for Jason Chimera (chimeraj)

Thanks!

When did you notice the problem?
Wednesday, July 3, 2024 at 1:55 PM 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

Internal: 07/11/2024 8:20 AM UTC-04/ Joey Musaitef - updated agreement

07/03/2024 4:23 PM UTC-04/ Dalton Boothe - Added 1 G3 license, @jmusaitef

Resolution: 07/11/2024 8:20 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/03/2024 [4:14 PM - 4:23 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.15

Ticket# 38535
07/02/2024

Assign G1 licenses for rayoa & burnsw AD accounts have been created.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

07/11/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 7:31 AM UTC-04/ Thanks for your help! This ticket can be closed now.

07/02/2024 12:34 PM UTC-04/ Joanna Peterson - Liz,

Hi Liz, I got the two licenses and applied them to the users rayoa and burnsw. Let me know what else I can do to help you, have a great day!

Thanks,
Joanna Peterson

Notes
Obtaining licenses now
Licenses applied to rayoa & burnsw

07/02/2024 8:48 AM UTC-04/ Joanna Peterson - Liz,

Thanks Liz, I'll take care of this, have a great day.

Thanks,
Joanna Peterson

Notes
Liz responded for us to order the licenses.

07/02/2024 8:47 AM UTC-04/ Hi, Can you order two more licenses to cover these new employees? Thanks, Liz From: Joanna Peterson Sent: Tuesday, July 2, 2024 8:05 AM To: Liz Gegenheimer Subject: Ticket#38535/CCH001/Assign G1 lic
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Hi,

Can you order two more licenses to cover these new employees?

Thanks,

Liz

07/02/2024 7:53 AM UTC-04/ Joanna Peterson - Liz,

See the attached screen shot, I went to add a license for Wesley Burns (burnsw) and get the "you don't have any more licenses" message. Let me know what to do next, thank you!

Thanks,
Joanna Peterson

Notes

Out of licenses?

07/02/2024 7:37 AM UTC-04/ Assign G1 licenses for rayoa & burnsw

AD accounts have been created.

When did you notice the problem?
Tuesday, July 2, 2024 at 7:37 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

Internal: 07/11/2024 8:12 AM UTC-04/ Joey Musaitef - updated agreement

Resolution: 07/11/2024 8:12 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/02/2024 [12:34 PM - 12:44 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.17
Peterson, Joanna	07/02/2024 [8:48 AM - 8:49 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Peterson, Joanna	07/02/2024 [7:53 AM - 8:05 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.20

Ticket# 38583
07/03/2024

Public Library is reporting the Public WiFi is down.
City of Colonial Heights
Lewis Archileti
8045209333
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/10/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 11:29 AM UTC-04/ Dalton Boothe - Lewis,

Gotcha, I was able to do a remote session with Sophos, it appears that all is working fine.

Thanks,
Dalton Boothe

Notes
Draft response to Lewis

07/08/2024 10:23 AM UTC-04/ I haven't heard of any problems on Saturday or so far today. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheigh
This sender is trusted.

sophospsmartbannerend

I haven't heard of any problems on Saturday or so far today.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/08/2024 9:40 AM UTC-04/ Dalton Boothe - Brook,

Good morning! How is the Public_Library WiFi working today?

Thanks,
Dalton Boothe

Notes
Did a remote session with Sophos
They looked over the settings for the wireless
Stated all looked good
They stated that it may be an issue with the SSIDs being switched
Asked that the next time they report issues to verify that the correct SSID is showing
Following up with the Library

07/03/2024 3:10 PM UTC-04/ Dalton Boothe - Spoke with Ann
Informed her that I was seeing devices connected to Public_Library
She attempted to connect on her iPad
Captive Portal would not load
Created ticket 07424128 with Sophos support
Waiting on word

07/03/2024 3:01 PM UTC-04/ Can you please check with Ann – 804-896-0349? Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.go
This sender is trusted.

sophospsmartbannerend

Can you please check with Ann – 804-896-0349?

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/03/2024 2:40 PM UTC-04/ Dalton Boothe - Lewis,

I just checked in Sophos and see devices connect to Public_Library and I was able to remote into public and staff devices. Is there any additional info that may be helpful in pinpointing the issue?

Thanks,
Dalton Boothe

Notes
Checked Sophos
All APs are on with devices connected
Informing Lewis

07/03/2024 2:19 PM UTC-04/ Public Library is reporting the Public WiFi is down.

When did you notice the problem?
Wednesday, July 3, 2024 at 2:19 PM 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

Internal: 07/10/2024 11:10 AM UTC-04/ Dalton Boothe - No further issues reported.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/08/2024 [11:29 AM - 11:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.02
Boothe, Dalton	07/08/2024 [9:40 AM - 10:12 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.53
Boothe, Dalton	07/03/2024 [3:10 PM - 3:21 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.18
Boothe, Dalton	07/03/2024 [2:40 PM - 2:48 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 38556
07/02/2024
by Ray Fulk

Renew GoDaddy Wildcard Certificate for ERPEXWEB
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/10/2024
Closed By: Andrew Blais

Discussion: 07/10/2024 9:40 AM UTC-04/ Ray Fulk - I checked the bill pay website again and confirmed that the certificate still looks good. Closing ticket.

07/09/2024 1:57 PM UTC-04/ Ray Fulk - I forgot I needed to export the certificate for use on other servers, so I went in and did that, then saved it to "\\ch-filebox\ITShare \GodaddyWildcard2025.pfx." I sent Lewis a secure email with the path and password for that. I'll keep this open in case there are any further questions.

07/09/2024 1:40 PM UTC-04/ Thanks so much Ray. Do I need to provide Tyler that wildcard and password to take care of the ERP and other servers? Lewis Archileti Director of Information Technology City of Colonial Heights, VA (80
This sender is trusted.

sophospsmartbannerend

Thanks so much Ray.

Do I need to provide Tyler that wildcard and password to take care of the ERP and other servers?

[image]

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/09/2024 1:04 PM UTC-04/ Ray Fulk - Lewis,

I was able to go in and set up the new standard wildcard certificate in GoDaddy, then download and install that in IIS. I checked the City's bill pay site and confirmed that it is using the new certificate, so we should be all set.

Thank you,
Ray Fulk

Notes
After discussing it with GoDaddy support, Lewis opted to switch from a deluxe wildcard certificate to a standard wildcard certificate. I went in and applied the CSR to the new certificate, verified domain ownership via DNS, then downloaded the new certificate and installed it in IIS. I changed the HTTPS bindings for each site to the new certificate, then went to https://selfservice.colonialheightsva.gov/css/ and verified that the new certificate is in place. That expires on 8/10/2025, so I set a reminder in Outlook. Closing ticket.

07/09/2024 11:19 AM UTC-04/ Ray Fulk - Lewis,

They may need to go into further detail, as the only options I saw on their website were "Standard" and "Wildcard," without any indication there are standard wildcard certificates and deluxe wildcard certificates. As long as it can cover all of the subdomains that ERPEXWEB uses, either one should be fine as far as I know.

Thank you,
Ray Fulk

07/09/2024 11:14 AM UTC-04/ Sent your e-mail to Go Daddy. Below is their reply. Hey Lewis Whats a good number to call you at? Based on what I can see a standard wildcard would work just fine .. We can always change back if need
This sender is trusted.

sophospsmartbannerend

Sent your e-mail to Go Daddy. Below is their reply.

Hey Lewis

Whats a good number to call you at? Based on what I can see a standard wildcard would work just fine .. We can always change back if need be but I can get that issued in a few minutes.

I'm in a meeting but will call them as soon as I'm out.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jul 9, 2024, at 10:42 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

07/09/2024 10:42 AM UTC-04/ Ray Fulk - Lewis,

I reviewed previous tickets for this as well, as I don't recall it taking this long before, and confirmed I was able to renew this certificate within a day in the past.

Thank you,
Ray Fulk

07/09/2024 10:18 AM UTC-04/ Ray Fulk - Lewis,

Since this is a wildcard certificate, I believe the only option is deluxe rather than standard based on what I'm seeing here: https://www.godaddy.com/help/compare-ssl-plans-and-pricing-32059. It looks like Tyler requires a wildcard certificate because they have a number of FQDNs in use on this server and a wildcard certificate covers them all:

Thank you,
Ray Fulk

07/09/2024 9:28 AM UTC-04/ Ray – Do we need just a standard certificate or a deluxe certificate. Apparently if we need a deluxe, there is a great deal of verification involved and a great deal of time. Thx. Lewis Archileti Dire
This sender is trusted.

sophospsmartbannerend

Ray –

Do we need just a standard certificate or a deluxe certificate. Apparently if we need a deluxe, there is a great deal of verification involved and a great deal of time.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/09/2024 9:19 AM UTC-04/ Thanks. Just got back from Court so calling now. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov Fro
This sender is trusted.

sophospsmartbannerend

Thanks. Just got back from Court so calling now.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/09/2024 8:33 AM UTC-04/ Ray Fulk - Lewis,

I checked GoDaddy again, and it still says that the request is pending verification, so you may need to call them again to see what the delay is.

Thank you,
Ray Fulk

Notes
I checked GoDaddy again, and the request is still pending verification, so I will follow up with Lewis to let him know.

07/08/2024 3:29 PM UTC-04/ Ray Fulk - Lewis forwarded an email from GoDaddy to verify domain ownership. I went in and added the requested TXT record, then waited a few minutes. It looks like it went through, but there is still more that GoDaddy needs to review on their end.

07/08/2024 3:09 PM UTC-04/ Ray Fulk - Lewis,

Ok, I will check again tomorrow morning to see about getting the new certificate in place.

Thank you,
Ray Fulk

07/08/2024 2:21 PM UTC-04/ I called Go Daddy. Spoke to Noah then the representative handling our request. He said it should be up by the end of the day. Lewis Archileti Director of Information Technology City of Colonial Height
This sender is trusted.

sophospsmartbannerend

I called Go Daddy. Spoke to Noah then the representative handling our request. He said it should be up by the end of the day.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/08/2024 1:59 PM UTC-04/ Ok. Thanks. I'll check as we are running short on time. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.
This sender is trusted.

sophospsmartbannerend

Ok. Thanks. I'll check as we are running short on time.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/08/2024 1:52 PM UTC-04/ Ray Fulk - Lewis,

Good afternoon, I checked the status of the renewal request with GoDaddy, and it is still pending on their end. At this point, you may need to contact their support at (480) 463-8887 to see why they haven't allowed the request to go through yet.

Thank you,
Ray Fulk

Notes
I checked GoDaddy this afternoon, and they are still reviewing the request. I'm going to email Lewis to see if he can contact their technical support to see what the delay is.

07/05/2024 10:43 AM UTC-04/ Thanks Ray. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray Fulk Sent: Friday, July 5, 20
This sender is trusted.

sophospsmartbannerend

Thanks Ray.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

07/05/2024 10:34 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I wanted to briefly update you on this and let you know that the certificate renewal request is still pending on GoDaddy's end.

Thank you,
Ray Fulk

Notes
I checked GoDaddy again, and it looks like they are still reviewing the renewal request.

07/03/2024 1:05 PM UTC-04/ Ray Fulk - I logged back into GoDaddy and confirmed that they are still reviewing the renewal request.

07/02/2024 1:10 PM UTC-04/ Ray Fulk - Lewis,

Good afternoon, I've gone in and submitted the certificate renewal request for the GoDaddy wildcard certificate. You may be contacted by GoDaddy support to complete the request.

Thank you,
Ray Fulk

Notes
I went in and generated a new CSR for this year's wildcard certificate, and submitted it to GoDaddy. It looks like GoDaddy support needs to review a few things on their end, so I will let Lewis know.

07/02/2024 1:08 PM UTC-04/ Ray Fulk - The wildcard certificate used by ERPEXWEB for the City's bill pay website is due to expire on 7/10, so we will need to renew that.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	07/10/2024 [9:40 AM - 9:46 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	07/09/2024 [1:57 PM - 2:05 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.13
Fulk, Ray	07/09/2024 [1:04 PM - 1:23 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.32
Fulk, Ray	07/09/2024 [8:33 AM - 8:39 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10
Fulk, Ray	07/08/2024 [3:29 PM - 3:45 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.27
Fulk, Ray	07/08/2024 [1:52 PM - 1:57 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	07/05/2024 [10:34 AM - 10:39 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.08
Fulk, Ray	07/03/2024 [1:05 PM - 1:09 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Fulk, Ray	07/02/2024 [1:10 PM - 1:36 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.43

Ticket# 38562
07/02/2024
by Kyle Newman

DB issues
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/08/2024
Closed By: Andrew Blais

Discussion: 07/08/2024 9:02 AM UTC-04/ Go ahead and close it. Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: helpdesk@
This sender is trusted.

sophospsmartbannerend

Go ahead and close it.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

From: helpdesk@proactive-info.com <helpdesk@proactive-info.com>
Sent: Monday, July 8, 2024 8:30 AM
To: Lewis Archileti <archiletil@colonialheightsva.gov>
Subject: Re: Ticket # 38562 / CCH001 / DB issues

Kyle Newman 7/8/2024 8:30 AM Good morning Lewis, Was there anything else you wanted me to look into for you regarding this issue or can I proceed with ticket closure? --REPLY above this line to respon

sophospsmartbannerend

Kyle Newman
7/8/2024 8:30 AM

[image]

Good morning Lewis,
Was there anything else you wanted me to look into for you regarding this issue or can I proceed with ticket closure?

07/05/2024 10:00 AM UTC-04/ Kyle Newman - Lewis sent me an email with an example of the DB group he was having an issue with. From what I can tell it was a security group not a DB. I informed him of such and explained the purpose of security groups.

07/02/2024 4:08 PM UTC-04/ Kyle Newman - Was looking into this a bit but didn't get far. Need to wait to receive from Lewis the DB in question.

07/02/2024 4:05 PM UTC-04/ Kyle Newman - Lewis brought to our attention that he is having issues managing a using DB's. He is going to send Kyle the one in particular he was using as an example to investigate a way forward to probably move them from AD to AAD.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	07/05/2024 [10:00 AM - 10:30 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.50
Newman, Kyle	07/02/2024 [4:08 PM - 4:30 PM]	CCH-AIS 24/25	NC	Remote	Technician	0.37

Ticket# 38591
07/05/2024
by Dalton Boothe

Questions about shared mailbox
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

07/05/2024
Closed By: Andrew Blais

Discussion: 07/05/2024 10:14 AM UTC-04/ Dalton Boothe - Questions about shared mailbox

07/05/2024 10:13 AM UTC-04/ Dalton Boothe - Liz reached out
Stated she was trying to change the email "fire chief"
To a shared mailbox
Remoted into CH-MJ0ADD0M
Showed her going into Exchange admin and converting the mailbox
Verified it populated in the shared mailboxes
Success
No further assistance requested
Marking complete

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/05/2024 [10:13 AM - 10:19 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.10

Ticket# 38586
07/05/2024
by Joanna Peterson

Alert mailbox shows Firewall at Public Safety down
City of Colonial Heights

8045209333

Headquarter
Support

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

07/05/2024
Closed By: Andrew Blais

Discussion: 07/05/2024 8:03 AM UTC-04/ Joanna Peterson - Everything is green and in a healthy state, Kyle also verified this.
Closing ticket.

07/05/2024 7:21 AM UTC-04/ City offices will be closed on Thursday July 4, and I will be out of the office on Friday July 5. If this is an emergency, please call/text my cell at 804-895-3316
Larry Melvin City of Colonial Height
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

City offices will be closed on Thursday July 4, and I will be out of the office on Friday July 5.

If this is an emergency, please call/text my cell at 804-895-3316

Larry Melvin
City of Colonial Heights VA
Purchasing Agent
Office: 804-520-9333
Cell: 804-895-3316

07/05/2024 7:20 AM UTC-04/ Joanna Peterson - Alert mailbox shows Firewall at Public Safety down

07/05/2024 7:19 AM UTC-04/ Joanna Peterson - Alert on firewall down in Sophos system mailbox
Alert is still there, but HA on the firewall looks good
Updated the teams channel for input

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/05/2024 [8:03 AM - 8:15 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Peterson, Joanna	07/05/2024 [7:19 AM - 7:33 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.23

Ticket# 38395
06/24/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/03/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 1:15 PM UTC-04/ Joey Musaitef - provided june numbers to lewis 13.25

closing ticket
This time entry is marked No Charge

06/24/2024 1:51 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 06/24/2024 1:51 AM UTC-04/

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	07/03/2024 [1:15 PM - 1:30 PM]		NC	Remote	Technician	0.25

Ticket# 38572
07/03/2024
by Brandon Walcott

Colonial Heights Confirmations
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/23/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 10:51 AM UTC-04/ Brandon Walcott - Travel From City of Colonial Heights Courthouse

07/03/2024 10:39 AM UTC-04/ Brandon Walcott - Arrived at Colonial Heights Courthouse
Met with Sergeant at the Courthouse who provided me a badge
Badge got me access to the upstairs network closet
Verified that the Wireless Controller was still there
Leaving CCH Courthouse

07/03/2024 10:28 AM UTC-04/ Brandon Walcott - Travel From Colonial Heights Fire Station 2

07/03/2024 10:24 AM UTC-04/ Brandon Walcott - Arrived at Colonial Heights Fire Station 2
Met with staff at the station
Went to the network closet
Verified that the Wireless Controller was still there
Leaving CCH Fire Station 2

07/03/2024 10:17 AM UTC-04/ Brandon Walcott - Travel From City of Colonial Heights Public Library

07/03/2024 9:29 AM UTC-04/ Brandon Walcott - Arrived at Colonial Height Public Library
Met with staff and got the keys to the network closet
Documented every all-in-one at the library, along with their serial number
While onsite, assisted Dalton with wifi issue at the library
Updates on the issue can be found in Ticket #38583
Leaving CCH Library

07/03/2024 8:39 AM UTC-04/ Brandon Walcott - Travel To City of Colonial Heights Public Library

07/03/2024 8:30 AM UTC-04/ Brandon Walcott - 1. Confirm the counts of the all-in-ones at CCH Public Library
2. Go to CCH Fire Station 2 and CCH Courthouse to confirm that Cisco Wireless Controller 2504 had not yet been removed

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Walcott, Brandon	07/03/2024 [10:51 AM - 11:21 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.50
Walcott, Brandon	07/03/2024 [10:39 AM - 10:50 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.18
Walcott, Brandon	07/03/2024 [10:28 AM - 10:38 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.17
Walcott, Brandon	07/03/2024 [10:24 AM - 10:27 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.05
Walcott, Brandon	07/03/2024 [10:17 AM - 10:23 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.10
Walcott, Brandon	07/03/2024 [9:29 AM - 10:17 AM]	CCH-AIS 24/25	NC	Onsite	Technician	0.80

Walcott, Brandon	07/03/2024 [8:39 AM - 9:29 AM]	CCH-AIS 24/25	NC	Travel	Technician	0.83

Ticket# 38576
07/03/2024
by Dalton Boothe

Public Library Computers Down
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/05/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 10:17 AM UTC-04/ Dalton Boothe - Lewis,

Brandon power cycled the switches and got the public devices back up and running!

Thanks,
Dalton Boothe

07/03/2024 10:16 AM UTC-04/ Dalton Boothe - Brandon verified power cycling the switched brought them back up

07/03/2024 9:26 AM UTC-04/ Dalton Boothe - Public Library Computers Down

07/03/2024 9:25 AM UTC-04/ Dalton Boothe - Lewis called in and stated that the library public devices are down
Brandon is headed over there
Asked him to take a look if he has time
Checked Sophos in the meantime
Nothing found
No traffic found from these devices in the log viewer
Brandon is going to power cycle switches

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/03/2024 [9:25 AM - 9:41 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.27

Ticket# 38574
07/03/2024

User (Babette Hansen) received error when trying to send email. "An internal support function retu
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

07/03/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 10:07 AM UTC-04/ Dalton Boothe - Liz,

Gotcha, I appreciate the info! I hope you all have a great one.

Thanks,
Dalton Boothe

07/03/2024 10:06 AM UTC-04/ Yes, we believe so. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Colonial Heights, Virginia 23834 Office – (804) 520-9317 Cell
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes, we believe so.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

07/03/2024 9:46 AM UTC-04/ Dalton Boothe - Liz,

Perfect! Just for verification, was the issue regarding duplicate contacts in the distribution list?

Thanks,
Dalton Boothe

07/03/2024 9:36 AM UTC-04/ The email just went out so the error is fixed. This ticket can be closed.

07/03/2024 9:03 AM UTC-04/ Dalton Boothe - Did some research on the error
Found the most common reason for this is duplicate contacts in a distribution list
Reached out to Babette
She asked if duplicates could be causing this
I informed her this was the most common cause of the error
She stated she would go through and see if there are any duplicates
Waiting on update from client

07/03/2024 9:01 AM UTC-04/ User (Babette Hansen) received error when trying to send email.

"An internal support function returned an error."

Please call her at 804-898-3065

When did you notice the problem?
Tuesday, July 2, 2024 at 9:00 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/03/2024 [9:03 AM - 9:16 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.22

Ticket# 38568
07/03/2024

Machine CHECC1 will not connect to CH-IT wifi at the Public Safety Building. Network reset has been
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

07/03/2024
Closed By: Andrew Blais

Discussion: 07/03/2024 8:30 AM UTC-04/ Yes, this ticket may be closed and I'll double check it has automate on it. From: Joanna Peterson Sent: Wednesday, July 3, 2024 8:28 AM To: Liz Gegenheimer Subject: Ticket#38568/CCH001/Machine CHECC
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes, this ticket may be closed and I'll double check it has automate on it.

07/03/2024 8:24 AM UTC-04/ Joanna Peterson - Liz,

Ok glad things are working for you! I still don't see it in Automate so let's make sure at some point that it has the right tools on it. Happy 4th! I can close this?

Thanks,
Joanna Peterson

Notes
Liz responded it is working now.

07/03/2024 8:23 AM UTC-04/ Hi there, I was able to get this taken care of this morning - apparently I just needed to ask for help and it decide to cooperate. Thanks for checking in! From: Joanna Peterson Sent: Wednesday, July
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Hi there,

I was able to get this taken care of this morning - apparently I just needed to ask for help and it decide to cooperate.

Thanks for checking in!

07/03/2024 8:08 AM UTC-04/ Joanna Peterson - Liz,

Good morning Liz. I don't see CHECC1 defined in Automate, I see CHECC2 but it's off line. Make sure I'm looking for the right name CHECC1? Is it a new one by chance?

This is all I see with that name close. Let me know, thank you!

Thanks,
Joanna Peterson

Notes
Looking for CHECC1 in automate
I see CHECC2 no CC1

07/03/2024 7:37 AM UTC-04/ Computer is turned on and available for someone to remote in

07/03/2024 7:32 AM UTC-04/ Machine CHECC1 will not connect to CH-IT wifi at the Public Safety Building. Network reset has been completed with no change.

When did you notice the problem?
Wednesday, July 3, 2024 at 7:32 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Peterson, Joanna	07/03/2024 [8:24 AM - 8:28 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.07
Peterson, Joanna	07/03/2024 [8:08 AM - 8:16 AM]	CCH-AIS 24/25	NC	Remote	Technician	0.13

Ticket# 38384
06/21/2024

From our Planning Director - Joseph Carter - 804-520-9297 "I wanted to let you know that for the pas
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

07/02/2024
Closed By: Andrew Blais

Discussion: 07/01/2024 11:25 AM UTC-04/ Dalton Boothe - Sent follow up to Lewis

06/28/2024 8:21 AM UTC-04/ Dalton Boothe - Sent follow up to Lewis

06/25/2024 9:00 AM UTC-04/ Dalton Boothe - Reached out to Joseph
Informed him of specs and age of the devices
Remoted into CH-MJ0AFLPJ
Saw that memory was sitting at ~80%
Got with Joey on options
Ideally we would replace the devices
RAM upgrade could buy some time
Drafted email to Lewis
CC Joey
Waiting on response

06/24/2024 1:06 PM UTC-04/ Yes, 9am tomorrow (Tuesday 6/25) works for me. Joseph Carter Jr.; AICP, CZA Director of Planning & Community Development City of Colonial Heights 201 James Ave. Colonial Heights, VA 23834 Phone: (
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Yes, 9am tomorrow (Tuesday 6/25) works for me.

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

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06/24/2024 1:02 PM UTC-04/ Dalton Boothe - Joseph,

Gotcha, I should be open tomorrow morning. How does 9am look for you?

Thanks,
Dalton Boothe

06/24/2024 1:01 PM UTC-04/ Dalton Boothe - Joseph - CH-MJ0AFLPJ
~5 years old
8GB Ram
SSD
Aaron - CH-MJ0A5MN6
~5 years old
8GB Ram
SSD
Prathana -
~5 months old
8GB Ram
SSD

06/24/2024 12:54 PM UTC-04/ Hi Dalton, I had stepped out for an off-site meeting. I have some time tomorrow for the check in. Let me know a time that works for you. Thanks, Joseph Carter Jr.; AICP, CZA Director of Planning &
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Hi Dalton, I had stepped out for an off-site meeting. I have some time tomorrow for the check in. Let me know a time that works for you.
Thanks,

Joseph Carter Jr.; AICP, CZA
Director of Planning & Community Development
City of Colonial Heights
201 James Ave.
Colonial Heights, VA 23834
Phone: (804) 520-9297
carterj@colonialheightsva.gov

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In keeping with the Virginia Freedom of Information Act (FOIA), emails and all attachments may be released to others upon request for inspection and copying without prior notification.

06/24/2024 11:15 AM UTC-04/ I can tell you the names of the people in the office: Joseph Carter Aaron Bond Prathana Rao Kenny Bish You may be able to find them in automate. Lewis Archileti Director of Information Technology City
This sender is trusted.

sophospsmartbannerend

I can tell you the names of the people in the office:

Joseph Carter
Aaron Bond
Prathana Rao
Kenny Bish

You may be able to find them in automate.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/24/2024 10:44 AM UTC-04/ Dalton Boothe - Joseph,

Good morning! I attempted to reach out this morning and was told you were not in yet. I was not given an option to leave a message after getting transferred to your number. Do you have some device names and times I can remote in and take a look?

Thanks,
Dalton Boothe

Notes
Attempted to reach out
He was not in yet
Attempted to leave voicemail
Did not give an option to leave voicemail

06/21/2024 10:29 AM UTC-04/ Dalton Boothe - Left name and number in voicemail

06/21/2024 10:28 AM UTC-04/ From our Planning Director - Joseph Carter - 804-520-9297
"I wanted to let you know that for the past few months we have been having issues with our computers responsiveness. At first I thought my mouse was going bad, but I have confirmed that others in the office are experiencing the same behavior. The behavior is I will click on something I will see the feature react but no action takes place. For instance, clicking on the close x in right hand corner will not close, or clicking on a certain box like sent or drafts and there is no response. I need to click again. I'm not sure what it means but I feel I should bring it to your attention." Can someone please reach out to him? Thx.

When did you notice the problem?
Friday, June 21, 2024 at 10:28 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

Internal: 07/02/2024 8:58 AM UTC-04/ Dalton Boothe - 3 attempts no response, marking complete.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	07/01/2024 [11:25 AM - 11:26 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	06/28/2024 [8:21 AM - 8:22 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	06/25/2024 [9:00 AM - 9:32 AM]	CCH AIS	NC	Remote	Technician	0.53
Boothe, Dalton	06/24/2024 [1:01 PM - 1:08 PM]	CCH AIS	NC	Remote	Technician	0.12
Boothe, Dalton	06/24/2024 [10:44 AM - 10:49 AM]	CCH AIS	NC	Remote	Technician	0.08
Boothe, Dalton	06/21/2024 [10:29 AM - 10:32 AM]	CCH AIS	NC	Remote	Technician	0.05

Ticket# 38411
06/24/2024

Noelle at the Commonwealth Atty Office is having trouble with her computer connecting. She is unable
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

07/01/2024
Closed By: Andrew Blais

Discussion: 06/26/2024 11:11 AM UTC-04/ Javon Harper - Lewis informed me he stopped by the Courthouse and reconnected the ethernet wot a laptop
The laptop was on the cch network
He reconnected Noelle & Laure PC's in which it was showing on cch network
Lewis stated to keep the ticket open for a day or so so he can speak with Chesterfield to see what happened
Placing ticket on hold until Friday evening

06/24/2024 12:07 PM UTC-04/ Javon Harper -
While working with Noelle and Laure, I found that they are hardwired but connected to Chesterfield somehow
Rebooted Noelle PC to see if that changes the network is but it did not
Reached out to Lewis in which he stated he will head over there within the hour

06/24/2024 11:11 AM UTC-04/ Noelle at the Commonwealth Atty Office is having trouble with her computer connecting. She is unable to get a secured connection. 804-520-9293

When did you notice the problem?
Monday, June 24, 2024 at 11:11 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?
Anytime

Internal: 06/28/2024 7:55 AM UTC-04/ Javon Harper - Lewis informed me the Issue was with Chesterfield but the issue has been resolved
Closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/24/2024 [12:07 PM - 12:28 PM]	CCH AIS	NC	Remote	Technician	0.15

Ticket# 38430
06/25/2024

Denise Rawls our Payroll Specialist for the finance department for the city of Colonial Heights is
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter Support

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

06/25/2024
Closed By: Andrew Blais

Discussion: 06/25/2024 11:14 AM UTC-04/ Dalton Boothe - Nicholas,

I appreciate the update! Please let us know if there are any further issues.

Thanks,
Dalton Boothe

06/25/2024 10:33 AM UTC-04/ Ticket can be closed, user did not put in full email in username bar. thank you though.

06/25/2024 10:00 AM UTC-04/ Denise Rawls our Payroll Specialist for the finance department for the city of Colonial Heights is locked out of signing into her Munis through attempting her password too many times. Could I have someone remote in and reset her password so that she may sign in correctly??

When did you notice the problem?
Tuesday, June 25, 2024 at 9:59 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 37918 05/29/2024 by Joey Musaitef	**Order #1142: CCH CAD PCS** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** >>Closed **Type:** New Install **Location:** Remote **Source:** Internal Do Not Respond **Team:** Tier 1		06/25/2024 Closed By: Joey Musaitef

Discussion: 06/25/2024 10:42 AM UTC-04/ Javon Harper - Travel From City of Colonial Heights

06/25/2024 9:26 AM UTC-04/ Javon Harper - Dropped device off with Lewis and Liz

06/25/2024 8:53 AM UTC-04/ Javon Harper - Travel To City of Colonial Heights

06/18/2024 9:13 AM UTC-04/ Javon Harper - The client has requested we set up a new machine.

06/18/2024 8:42 AM UTC-04/ Javon Harper - The workstation was 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.
Renamed the device to the client's preferred choice.
Placed a label on the workstation with the device name.
Installed the following apps:
Agent, Sophos, Ninite, Adobe, Java
RAM Upgrade
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.
Asked client if they needed any additional software/apps installed during prep

06/11/2024 8:59 AM UTC-04/ Dalton Boothe - Boxed up final device

06/10/2024 3:38 PM UTC-04/ Dalton Boothe - Finished CH-GM067T94

06/10/2024 2:49 PM UTC-04/ Javon Harper - The client has requested we set up a new machine.

06/10/2024 1:41 PM UTC-04/ Dalton Boothe - Finished and started prep on 2nd device

06/10/2024 11:01 AM UTC-04/ Dalton Boothe - Began prep
Upgraded to Pro
Installed RAM
Installed Automate
Breaking for lunch

06/10/2024 9:15 AM UTC-04/ Joey Musaitef - assist troubleshooting desktops

06/10/2024 8:00 AM UTC-04/ Javon Harper - The Windows machine was a home edition, need upgraded to Pro the machine using the clients Microsoft account. If n/a please mark accordingly
Proactive created 2 local accounts for proactive and the administrator.

Created security questions as a backup for the local account.
The workstation was 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.
Renamed the device to the client's preferred choice.
Placed a label on the workstation with device name.
Installed the following apps:
Agent, Sophos, Ninite, Adobe, Java
RAM
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.
Asked client if they needed any additional software/apps installed during prep
CH-R4SIMJQ, CH-0VDQSNN, CH-RQ1PHVM

05/29/2024 11:09 AM UTC-04/ Joey Musaitef - CCH CAD PCS 5 PC replacements

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/25/2024 [10:42 AM - 11:22 AM]	CCH AIS	NC	Travel	Technician	0.67
Harper, Javon	06/25/2024 [9:26 AM - 10:43 AM]	CCH AIS	NC	Onsite	Technician	1.28

Harper, Javon	06/25/2024 [8:53 AM - 9:26 AM]	CCH AIS	NC	Travel	Technician	0.55
Harper, Javon	06/18/2024 [8:42 AM - 10:53 AM]	CCH AIS	NC	Remote	Technician	1.77
Boothe, Dalton	06/11/2024 [8:59 AM - 9:05 AM]	CCH AIS	NC	Remote	Technician	0.10
Boothe, Dalton	06/10/2024 [3:38 PM - 4:50 PM]	CCH AIS	NC	Remote	Technician	1.11
Boothe, Dalton	06/10/2024 [1:41 PM - 3:18 PM]	CCH AIS	NC	Remote	Technician	0.76
Boothe, Dalton	06/10/2024 [11:01 AM - 12:36 PM]	CCH AIS	NC	Remote	Technician	1.58
Musaitef, Joey	06/10/2024 [9:15 AM - 10:45 AM]	CCH AIS	NC	Remote	Technician	1.50
Harper, Javon	06/10/2024 [8:00 AM - 3:00 PM]	CCH AIS	NC	Remote	Technician	5.60

Ticket# 38412
06/24/2024

Victim Witness employee unable to get to a secured connection to gain access to software via web log
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

07/01/2024
Closed By: Andrew Blais

Discussion: 06/24/2024 11:27 AM UTC-04/ Victim Witness employee unable to get to a secured connection to gain access to software via web log in. Maybe related to Lewis' ticket about the Commonwealth Attorney's Office

When did you notice the problem?
Monday, June 24, 2024 at 11:27 AM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
Yes

When is the best time to contact you?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 38291
06/17/2024
by Ray Fulk

Low Disk Space on D: Drive of ERPSTRUCT
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

06/21/2024
Closed By: Andrew Blais

Discussion: 06/21/2024 1:09 PM UTC-04/ Ray Fulk - Lewis,

I verified that there are 51 GB free on the D: drive now.

Thank you,
Ray Fulk

Notes
I checked on ERPSTRUCT and confirmed there are now 51 GB free on the D: drive. Closing ticket.

06/21/2024 11:33 AM UTC-04/ Ray, Tyler said that that the D:\inetpub\tylerroot\prod\readyforms\api\App_Data\DocOrigin\Temp was more than likely created due to debugging being turned on. They said the directory could be deleted a
This sender is trusted.

sophospsmartbannerend

Ray,

Tyler said that that the D:\inetpub\tylerroot\prod\readyforms\api\App_Data\DocOrigin\Temp was more than likely created due to debugging being turned on. They said the directory could be deleted and Nick is on with them now. They should be turning off debugging and deleting that directory.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/20/2024 10:20 AM UTC-04/ Let me check with Nick. Normally Karla handles the Support requests and she is out this week. I'll get back to you as soon as I can. Lewis Archileti Director of Information Technology City of Colonial
This sender is trusted.

sophospsmartbannerend

Let me check with Nick. Normally Karla handles the Support requests and she is out this week.

I'll get back to you as soon as I can.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/20/2024 10:16 AM UTC-04/ Ray Fulk - Lewis,

I wanted to follow up briefly and see if you found out anything from Tyler Support about the temp folder on ERPSTRUCT.

Thank you,
Ray Fulk

06/17/2024 2:58 PM UTC-04/ Thanks I'll give them a call and check. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov On Jun 17, 2
This sender is trusted.

sophospsmartbannerend

Thanks I'll give them a call and check.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jun 17, 2024, at 2:18 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

06/17/2024 2:18 PM UTC-04/ Ray Fulk - Lewis,

Good afternoon, I saw that the server ERPSTRUCT was running low on space on its D: drive. I checked and found that the directory D:\inetpub\tylerroot\prod\readyforms\api\App_Data\DocOrigin\Temp is using 43.8 GB. Based on the name, it may have temporary files that need to be cleaned out, but I wanted to see if Tyler Support could confirm before I deleted the contents of that folder.

Thank you,
Ray Fulk

06/17/2024 2:16 PM UTC-04/ Ray Fulk - I saw an alert that the D: drive on ERPSTRUCT is running low on disk space. I ran TreeSize and found that the directory D:\inetpub\tylerroot\prod\readyforms\api\App_Data\DocOrigin\Temp is 43.8 GB, and may be temporary files that can be deleted. I will email Lewis to see if Tyler support can confirm.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	06/21/2024 [1:09 PM - 1:14 PM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 38170
06/11/2024

I have attempted to access ADHOC reports within the departments ESO account without success. I conta
City of Colonial Heights
David Kissner
8048983095
kissnerd@colonialheightsva.gov

Headquarter Support

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

06/20/2024
Closed By: Andrew Blais

Discussion: 06/19/2024 8:36 AM UTC-04/ Dalton Boothe - David,

Good morning, sir. Has there been any further info from ESO on this issue?

Thanks,
Dalton Boothe

06/17/2024 9:21 AM UTC-04/ Dalton Boothe - David,

Good morning, sir. Has there been any further info from ESO on this issue?

Thanks,
Dalton Boothe

Notes
Draft follow up

06/13/2024 11:27 AM UTC-04/ Dalton Boothe - David,

Good morning, sir. Has there been any word from ESO?

Thanks,
Dalton Boothe

06/12/2024 9:59 AM UTC-04/ Dalton Boothe - Remoted into CH-MJOANHE6
Still unable to reach the site
Davis stated he reached out to ESO support and they stated it may be on their end
I tested pinging the adhoc page vs the dashboard
Dashboard responded adHoc did not
Tested on another device
Was unable to reach the page
Tested on my local machine
Was unable to reach
David is going to wait on word from ESO support

06/12/2024 9:58 AM UTC-04/ Dalton Boothe - David,

Remoting in now!

Thanks,
Dalton Boothe

06/12/2024 8:39 AM UTC-04/ All good, just text me or remote in whenever...

06/12/2024 8:35 AM UTC-04/ Dalton Boothe - David,

I apologize for missing 8:30, I am currently the only one watching our phones. I will give you a call as soon as I am free.

Thanks,
Dalton Boothe

06/11/2024 4:15 PM UTC-04/ Dalton Boothe - 8047040278
Update later

06/11/2024 4:07 PM UTC-04/ Good afternoon, I am available for you to remote in. David Y. Kissner II Deputy Fire Chief Colonial Heights Fire, EMS & Emergency Management Cell 804-704-0278 Office 804-520-9361 Fax 804-520-9302
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Good afternoon,
I am available for you to remote in.

David Y. Kissner II
Deputy Fire Chief
Colonial Heights Fire, EMS & Emergency
Management
Cell 804-704-0278
Office 804-520-9361
Fax 804-520-9302
Kissnerd@colonialheightsva.gov
In God We Trust!

[image]

06/11/2024 4:07 PM UTC-04/ I'm available, for you to remote in

06/11/2024 3:55 PM UTC-04/ Dalton Boothe - David,

Good afternoon! Are you still able to access other sites? Do you have some time for me to remote in and take a look?

Thanks,
Dalton Boothe

06/11/2024 3:27 PM UTC-04/ I have attempted to access ADHOC reports within the departments ESO account without success. I contacted ESO support and they advised to clear caches or utilize another browser. I have completed both of those steps but still will not allow access.

This site can't be reachedThe connection was reset.
Try:

Checking the connection
Checking the proxy and the firewall
Running Windows Network Diagnostics
ERR_CONNECTION_RESET

I access this site routinely, but last couple of days it is no longer working.

When did you notice the problem?
Monday, June 10, 2024 at 8:00 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?
Anytime

Internal: 06/20/2024 8:27 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	06/17/2024 [9:21 AM - 9:22 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	06/12/2024 [9:59 AM - 10:33 AM]	CCH AIS	NC	Remote	Technician	0.57
Boothe, Dalton	06/11/2024 [4:15 PM - 4:54 PM]	CCH AIS	NC	Remote	Technician	0.65

Ticket# 38322
06/18/2024

There is a firestick that is being used at the dayroom TV at Fire Station 2 that has stopped connect
City of Colonial Heights
Steven Gillam
8045209301
gillams@colonialheightsva.gov

Headquarter Support

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

06/19/2024
Closed By: Andrew Blais

Discussion: 06/19/2024 8:22 AM UTC-04/ Ray Fulk - I logged into Sophos Central and checked AP21 and AP22 at Fire Station 2 to see if I could find any connections for this MAC address over the last seven days. I didn't see it on AP21, but AP22 shows it connected right now with an IP address of 10.100.207.118. I used Automate to run a ping from CH-MJ0ANHE7 in the background, since that PC is also at FS2, and confirmed that it is responding to pings. The connection graph in Sophos shows the device connected to AP22 at 8:15 pm last night.
I called Lt. Rae, and he confirmed that the Battalion Chief took a look at it last night and got it back up and running, so I will close this.

06/18/2024 3:51 PM UTC-04/ There is a firestick that is being used at the dayroom TV at Fire Station 2 that has stopped connecting to the network. It worked fine earlier today and has since stopped connecting. The proper password was entered for the Fire_Devices network and it will not connect.
MAC Address for the firestick
D4:91:0F:B2:8F:D3

Contact Lt. Wayne Rae at Colonial Heights fire station 2 (434)637-2410

When did you notice the problem?
Tuesday, June 18, 2024 at 3:50 PM 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
Fulk, Ray	06/19/2024 [8:22 AM - 8:32 AM]	CCH AIS	NC	Remote	Technician	0.17

Ticket# 38302
06/18/2024
by Javon Harper

Log in Issue
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter
Support

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

06/18/2024
Closed By: Andrew Blais

Discussion: 06/18/2024 10:39 AM UTC-04/ Javon Harper - Nicholas,

You are welcome!

Thanks,
Javon Harper

06/18/2024 10:27 AM UTC-04/ Hi Javon, I was able to connect with Liz and Lewis. The issue is resolved now. Thank you for the quick response though.

06/18/2024 9:08 AM UTC-04/ Javon Harper - Nicholas,

Please give me a call back when you get the chance

Thanks,
Javon Harper

Notes
Called and left a message for Nicholas to return my call

06/18/2024 9:06 AM UTC-04/ Javon Harper - Log in Issue

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/18/2024 [9:08 AM - 9:10 AM]		NC	Remote	Technician	0.03

Ticket# 38107
06/07/2024
by Ray Fulk

Courthouse NAS Offline
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

06/18/2024
Closed By: Andrew Blais

Discussion: 06/17/2024 2:14 PM UTC-04/ Ray Fulk - Cari was on a call with Lewis on Friday, and he hooked the NAS back up. I checked and confirmed it was working, so I will close this.

06/13/2024 11:48 AM UTC-04/ Sorry Ray. I was planning on going down Friday but never made it. I will try to make it this afternoon. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 O
This sender is trusted.

sophospsmartbannerend

Sorry Ray. I was planning on going down Friday but never made it. I will try to make it this afternoon.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/13/2024 11:40 AM UTC-04/ Ray Fulk - Lewis, Liz

Good morning, I'm reaching out to follow up on the Courthouse NAS again, as it's still offline when I try to connect to it from CH-BACKUP.

Thank you,
Ray Fulk

06/10/2024 1:12 PM UTC-04/ Ray Fulk - Lewis, Liz

Good afternoon, I wanted to follow up and see if you were able to reboot the NAS at the Courthouse on Friday. I checked and saw it was still offline.

Thank you,
Ray Fulk

Notes
I checked to see if the NAS is back online, but it doesn't look like it. I will follow up with Lewis to see if he was able to make it to the courthouse on Friday.

06/07/2024 10:28 AM UTC-04/ They lost power again at the courthouse. I'm heading in after lunch so I'll stop by there and get it back on- line. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (8
This sender is trusted.

sophospsmartbannerend

They lost power again at the courthouse. I'm heading in after lunch so I'll stop by there and get it back on- line.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jun 7, 2024, at 10:13 AM, Ray Fulk <helpdesk@proactive-info.com> wrote:

06/07/2024 10:12 AM UTC-04/ Ray Fulk - Lewis, Liz

I also checked on the NAS at the Courthouse this morning, and found that it appears to be offline. I know a reboot of that device usually gets it back up and running, so I wanted to bring it to your attention.

Thank you,
Ray Fulk

06/07/2024 10:05 AM UTC-04/ Ray Fulk - Yesterday and this morning, I checked on the NAS at the Courthouse (10.100.208.138). It looks like that is offline, which happens sometimes, usually after a power outage. Rebooting the NAS brings it back up, so I will reach out to Lewis and Liz about that.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	06/10/2024 [1:12 PM - 1:17 PM]		NC	Remote	Technician	0.08

Ticket# 38279
06/17/2024
by Javon Harper

Monitor Issue
City of Colonial Heights
Prarthana Rao
8045209333
raop@colonialheightsva.gov

Headquarter
Support

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

06/18/2024
Closed By: Andrew Blais

Discussion: 06/17/2024 10:44 AM UTC-04/ Javon Harper - Monitor Issue

06/17/2024 10:44 AM UTC-04/ Javon Harper - Remoted into CH-MJ0963HX
Went to Intel dashboard
Changed the settings to match the default resolution
User was able to see monitor with out black screen
Showed user how to make changes if issue happens again
Issue resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/17/2024 [10:44 AM - 10:52 AM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 38227
06/13/2024

Please create a G3 License with e-mail for Madison Winters - new financial assistant in Finance Depa
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

06/13/2024
Closed By: Andrew Blais

Discussion: 06/13/2024 11:12 AM UTC-04/ Dalton Boothe - Lewis,

Got the license added.

Thanks,
Dalton Boothe

Notes
Logged into O365
No licenses available
Logged into AppRiver added 1 G3 license
Waited for sync
Assigned
Informing Lewis

06/13/2024 11:05 AM UTC-04/ E-mail should be wintersm@colonialheightsva.gov Thanks.

06/13/2024 11:00 AM UTC-04/ Please create a G3 License with e-mail for Madison Winters - new financial assistant in Finance Department. Her AD credentials have already been created. Thanks.

When did you notice the problem?
Thursday, June 13, 2024 at 11:00 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

Internal: 06/13/2024 12:37 PM UTC-04/ Joey Musaitef - updated agreement

06/13/2024 11:22 AM UTC-04/ Dalton Boothe - Added 1 G3 license, @jmusaitef

Resolution: 06/13/2024 12:37 PM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/13/2024 [11:12 AM - 11:21 AM]	CCH AIS	NC	Remote	Technician	0.15

Ticket# 37950
05/31/2024

Received message from Mr. Fred Taylor of Brightpoint Community College that he continues to get "UND
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

06/13/2024
Closed By: Andrew Blais

Discussion: 06/13/2024 11:22 AM UTC-04/ Dalton Boothe - Left VM for Fred

06/12/2024 8:32 AM UTC-04/ Dalton Boothe - Fred,

Good morning! Can you please try removing the autofill suggestion and typing it in manually?

Thanks,
Dalton Boothe

06/11/2024 3:25 PM UTC-04/ Dalton Boothe - Fred,

I see, can you try removing the autofill suggestion and typing it in manually?

Thanks,
Dalton Boothe

06/11/2024 10:51 AM UTC-04/ Hello Dalton, Typing the address manually has not been successful. Fred William (Fred) Taylor Director of Governmental and Administrative Services Brightpoint Community College Cell: 804-370-5076 emai
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Hello Dalton,

Typing the address manually has not been successful.

Fred

William (Fred) Taylor
Director of Governmental and Administrative Services
Brightpoint Community College
Cell: 804-370-5076

email: ftaylor@brightpoint.edu
brightpoint.edu

[cid:image001.png@01D89062.5FCE9B00]

06/11/2024 10:26 AM UTC-04/ Dalton Boothe - Fred,

Has typing it manually yielded different results?

Thanks,
Dalton Boothe

06/03/2024 11:57 AM UTC-04/ Dalton Boothe - Fred,

Gotcha, and has typing it manually yielded different results?

Thanks,
Dalton Boothe

06/03/2024 11:51 AM UTC-04/ Hello Dalton, I normally use autocomplete but have tried doing it manually. I have him listed in a contact group for the BCC Real Estate Foundation. I went back and checked the address to make sure it
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Hello Dalton,

I normally use autocomplete but have tried doing it manually. I have him listed in a contact group for the BCC Real Estate Foundation. I went back and checked the address to make sure it is correct. Thank you for your assistance.

Fred

William (Fred) Taylor
Director of Governmental and Administrative Services
Brightpoint Community College
Cell: 804-370-5076

email: ftaylor@brightpoint.edu
brightpoint.edu

[cid:image001.png@01D89062.5FCE9B00]

05/31/2024 9:49 AM UTC-04/ I did a message trace for ftaylor@brightpoint.edu for the last 7 days and of course didn't see anything to our CM but did see where he sent to myself and Nancy Bosher. I've attached the report. To be on the safe side, I entered him in the Sophos Allowed but am pretty sure that won't solve the issue. I see the very first part of the delivery failure indicates the address isn't in the right format but later down it does seem to resolve correctly.

05/31/2024 9:37 AM UTC-04/ Dalton Boothe - Fred,

Good morning! I just wanted to verify some info before recommending some steps to try. When sending to Doug are you using an autocomplete or are you typing out the address manually?

Thanks,
Dalton Boothe

Notes
Saw that the error received was Remote server returned '550 5.1.3 STOREDRV.Submit; invalid recipient address'
Checked O365
Verified that Doug's email was correct in the email
Lewis did a message trace and saw nothing
I sent a test a test and verified through Sophos it was delivered
Did some research on the error
Found the following thread
https://answers.microsoft.com/en-us/outlook_com/forum/all/the-format-of-the-email-address-isnt-correct/6f6beaa5-ebd5-4290-9a11-172c36095f69
Reaching out to Fred

05/31/2024 9:34 AM UTC-04/ Received message from Mr. Fred Taylor of Brightpoint Community College that he continues to get "UNDELIVERABLE" when attempting to send mail to our City Manager (Doug Smith - smithd@colonialheightsva.gov). He is able to send to me and to the City Manager's Assistant (Nancy Bosher). I am attaching the delivery response he receives. His contact info is:

William (Fred) Taylor
Director of Governmental and Administrative Services
Brightpoint Community College
Cell: 804-370-5076
email: ftaylor@brightpoint.edu
brightpoint.edu

When did you notice the problem?
Friday, May 31, 2024 at 9:34 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?
Anytime

Attachments:
invalid recipient.docx

Internal: 06/13/2024 11:25 AM UTC-04/ Dalton Boothe - Closing, 3 attempts no response.

06/05/2024 3:28 PM UTC-04/ Dalton Boothe - Waiting on additional info from Fred.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/13/2024 [11:22 AM - 11:24 AM]	CCH AIS	NC	Remote	Technician	0.03
Boothe, Dalton	05/31/2024 [9:37 AM - 10:06 AM]	CCH AIS	NC	Remote	Technician	0.48

Ticket# 38179
06/12/2024
by Dalton Boothe

Karen Epps is having issues signing into Munis
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter
Support

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

06/12/2024
Closed By: Andrew Blais

Discussion: 06/12/2024 11:26 AM UTC-04/ Hi Dalton,

I attempted to call from the number you left a voicemail. I apologize as I was in a meeting. Feel free to give me a call back at that number.

06/12/2024 11:26 AM UTC-04/ Dalton Boothe - Nicholas reached back out
Remoted into CH-MJ0963HV
Had her try signing into Office.com with her new password
Success
We then tried Munis
Had her manually type rather than using Autofill
Success
She updated her stored password
No further assistance requested
Marking complete

06/12/2024 10:32 AM UTC-04/ Dalton Boothe - Attempted to reach out to Nicholas
Left name and number in voicemail

06/12/2024 8:58 AM UTC-04/ Dalton Boothe - Nicholas,

We have received your voicemail but are a bit short staffed at the moment. I have put in a ticket and one of us will reach out when available.

Thanks,
Dalton Boothe

06/12/2024 8:57 AM UTC-04/ Dalton Boothe - Call back Nicholas Horton: 804-833-1938

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/12/2024 [11:26 AM - 11:33 AM]	CCH AIS	NC	Remote	Technician	0.12
Boothe, Dalton	06/12/2024 [10:32 AM - 10:34 AM]	CCH AIS	NC	Remote	Technician	0.03

Ticket# 38174
06/12/2024

Create G1 O365 license for Lily Zheng - AD Account has been created (zhengl)
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

06/12/2024
Closed By: Andrew Blais

Discussion: 06/12/2024 8:09 AM UTC-04/ Dalton Boothe - Liz,

Got the license added!

Thanks,
Dalton Boothe

Notes
Logged into O365
Verified the user was in the portal
Logged into AppRiver
Added 1 G1 license
Informing Liz

06/12/2024 7:49 AM UTC-04/ Create G1 O365 license for Lily Zheng - AD Account has been created (zhengl)

When did you notice the problem?
Wednesday, June 12, 2024 at 7:49 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

Internal: 06/12/2024 8:21 AM UTC-04/ Joey Musaitef - updated agreement

06/12/2024 8:20 AM UTC-04/ Dalton Boothe - Added 1 G1 license, @jmusaitef

Resolution: 06/12/2024 8:21 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	06/12/2024 [8:09 AM - 8:20 AM]	CCH AIS	NC	Remote	Technician	0.18

Ticket# 38150
06/11/2024

Please remove O365 license for Jordan Foster. Account has been disabled in AD.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

06/12/2024
Closed By: Andrew Blais

Discussion: 06/11/2024 8:46 AM UTC-04/ Javon Harper - Liz,

I have removed the license from Jordan Foster O365 account.

Thanks,
Javon Harper

Notes
Logged into O365
Signed user out of all sessions
Blocked sign in
Removed license from user

06/11/2024 8:24 AM UTC-04/ Please remove O365 license for Jordan Foster. Account has been disabled in AD.

When did you notice the problem?
Tuesday, June 11, 2024 at 8:24 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

Internal: 06/12/2024 8:16 AM UTC-04/ Joey Musaitef - updated agreement

Resolution: 06/12/2024 8:16 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/11/2024 [8:46 AM - 8:49 AM]	CCH AIS	NC	Remote	Technician	0.05

Ticket# 38140
06/10/2024

Please remote into Will Waldreps' laptop (CHPD72). We have uninstalled 365 - logged into Office.com
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

06/11/2024
Closed By: Andrew Blais

Discussion: 06/11/2024 11:20 AM UTC-04/ Javon Harper - Remoted into CHPD72)
Went to file Office accounts and updated user license
Restarted O365 apps and application was working properly
Recreated user Outlook profile and made sure emails updated
Informed Lewis that the issue is resolved
Closing ticket

06/11/2024 10:31 AM UTC-04/ I texted and haven't heard back but go ahead and try remoting in. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonial
This sender is trusted.

sophospsmartbannerend

I texted and haven't heard back but go ahead and try remoting in.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/11/2024 10:19 AM UTC-04/ Javon Harper - Lewis,

I am available now if he is not working on his device.

Thanks,
Javon Harper

06/11/2024 9:37 AM UTC-04/ I told him to leave it on and you all would remote in when you were available. If you want to let me know when you are able, I can send him a quick text. Thx. Lewis Archileti Director of Information T
This sender is trusted.

sophospsmartbannerend

I told him to leave it on and you all would remote in when you were available. If you want to let me know when you are able, I can send him a quick text.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/11/2024 9:16 AM UTC-04/ Javon Harper - Lewis,

Can I remote into the PC or do I need to reach out to the client first?

Thanks,
Javon Harper

06/10/2024 4:11 PM UTC-04/ Please remote into Will Waldreps' laptop (CHPD72). We have uninstalled 365 - logged into Office.com and reinstalled and it keeps saying it is an unlicensed product.

When did you notice the problem?
Monday, June 10, 2024 at 4:11 PM EDT

Is it preventing you from doing work?
Yes

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
Harper, Javon	06/11/2024 [11:20 AM - 11:45 AM]	CCH AIS	NC	Remote	Technician	0.42

Ticket# 38126 06/10/2024	**Please bump William Waldrep's (waldrepw@colonialheightava.gov) to a G3 license. Thanks.** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Portal Priority 3 - Medium Tier 1	06/10/2024 Closed By: Andrew Blais

Discussion: 06/10/2024 10:32 AM UTC-04/ Javon Harper - Lewis,

You are welcome!

Thanks,
Javon Harper

06/10/2024 10:27 AM UTC-04/ Thanks so much! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Javon Harper Sent: Monday, Ju
This sender is trusted.

sophospsmartbannerend

Thanks so much!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

06/10/2024 10:12 AM UTC-04/ Javon Harper - Lewis,

I have added 1 G3 to William Waldrep.

Thanks,
Javon Harper

Notes
Logged into AppRiver & O365
Added 1 G3 and removed 1 G1
Made sure made count correct in AppRiver

06/10/2024 9:08 AM UTC-04/ Please bump William Waldrep's (waldrepw@colonialheightava.gov) to a G3 license. Thanks.

When did you notice the problem?
Monday, June 10, 2024 at 9:07 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

Internal: 06/10/2024 10:46 AM UTC-04/ Joey Musaitef - updated agreement

06/10/2024 10:25 AM UTC-04/ Javon Harper - Added 1 G3 license and removed G1 license
@jmusaitef

Resolution: 06/10/2024 10:46 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/10/2024 [10:12 AM - 10:24 AM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 38067
06/05/2024

Create G1 account for Julianna Santini (santiniju) User will be assigned as a Fire Department Volun

Headquarter Support

City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

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

06/10/2024
Closed By: Andrew Blais

Discussion: 06/05/2024 9:40 AM UTC-04/ Javon Harper - Liz,

1 G1 license has been added to Julianna Santini.

Thanks,
Javon Harper

Notes
Logged into O365 Admin & Appriver
Added 1 G1 License to Julianna Santini

06/05/2024 9:21 AM UTC-04/ Create G1 account for Julianna Santini (santiniju)

User will be assigned as a Fire Department Volunteer.

When did you notice the problem?
Wednesday, June 5, 2024 at 9:21 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

Internal: 06/10/2024 8:27 AM UTC-04/ Joey Musaitef - updated agreement

06/05/2024 10:13 AM UTC-04/ Javon Harper - Added 1 G1 License
@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	06/05/2024 [9:40 AM - 10:13 AM]	CCH AIS	NC	Remote	Technician	0.09

Ticket# 38058
06/04/2024

Create G1 account for Aaron Peter (petera). AD account has been created. Thanks!
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

06/10/2024
Closed By: Andrew Blais

Discussion: 06/04/2024 4:03 PM UTC-04/ Javon Harper - Logged into Appriver
Added 1 G1 to Aaron Peter

06/04/2024 3:22 PM UTC-04/ Create G1 account for Aaron Peter (petera). AD account has been created.

Thanks!

When did you notice the problem?
Tuesday, June 4, 2024 at 3:22 PM 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

Internal: 06/10/2024 8:27 AM UTC-04/ Joey Musaitef - updated agreement

06/04/2024 4:16 PM UTC-04/ Javon Harper - Add 1 G1 Licence, @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	06/04/2024 [4:03 PM - 4:15 PM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 38052
06/04/2024

Please contact Karen Epps - 804-898-3002 - she is having problems with her desktop and e-mail.
City of Colonial Heights
Karen Epps
8048983002
eppsk@colonialheightsva.gov

Headquarter Support

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

06/06/2024
Closed By: Andrew Blais

Discussion: 06/06/2024 10:53 AM UTC-04/ Javon Harper - Called and left a VM for Karen to return my call

06/05/2024 10:20 AM UTC-04/ Javon Harper - Karen,

Please give me a call when you get a chance regarding your PC and email issue. I can be reached at 804 299 5085

Thanks,
Javon Harper

06/04/2024 3:12 PM UTC-04/ Javon Harper - Called and left a VM for Karen to return my call

06/04/2024 11:54 AM UTC-04/ Please contact Karen Epps - 804-898-3002 - she is having problems with her desktop and e-mail.

When did you notice the problem?
Tuesday, June 4, 2024 at 11:54 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?
Anytime

Internal: 06/06/2024 10:59 AM UTC-04/ Javon Harper - Karen informed me via email, the issue has been resolved
Closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/06/2024 [10:53 AM - 10:55 AM]	CCH AIS	NC	Remote	Technician	0.03
Harper, Javon	06/04/2024 [3:12 PM - 3:14 PM]	CCH AIS	NC	Remote	Technician	0.03

Ticket# 38012
06/03/2024
by Javon Harper

Debbie Lee Printer
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter Support

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

06/05/2024
Closed By: Andrew Blais

Discussion: 06/05/2024 2:58 PM UTC-04/ Javon Harper - Nicholas,

Yes it is the device cannot communicate with the PC

Thanks,
Javon Harper

06/05/2024 2:57 PM UTC-04/ Hi Javon,

Debbie's scanner is not working anymore now. Is that due to the printer being discontinued and issues with no drivers to reinstall/incompatable with Windows 11?

06/05/2024 12:02 PM UTC-04/ Javon Harper - Nicholas,

While looking for the driver we found the device is discontinued which would not let me download drivers and is most likely not compatible with Windows 11 since it was working on Windows 10.

Thanks,
Javon Harper

Notes
While troubleshooting this issue we tried to re add the printer which did not work
Install driver
While looking for the driver we found the device is discontinued which would not let me download drivers and is most likely not compatible with Windows 11 since it was working on Windows 10
User is setup to print to the mailroom printer in the mean time while Nick gets the printer replaced

06/04/2024 4:32 PM UTC-04/ Javon Harper - Nicholas,

I can schedule for 12pm

Thanks,
Javon Harper

06/04/2024 4:32 PM UTC-04/ Javon,

12 or 3 works for us. If you have another time as well, we can do our best to accomodate for that too. Let us know what works best for you.

Thanks,
Nick

06/04/2024 4:25 PM UTC-04/ Javon Harper - Nicholas,

Can We schedule a time to look at this issue tomorrow?

Thanks,
Javon Harper

06/04/2024 2:52 PM UTC-04/ Hey Javon, We were able to fix the monitor issue that was happening for Debbie. However, she is still having issue with her printer still. I tried to open the ticket you created but was unable to do s
Caution! This message was sent from outside your organization. Block sender

sophospsmartbannerend

Hey Javon,

We were able to fix the monitor issue that was happening for Debbie. However, she is still having issue with her printer still. I tried to open the ticket you created but was unable to do so.

Nicholas Horton
Financial Systems Analyst
City of Colonial Heights
Office: (804)-520-9264
Hortonn@colonialheightsva.gov

[A61221EF]

06/03/2024 10:16 AM UTC-04/ Javon Harper - Debbie Lee Printer

06/03/2024 10:16 AM UTC-04/ Javon Harper - Lewis,

Please give me a call when you get a chance regarding Debbie Le Monitors and electrical setup

Thanks,
Javon Harper

Notes
Worked with Nick to see if I can get the Monitors to work properly
I was able to see both monitors on my side but Nick stated he was unable to see the 2nd monitor in which it kept flickering
While onsite Friday I noticed a shortening in the electrical down where the power strip is located
The monitors are connected to a power strip that goes into the the power strip on the floor
Will reach out to Lewis to see if they can check the electrical in that office

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	06/05/2024 [12:02 PM - 12:18 PM]	CCH AIS	NC	Remote	Technician	0.13
Harper, Javon	06/03/2024 [10:16 AM - 10:40 AM]	CCH AIS	NC	Remote	Technician	0.40

Ticket# 38055
06/04/2024

Please contact Nancy Bosher at 804-520-9265 in the City Manager's Office about a computer issue she'
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

06/04/2024
Closed By: Andrew Blais

Discussion: 06/04/2024 2:53 PM UTC-04/ Dalton Boothe - Nancy reached back out
Remoted into CH-MGRADMINASST
She showed me the issue
There were mutiple CH-FILEBOX\Timesheets drives mapped
Remoted into CH-FILEBOX
Found the folder in question
There was just the one
Checked the DC
There was a GPO set to map it to authenticated users
I disconnected all the additional drives
Rebooted
Only the T: drive came back which matched the GPO
Informed her to let us know if they keep popping back up
No further assistance requested
Marking complete

06/04/2024 1:14 PM UTC-04/ Dalton Boothe - Attempted to reach out
Left name and number in voicemail

06/04/2024 1:04 PM UTC-04/ Please contact Nancy Bosher at 804-520-9265 in the City Manager's Office about a computer issue she's having.

When did you notice the problem?
Tuesday, June 4, 2024 at 1:04 PM 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
Boothe, Dalton	06/04/2024 [2:53 PM - 3:16 PM]	CCH AIS	NC	Remote	Technician	0.38
Boothe, Dalton	06/04/2024 [1:14 PM - 1:16 PM]	CCH AIS	NC	Remote	Technician	0.03

Ticket# 37901
05/28/2024

User (bornt) needs ProctorFree installed and able to run properly on her laptop Laptop - CH-6QT4Y3
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

06/04/2024
Closed By: Andrew Blais

Discussion: 06/04/2024 1:06 PM UTC-04/ Javon Harper - Liz,

Thank you !

Thanks,
Javon Harper

06/04/2024 1:03 PM UTC-04/ This issue has been resolved. Thanks!

06/04/2024 8:10 AM UTC-04/ Javon Harper - Liz,

Good Morning. Has this issue been resolved?

Thanks,
Javon Harper

05/28/2024 2:45 PM UTC-04/ Tatiana Humphrey - Remoted into CH-6QT4Y33
Was getting the lockdown error when trying to access the proctor exam software
Logged into Sophos but did not see that device under CH tenant
Checked a few other tenants but did not see as well
Working with team to see about scheduling Friday to uninstall and reinstall Sophos manually

05/28/2024 2:40 PM UTC-04/ Feel Free to remote into computer

05/28/2024 2:40 PM UTC-04/ User (bornt) needs ProctorFree installed and able to run properly on her laptop

Laptop - CH-6QT4Y33

I get a Sophos "Lockdown" message for malicious behavior and the connectivity test shuts down.

When did you notice the problem?
Tuesday, May 28, 2024 at 2:40 PM EDT

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
Sophos123.jpg, Computer.jpg

Internal: 05/31/2024 2:16 PM UTC-04/ Tatiana Humphrey - Onsite needs to be scheduled for Sophos removal and reinstallation.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	05/28/2024 [2:45 PM - 3:10 PM]	CCH AIS	NC	Remote	Technician	0.42

Ticket# 37875
05/27/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

06/03/2024
Closed By: Andrew Blais

Discussion: 06/03/2024 10:45 AM UTC-04/ Joey Musaitef - pulled numbers used for month of may emailed lewis numbers

closing ticket
This time entry is marked No Charge

05/27/2024 1:42 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 05/27/2024 1:42 AM UTC-04/

Resolution: 06/03/2024 10:45 AM UTC-04/ Joey Musaitef - pulled numbers used for month of may emailed lewis numbers

closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	06/03/2024 [10:45 AM - 11:00 AM]		NC	Remote	Technician	0.25

Ticket# 37672
05/15/2024
by Joey Musaitef

Order #1136: CCH PC REFRESH DESKTOP/LAPTOP
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

06/03/2024
Closed By: Joey Musaitef

Discussion: 05/31/2024 2:59 PM UTC-04/ Javon Harper - Travel From City of Colonial Heights

05/31/2024 8:28 AM UTC-04/ Javon Harper - Set up the following devices
CH-PW0A28KP, CH-GM0CSMVL, CH-GM0CSMVE, CH-GM0CSMVD
Made sure users data was backed up to one drive and filebox
Transferred bookmarks and passwords
installed teams, office , printers, drivers , vpn
made sure users was able to print

05/31/2024 8:01 AM UTC-04/ Javon Harper - Travel To City of Colonial Heights

05/22/2024 11:00 AM UTC-04/ Joey Musaitef - assist technicians with upgrading pc to pro.
ran into techinical errors
tried using multiple license keys
failed
did a hard reset on the pc and reinstall windows
pushed upgrade again
success
This time entry is marked No Charge

05/22/2024 8:31 AM UTC-04/ Javon Harper - The client has requested we set up a new machine.

05/22/2024 8:10 AM UTC-04/ Javon Harper - The workstation was 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.
Renamed the device to the client's preferred choice.
Placed a label on the workstation with device name.
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.
Asked client if they needed any additional software/apps installed during prep
Prepped CH-PW0A28KP, CH-GM0CSMVL, CH-GM0CSMVE

05/15/2024 12:45 PM UTC-04/ Joey Musaitef - CCH PC REFRESH DESKTOP/LAPTOP
Laptop is for Christina Sadler.
Desktops are for: Lori Callis Becca Lynch Debbie Lee

Internal: 05/29/2024 3:16 PM UTC-04/ Javon Harper - Worked on using MTX but no notes or communication were provided by JHarper.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/31/2024 [2:59 PM - 3:40 PM]	CCH AIS	NC	Travel	Technician	0.68
Harper, Javon	05/31/2024 [8:28 AM - 2:59 PM]	CCH AIS	NC	Onsite	Technician	6.52
Harper, Javon	05/31/2024 [8:01 AM - 8:28 AM]	CCH AIS	NC	Travel	Technician	0.45
Harper, Javon	05/29/2024 [12:15 PM - 3:16 PM]	CCH AIS	NC	Remote	Technician	0.93
Musaitef, Joey	05/22/2024 [11:00 AM - 1:00 PM]	CCH AIS	NC	Remote	Technician	2.00
Harper, Javon	05/22/2024 [8:10 AM - 3:53 PM]	CCH AIS	NC	Remote	Technician	7.26

Ticket# 37951
05/31/2024
by Tatiana Humphrey

Logan System Install
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/31/2024
Closed By: Andrew Blais

Discussion: 05/31/2024 2:18 PM UTC-04/ Tatiana Humphrey - Jill was able to resolve this issue—closing ticket.

05/31/2024 10:24 AM UTC-04/ Tatiana Humphrey - Jill reached back out stating she needed to try something else
Remoted back in and assisted but still giving issues
She will work on this issue and reach back out when needed

05/31/2024 9:57 AM UTC-04/ Tatiana Humphrey - Logan System Install

05/31/2024 9:57 AM UTC-04/ Tatiana Humphrey - Remoted into CH-MJ0ANHDE
Assisted Jill with installing image index for Logan as admin
Had to reset the public clerk password and had her test
Was giving error
She is reaching out to Logan for further assistance

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	05/31/2024 [10:24 AM - 10:37 AM]	CCH AIS	NC	Remote	Technician	0.22
Humphrey, Tatiana	05/31/2024 [9:57 AM - 10:18 AM]	CCH AIS	NC	Remote	Technician	0.35

Ticket# 37723
05/16/2024
by Dalton Boothe

Issues with WiFi
City of Colonial Heights
Brook Hopper
8045209333
hopperb@colonialheightsva.gov

Headquarter
Support

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

05/31/2024
Closed By: Andrew Blais

Discussion: 05/30/2024 10:05 AM UTC-04/ Dalton Boothe - Arrived onsite
Began to look into the APs
Used the WiFi Man app to attempt to identify how far AP coverage went
It was pulling unknown Mac addresses
Kyle stated I could track this in the Sophos portal
He noticed even staying in one spot my connection was jumping to different APs
I started by dropping the TX of all the APs
I was able to get a rough idea of coverage
Continued adjusting and monitoring coverage
The adjusted settings are below
AP1
[image]
AP2
[image]
AP3
[image]
AP4
[image]
AP5
[image]
AP6
[image]
Verified that quality of connections was high in various locations of the Library
Informed Brook
They are going to monitor and inform us if there are any further issues
Marking complete
Left site

05/30/2024 9:26 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

05/23/2024 12:09 PM UTC-04/ Yes, that would be amazing. I'll pass on the message! Brook Hopper (they/he) Colonial Heights Public Library Digital Resources Specialist & Junior Supervisor (804) 520-9384 (ext: 1003) From: Dalto

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

sophospsmartbannerend

Yes, that would be amazing. I'll pass on the message!

Brook Hopper (they/he)

Colonial Heights Public Library

Digital Resources Specialist & Junior Supervisor

(804) 520-9384 (ext: 1003)
[image]

05/22/2024 9:50 AM UTC-04/ Dalton Boothe - Brook,

I think we have a plan of action to try. Would it be okay for me to come out next Thursday at 10am to work on this some more?

Thanks,
Dalton Boothe

Notes
Draft email to Brook

05/22/2024 8:18 AM UTC-04/ Dalton Boothe - Andrew requested I look into the strength settings
Took a look
They were all set at 100%
There was not an option for Sophos to auto set the strength
Got with Kyle to see about how to change this setting
He stated he would not do it remotely
Stated to go out and do each AP one by one to determine coverage needs
Verifying scheduling with the Team

05/21/2024 4:17 PM UTC-04/ Dalton Boothe - Drafted message to Andrew and Marissa to see about the Acrylic laptop

05/21/2024 3:53 PM UTC-04/ Hey Dalton, Thanks for checking in! Things the past few days have seemed to be going alright, but just now our CH-Library network seems to have potentially gone down. It isn't working on my iPhon

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

sophospsmartbannerend

Hey Dalton,

Thanks for checking in! Things the past few days have seemed to be going alright, but just now our CH-Library network seems to have potentially gone down. It isn't working on my iPhone or any of our Meta Quest devices. Not sure if this is related to what we discussed or another issue.

Brook Hopper (they/he)

Colonial Heights Public Library

Digital Resources Specialist & Junior Supervisor

(804) 520-9384 (ext: 1003)
[image]

05/20/2024 2:05 PM UTC-04/ Dalton Boothe - Brook,

Just checking in, how has the WiFi been since we were out there?

Thanks,
Dalton Boothe

05/17/2024 8:45 AM UTC-04/ Dalton Boothe - Assisted Kyle onsite
Tried multiple Kindles and employee phones
All connected to the WiFi
Guest's phones connecting as well
Took time to create a rough map of AP location
Will take this and see if we can reinstate the Acrylic license to get an idea of noise in the areas as they are relatively close to each other

05/17/2024 8:30 AM UTC-04/ Kyle Newman - Was looking into this issue for Dalton.

After poking around a bit I don't see any flags of misconfiguration on the SSID. I do see events pretty consistently on "high data packet retries" and auto channel changing the channels.

I did point this out to Dalton and recommend that we maybe try to statically configure the channels and TX power to optimize the network and hopefully reduce or remove these events from being triggered.

We did some testing with devices but where unable to reproduce the issue they have been experiencing. We thought we might have reproduced it on one but the HB was yellow and after a reboot it worked fine.

I recommended that Dalton stay onsite to try to find a device experiencing the issue so we can investigate further, but at the moment the only issues identified is the "high data packet retries".

05/17/2024 7:46 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

05/16/2024 2:05 PM UTC-04/ Dalton Boothe - Brook,

I am taking a look on the back end real quick to see if there are any issues. I will give you a call shortly.

Thanks,
Dalton Boothe

05/16/2024 2:04 PM UTC-04/ Dalton Boothe - Issues with WiFi

05/16/2024 2:03 PM UTC-04/ Dalton Boothe - Looked into this issue
Nothing found
Kyle assisted
Headed onsite tomorrow morning

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	05/30/2024 [10:05 AM - 12:42 PM]	CCH AIS	NC	Onsite	Technician	2.62
Boothe, Dalton	05/30/2024 [9:26 AM - 10:05 AM]	CCH AIS	NC	Travel	Technician	0.65
Boothe, Dalton	05/22/2024 [9:50 AM - 9:51 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	05/22/2024 [8:18 AM - 9:39 AM]	CCH AIS	NC	Remote	Technician	1.11
Boothe, Dalton	05/21/2024 [4:17 PM - 4:23 PM]	CCH AIS	NC	Remote	Technician	0.10
Boothe, Dalton	05/17/2024 [8:45 AM - 11:38 AM]	CCH AIS	NC	Onsite	Technician	2.88
Newman, Kyle	05/17/2024 [8:30 AM - 10:11 AM]	CCH AIS	NC	Remote	Technician	1.68
Boothe, Dalton	05/17/2024 [7:46 AM - 8:45 AM]	CCH AIS	NC	Travel	Technician	0.98
Boothe, Dalton	05/16/2024 [2:03 PM - 3:10 PM]	CCH AIS	NC	Remote	Technician	1.12

Ticket# 37849
05/23/2024

resources for our Virtual Environment
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/28/2024
Closed By: Andrew Blais

Discussion: 05/23/2024 11:20 AM UTC-04/ Ray Fulk - I began looking over the PDF that Lewis sent, and see the following system requirements:

I went into vSphere to see if the current servers met these standards:
ERPAPP - 8 CPUs, 80 GB RAM, 2,785 GB storage
ERPSTRUCT - 4 CPUs, 24 GB RAM, 200 GB storage
ERPCONTENT - 4 CPUs, 32 GB RAM, 225 GB storage
ERPEXWEB - 2 CPUs, 16 GB RAM, 150 GB storage
There are enough resources to add where ERPCONTENT and ERPEXWEB fall a little behind the recommendations. These servers are on Windows Server 2016, and Tyler recommends Server 2022, as well as SQL server 2022. If they want to stand up new servers alongside the existing ERP servers, they may not have the resources for that since they frequently run low on storage in the ERP datastore/SAN volume.
I called Lewis and we discussed this for a bit. I let him know that while there is still available CPU and RAM if they want to stand up four new VMs for ERP alongside the existing ones, they would need to purchase more storage in order to run the new servers alongside the existing ones. In addition, they would need to purchase licenses for Server 2022 and SQL 2022. I will keep this open until EOB Friday in case there are any further questions.

05/23/2024 11:04 AM UTC-04/ Can someone please give me a call regarding available resources for our Virtual Environment? See attached PDF from Tyler regarding our financial servers. We are looking at going SAAS but are doing a cost comparison to self-hosted. Thx.

When did you notice the problem?
Thursday, May 23, 2024 at 11:03 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

Attachments:
2024-05-17 - City of Colonial Heights, VA.pdf

Internal: 05/28/2024 1:00 PM UTC-04/ Ray Fulk - I kept this open in case there were any further questions, and will go ahead and close it.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	05/23/2024 [11:20 AM - 11:39 AM]	CCH AIS	NC	Remote	Technician	0.32

Ticket# 37797
05/21/2024

test signal for AP 25
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

05/31/2024
Closed By: Andrew Blais

Discussion: 05/28/2024 11:06 AM UTC-04/ Tatiana Humphrey - Liz,

I see no issue as well. Let me know if you need anything else from our end.

Thanks,
Tatiana Humphrey

05/28/2024 10:09 AM UTC-04/ The device was taken down from the closet this morning, which is causing the offline.

They're looking at the booster listed in this link - any reason to not move forward that you can see? I think it should work fine for their needs.

https://ring.com/products/eero-6-router

05/28/2024 8:50 AM UTC-04/ Tatiana Humphrey - Hey Liz,

I examined the weekend's data for the camera and found that the signal strength is fluctuating at unstable levels. It seems that an incident earlier this morning may have caused it to go offline. Installing a booster is advisable.

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos
Looked over the signal strength for the weekend
Noted it running consistent between about -64dmb and noted a drop this morning to -88dbm

05/28/2024 8:37 AM UTC-04/ Good Morning, Can you check the connection from over the weekend for us? Thanks!

05/24/2024 8:27 AM UTC-04/ Okay, let's check again Tuesday to see how it does over the holiday weekend. Thank you!

05/23/2024 4:18 PM UTC-04/ Tatiana Humphrey - Hey Liz,

I located the device and observed that only data from today is available, with no record of previous connections within the last 7 days. The signal strength data for today appears consistent without any drops since this morning. The absence of data prior to this morning suggests the device may not have been establishing any connections during that period.

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos
Looked for the device and again and noted it
Did not note any signal data for the last 7 days only starting this morning
Noted the signal strength pretty consistent on the data shown today

05/23/2024 2:56 PM UTC-04/ It's connected to Fire_Devices

05/22/2024 11:56 AM UTC-04/ Tatiana Humphrey - Hey Liz,

So I looked through the online and offline devices but did not see that Mac address listed with any device. What SSID is the device connected to?

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos
Went to devices and looked through all connected and offline devices and did not note that Mac address
Aslo looked through each AP near that area and did not see that device

05/22/2024 11:29 AM UTC-04/ 64:9A:63:2D:5E:2D

Let me know if you need anything else.

05/21/2024 9:33 AM UTC-04/ Tatiana Humphrey - Morning Liz,

Can you send me the IP address or Mac address of the camera please?

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos
Went to AP 25
Attempted to find the camera b in devices but did not see
Will see about getting IP or mac address

05/21/2024 9:03 AM UTC-04/ Can you test the signal for AP 25? It's located in the bay of Fire Station 1 and we've installed a ring camera in a closet approximately 15-20 feet away through a concrete wall that is having difficulty staying connected. We're thinking it's going to need a booster of some kind but wanted to verify the signal first.

Thanks!

When did you notice the problem?
Tuesday, May 21, 2024 at 9:03 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
Humphrey, Tatiana	05/28/2024 [8:50 AM - 9:06 AM]	CCH AIS	NC	Remote	Technician	0.27
Humphrey, Tatiana	05/23/2024 [4:18 PM - 4:38 PM]	CCH AIS	NC	Remote	Technician	0.33
Humphrey, Tatiana	05/22/2024 [11:56 AM - 12:13 PM]	CCH AIS	NC	Remote	Technician	0.28
Humphrey, Tatiana	05/21/2024 [9:33 AM - 9:43 AM]	CCH AIS	NC	Remote	Technician	0.17

Ticket# 37720
05/16/2024
by Cari Grafton

Server Access for 3rd Party Vendor
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/28/2024
Closed By: Andrew Blais

Discussion: 05/28/2024 10:19 AM UTC-04/ Dalton Boothe - Attempted to reach out to Lewis
Left name and number in voicemail

05/23/2024 1:21 PM UTC-04/ Dalton Boothe - Hey Lewis,

Just wanted to check in, how would you like me to proceed with this ticket? Does the 3rd party need access to these servers still?

Thanks,
Dalton Boothe

Notes
Draft follow up email

05/21/2024 9:34 AM UTC-04/ Dalton Boothe - Hey Lewis,

Just checking in, how should I proceed with this ticket?

Thanks,
Dalton Boothe

05/16/2024 3:32 PM UTC-04/ Ok. Thanks. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ma

This sender is trusted.

sophospsmartbannerend

Ok. Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/16/2024 3:31 PM UTC-04/ Marissa Binck - Hey Lewis,

This is regarding the SharePoint site build out. If you need further information or details please reach out to Cari and she can better explain the relationships.

Thanks,
Marissa Binck

05/16/2024 3:08 PM UTC-04/ Dalton, Who is Velavan Senthil? I'm not familiar with Velavan or Rithitech. Thx. Lewis Archileti Director of Information Technology City of Colonial Heights,

This sender is trusted.

sophospsmartbannerend

Dalton,

Who is Velavan Senthil?

I'm not familiar with Velavan or Rithitech.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/16/2024 1:51 PM UTC-04/ Dalton Boothe - Lewis,

Cari informed us that Velavan needed admin access to INTRANETBOX and CH-FILEBOX, we came up with 2 ways to proceed and want to know your thoughts, either A.) Create domain admin account, downside being this gives them domain admin access or B.) Create local admin accounts only on the needed servers. Please let me know your thoughts.

Thanks,
Dalton Boothe

Notes
Spoke with the team about the best way to limit admin access to 2 devices
We decided local accounts may be the way to go
Asking Lewis how to proceed

05/16/2024 1:44 PM UTC-04/ Cari Grafton - Velavan Senthil
senthil@rithitech.com
Will need admin access to the following servers:
INTRANETBOX
CH-FILEBOX
Please alert him directly once access has been created to confirm he can access. This access is temporary, please allow him 2 weeks to scope his project before removing the admin account.

Internal: 05/28/2024 10:24 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	05/28/2024 [10:19 AM - 10:24 AM]	CCH AIS	NC	Remote	Technician	0.08
Boothe, Dalton	05/23/2024 [1:21 PM - 1:22 PM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	05/16/2024 [1:51 PM - 1:59 PM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 37864
05/24/2024

Can you please ensure that user Brad Owens (owensb) is able to send emails to the Fire_EMS_Career an
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

05/28/2024
Closed By: Andrew Blais

Discussion: 05/28/2024 10:09 AM UTC-04/ Working now. We can close this case.

05/28/2024 9:07 AM UTC-04/ Tatiana Humphrey - Morning Liz,

Yes please have the user test once more.

Thanks,
Tatiana Humphrey

05/28/2024 8:38 AM UTC-04/ Good Morning - Should we do another test message to see if this has been resolved?

05/24/2024 2:47 PM UTC-04/ Still doesn't seem to be working. The following message is what he forwarded me after he sent it. Another user within the group did not receive anything.

Brad Owens
804-543-5511

Begin forwarded message:

From: Brad Owens <owensb@colonialheightsva.gov>
Date: May 24, 2024 at 2:19:31 PM EDT
To: Fire & EMS Volunteers <Fire&EMSVolunteers@colonialheightsva.gov>
Subject: Test 2

--_000_04E9FAF8845741C5B17673818256DF97colonialheightsvagov_
Content-Type: text/plain; charset="utf-8"
Content-Transfer-Encoding: base64

VGVzdCAyDQoNCkJyYWQgT3dlbnMNCjgwNC01NDMtNTUxMQ0K

--_000_04E9FAF8845741C5B17673818256DF97colonialheightsvagov_
Content-Type: text/html; charset="utf-8"
Content-ID: <963674879D75BD42B1238D947B15DC4D@colonialheightsva.gov>
Content-Transfer-Encoding: base64

PGh0bWw+DQo8aGVhZD4NCjxtZXRhIGh0dHAtZXF1aXY9IkNvbnRlbnQtVHlwZSIgY29udGVudD0i
dGV4dC9odG1sOyBjaGFyc2V0PXV0Zi04Ij4NCjwvaGVhZD4NCjxib2R5IGRpcj0iYXV0byI+DQo8
ZGl2IGRpcj0ibHRyIj48L2Rpdj4NClRlc3QgMg0KPGRpdj48YnIgaWQ9ImxpbmVCcmVha0F0QmVn
aW5uaW5nT2ZTaWduYXR1cmUiPg0KPGRpdiBkaXI9Imx0ciI+PHNwYW4gc3R5bGU9ImZvbnQtc2l6
ZTogMTdwdDsgYmFja2dyb3VuZC1jb2xvcjogcmdiYSgyNTUsIDI1NSwgMjU1LCAwKTsiPkJyYWQg
T3dlbnM8L3NwYW4+DQo8ZGl2PjxzcGFuIHN0eWxlPSJmb250LXNpemU6IDE3cHQ7IGJhY2tncm91
bmQtY29sb3I6IHJnYmEoMjU1LCAyNTUsIDI1NSwgMCk7Ij44MDQtNTQzLTU1MTE8L3NwYW4+PC9k
aXY+DQo8L2Rpdj4NCjwvZGl2Pg0KPC9ib2R5IGRpPg0KPC9odG1sPg0K

--_000_04E9FAF8845741C5B17673818256DF97colonialheightsvagov_--

05/24/2024 11:53 AM UTC-04/ Tatiana Humphrey - Liz,

Can you have him test again please?

Thanks,
Tatiana Humphrey

05/24/2024 11:48 AM UTC-04/ Tatiana Humphrey - Shadowed Ray as he applied permissions through the AD
Asking Liz to have user test

05/24/2024 11:27 AM UTC-04/ Ray Fulk - Tatiana asked me to look into this. I did some checking and found that we needed to add Brad's DN to the authOrig attribute for the Fire&EMSVolunteers distribution group in Attribute Editor. I used the Get-ADUser cmdlet to get that DN, then added that in Active Directory Users and Computers. From there, I then ran the Start-ADSyncSyncCycle cmdlet to sync the changes to Microsoft 365, and confirmed that Brad showed as as specified sender there. I then went into the Fire_EMS security group (which is the mail-enabled Fire_EMS_Career group in Exchange) and made the same changes there.

05/24/2024 10:59 AM UTC-04/ Tatiana Humphrey - Ran a message trace and noted the error between the user and group
Did research on the error and needed to give permissions but unable due to it being synced in the AD
Looked int he AD to see if I could give permissions there but did not see
Reaching out to team for further assistance

05/24/2024 10:35 AM UTC-04/ Yes, there are multiple users able to send to those groups. Examples would be Kristopher Pawlick and David Kissner

05/24/2024 10:33 AM UTC-04/ Tatiana Humphrey - Liz,

Are any other users able to send to those groups?

Thanks,
Tatiana Humphrey

05/24/2024 10:22 AM UTC-04/ He receives no error message or kick back saying that the email was not sent. It just doesn't.

05/24/2024 9:29 AM UTC-04/ Tatiana Humphrey - Morning Liz,

Users should be able to send emails to those groups. What happens when he tries to send an email to those accounts?

Thanks,
Tatiana Humphrey

Notes
Looked into office admin
Users in those groups should be able to send emails to that group

05/24/2024 9:10 AM UTC-04/ Can you please ensure that user Brad Owens (owensb) is able to send emails to the Fire_EMS_Career and Fire&EMSVolunteers? He is listed in the group but needs permissions to send emails as well. Thanks!

When did you notice the problem?
Friday, May 24, 2024 at 9:10 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
Humphrey, Tatiana	05/24/2024 [11:48 AM - 11:56 AM]	CCH AIS	NC	Remote	Technician	0.13
Fulk, Ray	05/24/2024 [11:27 AM - 11:53 AM]	CCH AIS	NC	Remote	Technician	0.43
Humphrey, Tatiana	05/24/2024 [10:59 AM - 11:21 AM]	CCH AIS	NC	Remote	Technician	0.37
Humphrey, Tatiana	05/24/2024 [9:29 AM - 9:42 AM]	CCH AIS	NC	Remote	Technician	0.22

Ticket# 37859
05/23/2024

People are reporting they are receiving rejected messages when sending e-mail to sadlerc@colonialhei
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/29/2024
Closed By: Andrew Blais

Discussion:

05/24/2024 2:20 PM UTC-04/ Thanks. We didn't catch that. Have a good weekend. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colo

This sender is trusted.

sophospsmartbannerend

Thanks. We didn't catch that.

Have a good weekend.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On May 24, 2024, at 2:04 PM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

05/24/2024 1:49 PM UTC-04/ Tatiana Humphrey - Lewis,

I looked in the print GUI and noted her email was set up as .com. I am switching to .gov and if you can test when you get a chance and let me know if it works.

Thanks,
Tatiana Humphrey

Notes
Logged into the DC and printer GUI
Went to logs and noted the test scan but did not see error
Looked in the address book at her profile and noted her email was showing

Changing to .gov and will have him test

05/24/2024 1:43 PM UTC-04/ 10.100.200.210 Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov On May 24, 2024, at 12:10 PM,

This sender is trusted.

sophospsmartbannerend

10.100.200.210

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On May 24, 2024, at 12:10 PM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

05/24/2024 12:09 PM UTC-04/ Tatiana Humphrey - Lewis,

Whats the IP or sending address for that printer?

Thanks,
Tatiana Humphrey

05/24/2024 9:13 AM UTC-04/ I think they're mostly external. An example would be the one I sent you the other day from Sheila Miner in Henrico with that PDF attachment. Sheila got the error message that it was not delivered, but

This sender is trusted.

sophospsmartbannerend

I think they're mostly external. An example would be the one I sent you the other day from Sheila Miner in Henrico with that PDF attachment. Sheila got the error message that it was not delivered, but Tina actually received it plus I went into the copy room yesterday And use the copier to scan and try to email her a document and she never got it. I did a message trace on it and didn't even see where it would've gone to her and I was looking for the address of that printer the canon 5670 I think but got sidetracked and never really got to , try to trace it as a sent message from there.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On May 24, 2024, at 8:41 AM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

05/24/2024 8:17 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

I looked into Sadlerc account and all outgoing emails are showing delivered with no issue within Sophos and Microsoft. Can you send over a rejection email users are getting? Are these users on the ch domain or external?

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos and checked outgoing mail from that address from last week or so
Did not note any issue and all messages stated delivered
Logged into office admin and ran a message trace from that acccount
All outgoing messaged from account showing delivered with no error

05/23/2024 4:48 PM UTC-04/ People are reporting they are receiving rejected messages when sending e-mail to sadlerc@colonialheightsva.gov but she is receiving the e-mails. Also, she is unable to receive scanned e-mails from the Canon Printer at City Hall. Not sure if the two are related.

When did you notice the problem?
Thursday, May 23, 2024 at 4:48 PM 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
Humphrey, Tatiana	05/24/2024 [1:49 PM - 2:03 PM]	CCH AIS	NC	Remote	Technician	0.23
Humphrey, Tatiana	05/24/2024 [8:17 AM - 8:40 AM]	CCH AIS	NC	Remote	Technician	0.38

Ticket# 37691
05/15/2024
by Marissa Binck

Rob Perez Shepherds Stadium, issues getting devices laptops connected.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/24/2024
Closed By: Andrew Blais

Discussion: 05/23/2024 9:02 AM UTC-04/ Javon Harper - Lewis,

I have not been able to get in contact with Mike Parks

Thanks,
Javon Harper

05/21/2024 10:04 AM UTC-04/ Javon Harper - Called and left VM for Mike Parks to return my call

05/21/2024 9:15 AM UTC-04/ Javon Harper - Called rob to get more information on the issue and was told to call Mike Parks 804 248 8413 at 10am

05/15/2024 3:04 PM UTC-04/ Marissa Binck - Rob Perez Shepherds Stadium, issues getting devices laptops connected. 480-487-7514

Internal: 05/24/2024 12:25 PM UTC-04/ Javon Harper - Duplicate 37613

05/21/2024 9:23 AM UTC-04/ Javon Harper - Give Mike Parks 804 248 8413 a call after 10am

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/21/2024 [10:04 AM - 10:06 AM]	CCH AIS	NC	Remote	Technician	0.03

Harper, Javon	05/21/2024 [9:15 AM - 9:22 AM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 37613 05/14/2024	**Lewis and Liz – The Chili Peppers staff that utilize an office inside the main office at recreatio** City of Colonial Heights Liz Gegenheimer 8045209333 gegenheimerl@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Portal Do Not Respond Tier 1	05/24/2024 Closed By: Andrew Blais

Discussion: 05/24/2024 12:23 PM UTC-04/ Tatiana Humphrey - Worked with Mike to try and get him on the CH-employee email
Was cont. to give error
Assisted with setting him on CH-IT
Ensured he could access

05/23/2024 8:58 AM UTC-04/ Tatiana Humphrey - Reached out again to Mike to assist
Left VM

05/21/2024 1:41 PM UTC-04/ Tatiana Humphrey - Left VM for Mike

05/17/2024 1:24 PM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

05/17/2024 12:00 PM UTC-04/ Dalton Boothe - Arrived onsite
Met with Rob
He lead me to the office where the users were having issues
Started on the first Mac
Entered the credentials given
Connected
Did this to 2 other Macs
There was a WIndows device
Attempted to connect using the same credentials
Failed
Got a message "can't connect to this network"
Tried using a different account
Same issue
Tested connected to my hotspot
Success
Rebooted device
Once it came back up tried to connect
Same issue
Looked into the Switch
Nothing found
Connected user to CH-IT
Verified that all was good to go
Left site

05/17/2024 11:39 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

05/17/2024 10:42 AM UTC-04/ Marissa Binck - Rob Perez needs update or additional support. Best number: 480-487-7514

05/16/2024 2:09 PM UTC-04/ Tatiana Humphrey - Reached out
Left vm

05/14/2024 9:17 AM UTC-04/ Tatiana Humphrey - Reached out to Recs and Parks and spoke with Craig
He was unfamiliar with exactly is happening when trying to connect
He will have someone else reach out when available

05/14/2024 9:12 AM UTC-04/ Morning Tatiana – You may want to give the Parks & Rec office a call and see if they're able to describe to you what is going on. 804-520-9224 Thanks, Liz
From: Tatiana

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

sophospsmartbannerend

Morning Tatiana –

You may want to give the Parks & Rec office a call and see if they're able to describe to you what is going on.

804-520-9224

Thanks,
Liz

05/14/2024 8:36 AM UTC-04/ Tatiana Humphrey - Morning Liz,

What is happening when they attempt to log in? Are these CH employees with a domain account?

Thanks,
Tatiana Humphrey

05/14/2024 8:18 AM UTC-04/ Lewis and Liz –

The Chili Peppers staff that utilize an office inside the main office at recreation department and stadium area are unable to sign on to the employee WIFI. Specifically, it seems to only affect those using HP or Dell devices. Please advise.

Thanks

Craig R. Skalak
Director of Recreation & Parks
City of Colonial Heights
P.O. Box 3401
Colonial Heights, VA 23834
(804) 520-9224

When did you notice the problem?
Tuesday, May 14, 2024 at 8:18 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
Humphrey, Tatiana	05/24/2024 [12:23 PM - 12:52 PM]	CCH AIS	NC	Remote	Technician	0.48
Humphrey, Tatiana	05/23/2024 [8:58 AM - 9:04 AM]	CCH AIS	NC	Remote	Technician	0.10
Humphrey, Tatiana	05/21/2024 [1:41 PM - 1:46 PM]	CCH AIS	NC	Remote	Technician	0.08
Boothe, Dalton	05/17/2024 [1:24 PM - 2:32 PM]	CCH AIS	NC	Travel	Technician	1.13
Boothe, Dalton	05/17/2024 [12:00 PM - 1:24 PM]	CCH AIS	NC	Onsite	Technician	1.40
Boothe, Dalton	05/17/2024 [11:39 AM - 12:01 PM]	CCH AIS	NC	Travel	Technician	0.37
Humphrey, Tatiana	05/16/2024 [2:09 PM - 2:18 PM]	CCH AIS	NC	Remote	Technician	0.15
Humphrey, Tatiana	05/14/2024 [9:17 AM - 9:28 AM]	CCH AIS	NC	Remote	Technician	0.18
Humphrey, Tatiana	05/14/2024 [8:36 AM - 8:39 AM]	CCH AIS	B	Remote	Technician	0.05

Ticket# 37833
05/22/2024

I have an e-mail from our old Finance Director who is now with Henrico. She sent an e-mail with a s
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/22/2024
Closed By: Marissa Binck

Discussion: 05/22/2024 11:29 AM UTC-04/ Thank you. I had Sheila send me the e-mail with the same attachment and received it. Thanks again. Lewis Lewis Archileti Director of Information Technology City

This sender is trusted.

sophospsmartbannerend

Thank you. I had Sheila send me the e-mail with the same attachment and received it.

Thanks again.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/22/2024 11:02 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

It appears the email was declined and removed because of an authentication issue. However, I did notice another email exchanged between them that went through successfully with the same header. This makes me wonder if she received that one. Im thinking that the original email's attachment and multiple CC'd users might have triggered the rejection.

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos email security
Looked into the attached email and noted it was rejected due to authentication failure
I noted a successful email being sent from tina@henrico and sheila
I noted on the rejected email lots of CC users and an attachment which may have prompted that rejection

05/22/2024 10:44 AM UTC-04/ I have an e-mail from our old Finance Director who is now with Henrico. She sent an e-mail with a small attachment to our new Finance Director and it was rejected. I'm attaching the rejection message she received. I've also asked her what type of attachment it was. Are you able to look to see the reason for the rejection?
Thx

When did you notice the problem?
Wednesday, May 22, 2024 at 10:44 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

Attachments:
sheila email.docx

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	05/22/2024 [11:02 AM - 11:19 AM]	CCH AIS	NC	Remote	Technician	0.28

Ticket# 37829
05/22/2024

Please create a G1 license and mailbox for a new Communications Employee: Hailey Banes - banesh@col
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/22/2024
Closed By: Marissa Binck

Discussion: 05/22/2024 9:27 AM UTC-04/ Javon Harper - Lewis,

I have added the G1 to Hailey Banes email account.

Thanks,
Javon Harper

05/22/2024 9:14 AM UTC-04/ Javon Harper - Logged into O365 Admin & AppRiver
Added 1 G1 license to Hailey Banes account
No further action needed
Issue resolved

05/22/2024 9:03 AM UTC-04/ Please create a G1 license and mailbox for a new Communications Employee:

Hailey Banes - banesh@colonialheightsva.gov

Already entered in AD.

When did you notice the problem?
Wednesday, May 22, 2024 at 9:03 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

Internal: 05/22/2024 10:35 AM UTC-04/ Joey Musaitef - update agreement

05/22/2024 9:26 AM UTC-04/ Javon Harper - Added 1 G1 License

Resolution: 05/22/2024 10:35 AM UTC-04/ Joey Musaitef - update agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/22/2024 [9:14 AM - 9:25 AM]	CCH AIS	NC	Remote	Technician	0.18

Ticket# 37493
05/08/2024
by Dalton Boothe

Brian Sanders with Logan needs VPN password reset
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/22/2024
Closed By: Marissa Binck

Discussion: 05/21/2024 4:05 PM UTC-04/ Dalton Boothe - Closing due to lack of response.

05/21/2024 4:02 PM UTC-04/ Dalton Boothe - Attempted to reach out to Brian
Left name and number in voicemail

05/20/2024 2:15 PM UTC-04/ Dalton Boothe - Drafted email to Brian to try signing in again

05/16/2024 10:45 AM UTC-04/ Dalton Boothe - Drafted email to Brian to try signing in again

05/15/2024 8:33 AM UTC-04/ Dalton Boothe - Logged into the firewall to check the time
It appears to be fast
Checked with Ray to verify this would not break anything
Verified DNS settings looked good
Set time to pre-determined NTP server
Verified settings took
Will have Brian try again

05/13/2024 8:27 AM UTC-04/ Dalton Boothe - Drafted email to Brian to schedule a remote session

05/10/2024 8:03 AM UTC-04/ I will be out of the office beginning April 5th and returning April 9th. I will be monitoring e-mail during my absence. Thanks. Lewis Archileti City of Colonail Heights, VA Director, Informat

This sender is trusted.

sophospsmartbannerend

I will be out of the office beginning April 5th and returning April 9th. I will be monitoring e-mail during my absence. Thanks.

Lewis Archileti
City of Colonail Heights, VA
Director, Information Technology
(804) 520-9309
www.colonialheightsva.gov

05/10/2024 7:59 AM UTC-04/ Dalton Boothe - Lewis,

A

Thanks,
Dalton Boothe

Notes
Drafted email to Brian

05/08/2024 9:46 AM UTC-04/ Dalton Boothe - Brian Sanders with Logan needs VPN password reset

05/08/2024 9:46 AM UTC-04/ Dalton Boothe - Brian Sanders reached out
Stated he was trying to sign into the VPN but his password would not take
Verified his account was active
Verified with Lewis I could reset this password
Reset the password and provided to Brian in an encrypted email
He tried to sign in
Failed
Noticed 2FA was set up
He stated he did not have it added
Removed the issued token
Had him set it up
Tried again
Failed
Tried different Authenticator app
Failed
Tried Intercept X authentication
Failed
Tried to remove the key and readd
Failed
Created case 07346048 with Sophos

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	05/21/2024 [4:02 PM - 4:04 PM]	CCH AIS	NC	Remote	Technician	0.03
Boothe, Dalton	05/20/2024 [2:15 PM - 2:16 PM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	05/16/2024 [10:45 AM - 10:46 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	05/15/2024 [8:33 AM - 9:08 AM]	CCH AIS	NC	Remote	Technician	0.55
Boothe, Dalton	05/13/2024 [8:27 AM - 8:28 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	05/10/2024 [7:59 AM - 8:00 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	05/08/2024 [9:46 AM - 10:42 AM]	CCH AIS	NB	Remote	Technician	0.93

Ticket# 37311
04/30/2024

Attempting to add Circuit Court Employees to the All Employees E-Mail group. Group is managed thru A
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/23/2024
Closed By: Marissa Binck

Discussion: 05/21/2024 2:35 PM UTC-04/ Thanks. I just sent a test e-mail and will let you know. Thanks again for all of your help! Lewis Archileti Director of Information Technology City of Colonial Height

This sender is trusted.

sophospsmartbannerend

Thanks. I just sent a test e-mail and will let you know.

Thanks again for all of your help!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/20/2024 4:49 PM UTC-04/ Tatiana Humphrey - Hey Lewis,

Ok, I created that email group for you. It is called Employees (External) and the email address is employees2@colonialheightsva.gov. I just added Stacy Stafford so you can test and then you will have permission to add users as needed. Let me know if any issues or concerns.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Created a distro group names employees2
Added Stacy to test
Will have Lewis test and he can add members as needed

05/20/2024 4:10 PM UTC-04/ Yes Please if we could. Thank you! Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www

This sender is trusted.

sophospsmartbannerend

Yes Please if we could.

Thank you!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/20/2024 4:07 PM UTC-04/ Tatiana Humphrey - Hey Lewis,

Just checking in to verify if you want to move forward with making that separate employee group for external contacts or leave as is?

Thanks,
Tatiana Humphrey

05/17/2024 2:49 PM UTC-04/ Tatiana Humphrey - Lewis,

Ok just want to confirm you are ok with us creating a separate employees group just for those external users?

Thanks,
Tatiana Humphrey

05/17/2024 2:19 PM UTC-04/ No one reported receiving the last attempt. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.col

This sender is trusted.

sophospsmartbannerend

No one reported receiving the last attempt.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/17/2024 2:11 PM UTC-04/ Tatiana Humphrey - Hey Lewis,

Just checking in to see if you heard anything back. If this does not work, our next suggestion is to create a similar employees group in 365 and add those contacts there.

Thanks,
Tatiana Humphrey

05/14/2024 9:38 AM UTC-04/ Tatiana Humphrey - Hey Lewis,

I created Ashley a guest user account and sent an invitation for collaboration. Once she accepts I would like to try sending a test email again. Please let her know to be on the lookout of a Microsoft invitation email on our behalf.

Thanks,
Tatiana Humphrey

Notes
Worked on creating a guest user in Entra for Ashley Pardoe
Sent invite link for guest access
Will see if she received link

05/08/2024 9:54 AM UTC-04/ Good Morning, I just checked with CC and Ashley Pardoe did not receive the test message. Also deitze is no longer with the courts I found out. Thx.
Lewis Archileti

This sender is trusted.

sophospsmartbannerend

Good Morning,

I just checked with CC and Ashley Pardoe did not receive the test message. Also deitze is no longer with the courts I found out.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/07/2024 5:24 PM UTC-04/ Sure. Will send out a test in the morning and see if it works. Thanks again. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520

This sender is trusted.

sophospsmartbannerend

Sure. Will send out a test in the morning and see if it works.

Thanks again.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/07/2024 3:10 PM UTC-04/ Tatiana Humphrey - Hey Lewis,

I am testing adding Ashley Pardoe (apardoe@vacourts.gov) and Elizabeth Dietz (edietz@vacourts.gov). Can I have you test again and let me know?

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Tried running a message trace from employees to the emails but unable to run trace
Added a few more contacts to test

05/07/2024 9:16 AM UTC-04/ I still have not heard back Stacy Stafford. I did ask Chelsea and she did not receive the e-mail I sent out to the Employee Group.

05/03/2024 10:24 AM UTC-04/ Tatiana Humphrey - Hey Lewis,

Were you able to send a test email to the employees group?

Thanks,
Tatiana Humphrey

05/01/2024 10:58 AM UTC-04/ Tatiana Humphrey - Hey Lewis,

Yes, you will be able to add them as needed. Just want to test before adding all of them.

Thanks,
Tatiana Humphrey

05/01/2024 9:42 AM UTC-04/ Yes. Thank you. I'm out this morning for a Drs appt so will give it try when I get in. Is the is something where I can add additional users? Thanks. Lewis A.Archileti Director of Informati

This sender is trusted.

sophospsmartbannerend

Yes. Thank you. I'm out this morning for a Drs appt so will give it try when I get in. Is the is something where I can add additional users?

Thanks.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On May 1, 2024, at 9:18 AM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

05/01/2024 8:57 AM UTC-04/ Tatiana Humphrey - Hey Lewis,

So I created an OU in the AD called contacts and put Stacy Stafford and Chelsea Murrell as the contact users. I was able to add them to the Employees' group that way. Can you send a test email to the employees' group to see if they receive anything, please?

Thanks,
Tatiana Humphrey

Notes
Worked on creating a contacts OU in the AD
Added a few contacts from vacourts
Added them to the employees group
Will have Lewis test

04/30/2024 11:29 AM UTC-04/ Tatiana Humphrey - Looked and researched adding users to mailing groups
Reaching out to the team for further assistance

04/30/2024 11:07 AM UTC-04/ Hi Tatiana, Yes. We have the Courts people set up as contacts. I would like to include them in the employees group in AD. I'm pretty sure at some point, we ne

This sender is trusted.

sophospsmartbannerend

Hi Tatiana,

Yes.

We have the Courts people set up as contacts.

[image]

I would like to include them in the employees group in AD.

[image]

[image]
I'm pretty sure at some point, we need to create these groups in the Exchange Admin.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/30/2024 10:40 AM UTC-04/ Tatiana Humphrey - Hey Lewis,

So just want to clarify you want to add users from the Circuit Court OU in the AD to the Employees Mailing group?

Thanks,
Tatiana Humphrey

Notes
Remoted into the DC
Looked into adding the Circuit court accounts to the all employees email group
Did not run into any issue adding employees

04/30/2024 9:48 AM UTC-04/ Attempting to add Circuit Court Employees to the All Employees E-Mail group. Group is managed thru AD not thru Exchange Admin. Circuit Court employees have State E-mail. Before, we created contacts and were able to include them. What is the best way to include them in the all employees list without actually creating city e-mail addresses.

When did you notice the problem?
Tuesday, April 30, 2024 at 9:48 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
Humphrey, Tatiana	05/20/2024 [4:49 PM - 5:03 PM]	CCH AIS	NC	Remote	Technician	0.23
Humphrey, Tatiana	05/14/2024 [9:38 AM - 10:15 AM]	CCH AIS	NC	Remote	Technician	0.62
Humphrey, Tatiana	05/07/2024 [3:10 PM - 3:27 PM]	CCH AIS	NC	Remote	Technician	0.28
Humphrey, Tatiana	05/01/2024 [8:57 AM - 9:16 AM]	CCH AIS	NC	Remote	Technician	0.32
Humphrey, Tatiana	04/30/2024 [11:29 AM - 11:46 AM]	CCH AIS	NC	Remote	Technician	0.28
Humphrey, Tatiana	04/30/2024 [10:40 AM - 10:52 AM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 37788
05/21/2024
by Brandon Walcott

[MEDIUM] Alert for Sophos Central [City of Colonial Heights]: Device Encryption is suspended
City of Colonial Heights
Laure Hahn
8044510245
hahnl@colonialheightsva.gov

Headquarter
Support

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

05/21/2024
Closed By: Marissa Binck

Discussion: 05/21/2024 10:45 AM UTC-04/ Javon Harper - Remoted into CH-CA0256
Logged into Proactive admin account
Applied Sophos Encryption and rebooted device verified on device and in portal the device is showing healthy and encrypted
Issue resolved closing ticket

05/21/2024 10:25 AM UTC-04/ Javon Harper - Laure,

Please give me a call when you get a chance regarding your PC. We received an alert stating your device encryption was suspended. I can be reached at 804 299 5085.

Thanks,
Javon Harper

05/21/2024 7:23 AM UTC-04/ Brandon Walcott - Sophos Central Event Details for City of Colonial Heights
What happened: Device Encryption is suspended
Where it happened: CH-CA0256
User associated with device: Laure Hahn
How severe it is: Medium
What Sophos has done so far: We haven't taken any action. You need to fix this issue.
What you need to do: Check the device and make sure that it is encrypted and that BitLocker is working as expected. If you've stopped or suspended Device Encryption then you can ignore this alert.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/21/2024 [10:45 AM - 10:58 AM]	CCH AIS	NC	Remote	Technician	0.22

Ticket# 37790
05/21/2024
by Brandon Walcott

Disk - D: Drive Space Critical-ERPAPP (4153) - ERPAPP- Failure
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/28/2024
Closed By: Andrew Blais

Discussion: 05/21/2024 10:10 AM UTC-04/ Thanks for the heads up. Contacting Tyler to ask them to shrink the DB again. Thank you! Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, V

This sender is trusted.

sophospsmartbannerend

Thanks for the heads up. Contacting Tyler to ask them to shrink the DB again.

Thank you!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/21/2024 7:40 AM UTC-04/ Brandon Walcott - Lewis,

Good morning, we have received an alert stating that the D drive on the ERPAPP server has below 50GB of storage left. I've checked the server and I see that currently there is only 28GB of space left. I know in the past you have been able to get with Tyler Support to have them clear up space, would you be able to reach out to them again for this?

Thanks,
Brandon Walcott

05/21/2024 7:36 AM UTC-04/ Brandon Walcott - Disk - D: Drive Space Critical-ERPAPP(4153) FAILED on City of Colonial Heights\COLHGTS Servers\ERPAPP for Disk - D: Drive Space Critical-ERPAPP(4153) is under 50GB of free space.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 37762
05/20/2024

Assign microsoft license to new user (webbj) Should have online account only.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

05/21/2024
Closed By: Marissa Binck

Discussion: 05/20/2024 9:40 AM UTC-04/ Tatiana Humphrey - Morning Liz,

A G1 license has been applied to that account. Let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Did not see any available license
Logged into appriver
Added G1 license
Applied it to account

05/20/2024 9:32 AM UTC-04/ Assign microsoft license to new user (webbj)

Should have online account only.

When did you notice the problem?
Monday, May 20, 2024 at 9:32 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

Internal: 05/20/2024 4:21 PM UTC-04/ Joey Musaitef - update agreement
05/20/2024 9:53 AM UTC-04/ Tatiana Humphrey - 1 G1 license added

Resolution: 05/20/2024 4:21 PM UTC-04/ Joey Musaitef - update agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	05/20/2024 [9:40 AM - 9:52 AM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 37733
05/17/2024

We are in the process of rebuilding the ShieldWare Server (currently 10.100.201.20) and are using th
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/17/2024
Closed By: Marissa Binck

Discussion:

05/17/2024 2:31 PM UTC-04/ Thank you Ray! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ray

This sender is trusted.

sophospsmartbannerend

Thank you Ray!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/17/2024 2:30 PM UTC-04/ Ray Fulk - Lewis,

It said it had formatted the disk when I mounted it, but just in case, I went back in and formatted it again, so it should let you copy the files over now.

Thank you,
Ray Fulk

05/17/2024 2:26 PM UTC-04/ Ray, Are you still working on this? When I go in I see the below. I didn't want to interrupt anything. Lewis Archileti Director of Information Technology City of Colonial He

This sender is trusted.

sophospsmartbannerend

Ray,

Are you still working on this? When I go in I see the below. I didn't want to interrupt anything.

[image]

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/17/2024 2:18 PM UTC-04/ Thanks so much Ray! Have a great weekend! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www

This sender is trusted.

sophospsmartbannerend

Thanks so much Ray! Have a great weekend!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/17/2024 2:06 PM UTC-04/ Ray Fulk - Lewis,

I went in and added a new 200GB virtual hard disk, and mounted it as the E: drive on ShieldApp.

Thank you,
Ray Fulk

Notes
I went in and checked the ShieldApp VM. The OS disk is on the CAD_HDD datastore, which has 1.07TB remaining. However, I don't want to shrink that any further, as vSphere is already warning about the space. I created a new 200GB virtual hard disk on the ADMIN_HDD datastore instead.
I logged into the ShieldApp server and mounted this new disk as the E: drive. Closing ticket.

05/17/2024 11:16 AM UTC-04/ If we are adding to the current C Drive, please add an addition 100GB if possible. If adding a VHD, can it be 200GB. Thx.

05/17/2024 9:21 AM UTC-04/ We are in the process of rebuilding the ShieldWare Server (currently 10.100.201.20) and are using the ShieldApp Server in the Virtual Environment (10.100.201.21). The hard drive space is set at 99.5GB and it doesn't give us enough space to load the software, data and pictures. Can we please add additional space to the C drive or add a VHD for the data? When the build is complete, we will be downing the CHPDSVR1 (201.20) and changing the IP of 201.21 to .20.
Thx.

When did you notice the problem?
Friday, May 17, 2024 at 9:21 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
Fulk, Ray	05/17/2024 [2:06 PM - 2:16 PM]	CCH AIS	NC	Remote	Technician	0.17

Ticket# 37728
05/16/2024
by William McCauley

Microsoft Entra Connect Sync errors detected
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

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: 05/17/2024 1:40 PM UTC-04/ Tatiana Humphrey - Sync no longer showing error

05/17/2024 8:11 AM UTC-04/ Tatiana Humphrey - Logged into office admin
Looked at the specific sync errors
Logged into the DC
Made changes to the duplicate proxy address causing sync error
Will wait for next sync to confirm success

05/16/2024 10:23 PM UTC-04/ William McCauley - (Alert email in attachments)

Microsoft Entra Connect Sync errors detected

You’re receiving this email because we have detected a critical alert on your Microsoft Entra Connect service for errors that occurred while data was while synchronizing between your on-premises active directory and your Microsoft Entra ID.

Title:
Sync errors detected on your Microsoft Entra Connect service

Last export time:May 17, 2024 0:25 UTC

Error count: 2 sync errors at the time of last export time as mentioned above

Service: colonialheightsva.onmicrosoft.com

Tenant: City of Colonial Heights

Report: To get latest details, see Sync Error Report.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	05/17/2024 [8:11 AM - 8:26 AM]	CCH AIS	NC	Remote	Technician	0.25

Ticket# 37464
05/07/2024

Panasonic FZ-55 assigned to Fire Department / screen blinking and not able to use start menu. Called
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

05/17/2024
Closed By: Marissa Binck

Discussion: 05/16/2024 1:05 PM UTC-04/ Afternoon, I'm going to take care of this laptop. This case can be closed.

05/15/2024 10:52 AM UTC-04/ Tatiana Humphrey - Hey Liz,

Working on getting this scheduled out. Want to confirm what version of Windows is compatible with those devices, if any data will need to be transferred, and if any special software will need to be re-installed?

Thanks,
Tatiana Humphrey

05/08/2024 8:42 AM UTC-04/ Tatiana Humphrey - Greetings,

I will be out of offiice 5/8/2024-5/13/2024. If you need immediate assistance please enter a ticket through our client portal or contact pim helpdesk for support. Thank you!

Best Regards,
Tatiana Humphrey

05/08/2024 8:42 AM UTC-04/ Good Morning, Let's move forward with wiping the computer. Thanks, Liz From: Tatiana Humphrey Sent: Tuesday, May 7, 2024 4:18 PM To: Liz Gegenheimer Subject: Ticket#37464/CCH001

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

sophospsmartbannerend

Good Morning,

Let's move forward with wiping the computer.

Thanks,
Liz

05/07/2024 4:18 PM UTC-04/ Tatiana Humphrey - Liz,

I reached out to Sophos to see about getting a scan complete on that device but since it is not installed on those devices we cannot perform scans. Let me know if you would like to move forward with rewiping.

Thanks,
Tatiana Humphrey

05/07/2024 2:54 PM UTC-04/ Tatiana Humphrey - Found the device in question DESKTOP-C906HNG
Went to start a scan but noted not in Sophos
Sent message to mdr team to see if scan can be ran

05/07/2024 1:33 PM UTC-04/ 0KTTA85975 Thanks, Liz From: Tatiana Humphrey Sent: Tuesday, May 7, 2024 11:58 AM To: Liz Gegenheimer Subject: Ticket#37464/CCH001/Panasonic FZ-55 assigned to Fire Department / screen

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0KTTA85975

Thanks,
Liz

05/07/2024 11:57 AM UTC-04/ Tatiana Humphrey - Morning Liz,

Is there a serial number on the device? I see you are logged into multiple devices offline there.

Thanks,
Tatiana Humphrey

05/07/2024 11:12 AM UTC-04/ I'm the last logged in user. I can't see the device name. Thanks, Liz From: Tatiana Humphrey Sent: Tuesday, May 7, 2024 10:41 AM To: Liz Gegenheimer Subject: Ticket#37464/CCH001/Panaso

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I'm the last logged in user. I can't see the device name.

Thanks,
Liz

05/07/2024 10:33 AM UTC-04/ Tatiana Humphrey - Morning Liz,

What is the name of the device or last logged in user?

Thanks,
Tatiana Humphrey

Notes
Looked for the requested devie
Did not see device in question

05/07/2024 10:22 AM UTC-04/ Panasonic FZ-55 assigned to Fire Department / screen blinking and not able to use start menu. Called Heartland support this morning and requested we run malware scan or reimage device / they believe it may be causing problem.

When did you notice the problem?
Tuesday, May 7, 2024 at 10:22 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
Humphrey, Tatiana	05/15/2024 [10:52 AM - 10:59 AM]	CCH AIS	NC	Remote	Technician	0.12
Humphrey, Tatiana	05/07/2024 [2:54 PM - 3:10 PM]	CCH AIS	B	Remote	Technician	0.27
Humphrey, Tatiana	05/07/2024 [10:33 AM - 10:40 AM]	CCH AIS	B	Remote	Technician	0.12

Ticket# 37696
05/15/2024

Enable H.Scott Whirley acct
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/16/2024
Closed By: Marissa Binck

Discussion: 05/16/2024 8:45 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

I have reenabled that account got H.Scott Whirley. Please let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Worked on getting requested account back enabled
Added available G1 license

05/15/2024 4:13 PM UTC-04/ A few weeks ago, I requested we delete the e-mail for H.Scott Whirley (whirleys@colonialheightsva.gov) be deleted. The PD has requested his mailbox be recreated so he can continue to monitor his mail as he is helping with departmental projects. If we could please give him a G1 license that would be great. I also believe his account is locked.

When did you notice the problem?
Wednesday, May 15, 2024 at 4:12 PM 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
Humphrey, Tatiana	05/16/2024 [8:45 AM - 8:54 AM]	CCH AIS	NC	Remote	Technician	0.15

Ticket# 37669
05/15/2024

Attempting to set up ring camera on Fire_devices or CH-IT wifi and unable to connect.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

05/15/2024
Closed By: Marissa Binck

Discussion: 05/15/2024 1:55 PM UTC-04/ Javon Harper - Walked Liz through finding the MAC Address
Logged into Sophos and added the MAC address for the Ring Camera(64:9A:63:2D:5E:2D)
Liz confirmed she was able to connect to Fire_Devices
And Continue Setup

05/15/2024 12:18 PM UTC-04/ Javon Harper - Liz,

What is the MAC address of the Ring camera?

Thanks,
Javon Harper

05/15/2024 11:17 AM UTC-04/ Attempting to set up ring camera on Fire_devices or CH-IT wifi and unable to connect.

When did you notice the problem?
Wednesday, May 15, 2024 at 11:17 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/15/2024 [1:55 PM - 2:10 PM]	CCH AIS	NC	Remote	Technician	0.25

Ticket# 37589
05/13/2024

HP Color Laserjet printer lagging
City of Colonial Heights
Jeri-Ann Tomlin
8045209316
tomlinj@colonialheightsva.gov

Headquarter
Support

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

05/15/2024
Closed By: Marissa Binck

Discussion: 05/15/2024 9:16 AM UTC-04/ Dalton Boothe - Jeri-Ann,

Glad I could help! Please don't hesitate to let one of us know if there are any further issues. Hope you have a great day!

Thanks,
Dalton Boothe

05/15/2024 8:39 AM UTC-04/ Hey Dalton, It seems to be working fine. I haven't had any issues since you reinstalled the driver. Thanks so much for all of your help! Jeri-Ann Jeri-Ann F. Tomlin Se

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Hey Dalton,

It seems to be working fine. I haven't had any issues since you reinstalled the driver. Thanks so much for all of your help!

Jeri-Ann

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

05/15/2024 8:32 AM UTC-04/ Dalton Boothe - Jeri-Ann,

Good morning! How is the printer acting since we reinstalled the driver? Any issues?

Thanks,
Dalton Boothe

05/14/2024 9:31 AM UTC-04/ Dalton Boothe - Reached out to Jeri-Ann
Remoted into CH-JERIANN238
Reinstalled the printer driver
Rebooted the device to complete the device set up
Once back up I verified the printer was set up
Had her test printing
Success
Having her monitor

05/13/2024 1:08 PM UTC-04/ Dalton Boothe - Attempted to reach back out to Jeri
Was informed she was out to lunch
Will try again around 1:30

05/13/2024 11:57 AM UTC-04/ I'm getting the same error message as what I attached to my initial portal message. Then about 3-4 minutes later, it prints the attached. Jeri-Ann F. Tomlin Senior Paralegal/Deputy City C

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

sophospsmartbannerend

I'm getting the same error message as what I attached to my initial portal message. Then about 3-4 minutes later, it prints the attached.

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

From: Jeri-Ann Tomlin

Sent: Monday, May 13, 2024 11:49 AM

To: ProActive Support <helpdesk@proactive-info.com>

Subject:RE: Service Ticket #37589/has been submitted to the support team

It is doing it again.

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

05/13/2024 11:49 AM UTC-04/ It is doing it again. Jeri-Ann F. Tomlin Senior Paralegal/Deputy City Clerk FOIA Officer City Attorney's Office City of Colonial Heights 201 James Avenue Colonial Heights, VA 23834 Telephone (8

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sophospsmartbannerend

It is doing it again.

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

05/13/2024 11:20 AM UTC-04/ Dalton Boothe - Reached out to Jeri
Remoted into CH-JERIANN238
Readded the printer through HP Smart
Tested
Seemed to be working better
Jeri is going to monitor
Leaving ticket open for the time being

05/13/2024 10:18 AM UTC-04/ I have an HP Color Laserjet printer #MFP M480 that Lewis installed not long ago. It is directly connected to my desktop (not wireless). It has been very slow to print anything (usually 1-2 minutes), but now it is giving me error messages about data being unexpectedly interrupted and all data may not have been received.

When did you notice the problem?
Friday, May 10, 2024 at 10:17 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?
Anytime

Attachments:
20240513_095741.jpg

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	05/14/2024 [9:31 AM - 9:45 AM]	CCH AIS	NC	Remote	Technician	0.23
Boothe, Dalton	05/13/2024 [1:08 PM - 1:11 PM]	CCH AIS	NC	Remote	Technician	0.05
Boothe, Dalton	05/13/2024 [11:20 AM - 11:28 AM]	CCH AIS	NB	Remote	Technician	0.13

Ticket# 37605
05/13/2024
by Ray Fulk

D: Drive on ERPCONTENT Running Low on Space
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/14/2024
Closed By: Marissa Binck

Discussion: 05/14/2024 10:49 AM UTC-04/ Ray Fulk - Lewis,

I have gone in and added an extra 25 GB to that disk to expand it to 125 GB total.

Thank you,
Ray Fulk

Notes
I logged into vSphere and confirmed that this virtual disk was on the ERP_SSD datastore. I should be able to add 25 GB without issue to that disk, so I went in and did that. While I was logged into vSphere, I saw the self-signed host certificates for 10.100.200.182 and 10.100.200.196 were due to expire soon, so I renewed those.
I then logged into ERPCONTENT and expanded the D: drive to fill the added space. While I was logged in, I ran Disk Cleanup against the C: drive to free up some extra space there as well.
Closing ticket.

05/14/2024 9:45 AM UTC-04/ Good morning Ray. We had Tyler take a look at that drive and they were able to clean it up just a little. They deleted one gigabyte but they recommended we go ahead and increase the space. If you don'

This sender is trusted.

sophospsmartbannerend

Good morning Ray. We had Tyler take a look at that drive and they were able to clean it up just a little. They deleted one gigabyte but they recommended we go ahead and increase the space. If you don't mind taking care of that and whatever you think is best for right now on the. Thanks.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On May 13, 2024, at 1:07 PM, Ray Fulk <helpdesk@proactive-info.com> wrote:

05/13/2024 1:06 PM UTC-04/ Ray Fulk - Lewis,

Good afternoon, I saw an alert that the D: drive on ERPCONTENT was running low on space, so I checked to see if there was anything I could remove. Nothing jumped out at me, because this is the application drive on that server and I'm not familiar with the software installed. I wanted to see if Tyler Support could check on this as well to identify anything that could be cleaned up, or let us know if we need to expand that drive.

Thank you,
Ray Fulk

05/13/2024 1:04 PM UTC-04/ Ray Fulk - The D: drive on ERPCONTENT has 3 GB free out of 100 GB total. I checked earlier to see if there was anything to clean up, but I couldn't identify anything, so I'm going to reach out to Lewis to see if Tyler Support can check.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	05/14/2024 [10:49 AM - 11:15 AM]	CCH AIS	NC	Remote	Technician	0.43

Ticket# 37590
05/13/2024

List of spam email addresses that need to be blocked: sixteennumerals3@yahoo.com mpoxmonitor2023@ya
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

05/13/2024
Closed By: Marissa Binck

Discussion: 05/13/2024 11:53 AM UTC-04/ Thank you! Liz From: Dalton Boothe Sent: Monday, May 13, 2024 10:47 AM To: Liz Gegenheimer Subject: Ticket#37590/CCH001/List of spam email addresses that need to be blocked: sixteennumerals3@y

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

sophospsmartbannerend

Thank you!

Liz

05/13/2024 10:39 AM UTC-04/ Dalton Boothe - Liz,

It appears that most of these were added to the block list yesterday. I verified they were all there, should be good to go!

Thanks,
Dalton Boothe

Notes
Logged into Sophos
It appeared that most of these entries were already blocked yesterday
Verified they were blocked
Informing Liz

05/13/2024 10:21 AM UTC-04/ patrick.green215@yahoo.com

05/13/2024 10:19 AM UTC-04/ Climatetrack2100@yahoo.com

Patrick.green225@yahoo.com

Patrick.green212@yahoo.com

Neptunesecondlast2022@yahoo.com

Seventeencharacters4@yahoo.com

Bettervalue1977@yahoo.co.uk

Patrick.green226@yahoo.com

Mproxmonitor2023@yahoo.com

05/13/2024 10:19 AM UTC-04/ List of spam email addresses that need to be blocked:

sixteennumerals3@yahoo.com
mpoxmonitor2023@yahoo.com
patrick.green225@yahoo.com

When did you notice the problem?
Monday, May 13, 2024 at 10:19 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
Boothe, Dalton	05/13/2024 [10:39 AM - 10:46 AM]	CCH AIS	NB	Remote	Technician	0.12

Ticket# 37438
05/06/2024
by Javon Harper

Printer Setup at fire station 2
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

05/10/2024
Closed By: Andrew Blais

Discussion: 05/09/2024 8:25 AM UTC-04/ Please see attached. Thanks, Liz From: Dalton Boothe Sent: Tuesday, May 7, 2024 3:57 PM To: Liz Gegenheimer Subject: Ticket#37438/CCH001/Printer Setup at fire station 2 -- has been updated &n

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

sophospsmartbannerend

Please see attached.
Thanks,
Liz

05/07/2024 3:52 PM UTC-04/ Dalton Boothe - Liz,

Looks like all is good over there, I was curious as to if there was a list of users to add to the address book? I can handle this remote, I just need a list if possible.

Thanks,
Dalton Boothe

Notes
Drafting email to Liz

05/07/2024 1:09 PM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

05/07/2024 11:51 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with Battalion Chief Eric Albert
He informed me that scan to email was just slow on the printer
Stated it would take up to 10mins for an email to come in
Did a test
Checked Sophos and O365 message logs
Nothing found
Updated Scan to Email settings to point to O365 and the scanner email
Ran a test
Still nothing
Turned POP off and changed POP before SMTP time to 0
Tried again
Emails came through
Took around 2-3 minutes
Verified with Eric all was good to go
He also asked that I take a look at the Day Room display
Stated they have it hooked to the TV but no pictures is coming through
It was connected via HDMI
Verified all connections secure
Tried the HDMI cord on my laptop
Failed
Tried a known working port on the TV
Success
Moved the cable back to the HDMI to DP adapter on the desktop
No picture
Swapped the adapter
Success
Left the adapter in place
Had one of the firefighters help me decide what they wanted to move around so they can use all of their originally plugged up equipment
Renamed ports on the TV Input menu accordingly
No further assistance requested
Marking complete

05/07/2024 11:06 AM UTC-04/ Dalton Boothe - Liz,

I'm headed that way now! 40min ETA.

Thanks,
Dalton Boothe

05/07/2024 11:06 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

05/06/2024 3:29 PM UTC-04/ Please make sure scan to email function is working correctly and not listed as a spam email. Also, if there is a way to easily upload contacts into the address book it would be appreciated as well.

Thanks!

05/06/2024 11:07 AM UTC-04/ Javon Harper - Printer Setup at fire station 2

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	05/07/2024 [3:52 PM - 3:57 PM]	CCH AIS	NC	Remote	Technician	0.08
Boothe, Dalton	05/07/2024 [1:09 PM - 2:10 PM]	CCH AIS	NC	Travel	Technician	1.02
Boothe, Dalton	05/07/2024 [11:51 AM - 1:10 PM]	CCH AIS	NC	Onsite	Technician	1.32
Boothe, Dalton	05/07/2024 [11:06 AM - 11:51 AM]		NC	Travel	Technician	0.75

Ticket# 37492
05/08/2024
by Dalton Boothe

Issues with Day Room computer display
City of Colonial Heights
Eric Albert
8044510084
alberte@colonialheightsva.gov

Headquarter
Support

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

05/10/2024
Closed By: Andrew Blais

Discussion: 05/08/2024 9:28 AM UTC-04/ Dalton Boothe - Issues with Day Room computer display

Internal: 05/08/2024 9:38 AM UTC-04/ Dalton Boothe - Used 1 HDMI to DP adapter, @jmusaitef

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 37457
05/07/2024

Please create an e-mail and G3 account for Abigail Smith. She is with the Police Department as the n
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/08/2024
Closed By: Andrew Blais

Discussion: 05/07/2024 9:45 AM UTC-04/ Tatiana Humphrey - Lewis,

I have added a G3 license to Abigail's account. Please let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Noted no more G3 available
Added a new one via appriver and waited for it to update
Added the available license to Abigail account

05/07/2024 9:23 AM UTC-04/ smitha@colonialheightsva.gov

05/07/2024 9:23 AM UTC-04/ Please create an e-mail and G3 account for Abigail Smith. She is with the Police Department as the new Crime Analyst and will start Wednesday, May 8th. Her credentials have already been created in AD.

When did you notice the problem?
Tuesday, May 7, 2024 at 9:22 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

Internal: 05/08/2024 9:37 AM UTC-04/ Joey Musaitef - updated agreement

05/07/2024 10:41 AM UTC-04/ Tatiana Humphrey - 1- G3 added

Resolution: 05/08/2024 9:37 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	05/07/2024 [9:45 AM - 10:04 AM]	CCH AIS	NC	Remote	Technician	0.32

Ticket# 37456
05/07/2024

I've been asked again - can you please verify that our data from the Patriot Server located in the A
City of Colonial Heights
Lewis Archileti
8045209333
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/08/2024
Closed By: Andrew Blais

Discussion: 05/08/2024 8:46 AM UTC-04/ Javon Harper - Lewis,

You are welcome!

Thanks,
Javon Harper

05/08/2024 8:46 AM UTC-04/ Thanks Javon! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From

This sender is trusted.

sophospsmartbannerend

Thanks Javon!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/08/2024 8:04 AM UTC-04/ Javon Harper - Lewis,

I logged into Veeam on CH-Backup and verified that CH-Assessor & CH-FINAPP are backing up daily. The last successful back up was on 5/7/24. Please let me know if you require any additional information.

Thanks,
Javon Harper

Notes
Remoted into CH-Backup
Logged into Veeam to make sure CH-Assessor & CH-FINAPP was backing up successfully
CH-Assessor & CH-FINAPP are backup daily at 6pm
Checked the status of the backups
Servers was successfully backed up 5/7/24

05/07/2024 9:10 AM UTC-04/ I've been asked again - can you please verify that our data from the Patriot Server located in the Assessor's office is being backed up at least daily. Also can you verify the data from our old Legacy Pentamation Server is being backed-up regularly? These are 2 critical servers and I am constantly asked to ensure they are being backed-up and included an the disaster recovery. Thanks.

When did you notice the problem?
Tuesday, May 7, 2024 at 9:10 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
Harper, Javon	05/08/2024 [8:04 AM - 8:19 AM]	CCH AIS	NC	Remote	Technician	0.25

Ticket# 37427
05/06/2024

User (Brad Owens) should be able to send emails to the following groups : Communications, Fire & EMS
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

05/07/2024
Closed By: Andrew Blais

Discussion: 05/06/2024 11:24 AM UTC-04/ Javon Harper - Added Brad to Communications & Fire & EMS Volunteer

05/06/2024 8:27 AM UTC-04/ Javon Harper - Liz,

The only group listed the user is added to is Fire & EMS Career. Would you like me to add the user to Communications & Fire & EMS Volunteer?

Thanks,
Javon Harper

Notes
Logged into O365 Admin and located user
the only group listed the user is added to is Fire & EMS Career

05/06/2024 8:22 AM UTC-04/ User (Brad Owens) should be able to send emails to the following groups : Communications, Fire & EMS Career, Fire & EMS Volunteer. Could someone verify that he should be able to do this?

Thanks!

When did you notice the problem?
Monday, May 6, 2024 at 8:22 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
Harper, Javon	05/06/2024 [11:24 AM - 11:33 AM]	CCH AIS	NC	Remote	Technician	0.15
Harper, Javon	05/06/2024 [8:27 AM - 8:36 AM]	CCH AIS	NC	Remote	Technician	0.15

Ticket# 37428
05/06/2024

365 User who is retiring as of July 1 would like to convert his calendar from his work account to a
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

05/07/2024
Closed By: Andrew Blais

Discussion: 05/06/2024 9:04 AM UTC-04/ Tatiana Humphrey - Liz,

I believe if you export their work calendar to a file they should be able to import it to their personal 365 account.

Thanks,
Tatiana Humphrey

05/06/2024 8:24 AM UTC-04/ 365 User who is retiring as of July 1 would like to convert his calendar from his work account to a personal 365 account - is this possible to do?

When did you notice the problem?
Monday, May 6, 2024 at 8:24 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
Humphrey, Tatiana	05/06/2024 [9:04 AM - 9:10 AM]	CCH AIS	NC	Remote	Technician	0.10

Ticket# 37265
04/29/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/06/2024
Closed By: Joey Musaitef

Discussion: 05/06/2024 9:00 AM UTC-04/ Joey Musaitef - This time entry is marked No Charge

submitted 42.75 hours for april
emailed lewis
closing ticket

04/29/2024 1:40 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 04/29/2024 1:40 AM UTC-04/

Resolution: 05/06/2024 9:00 AM UTC-04/ Joey Musaitef - This time entry is marked No Charge

submitted 42.75 hours for april
emailed lewis
closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	05/06/2024 [9:00 AM - 9:15 AM]		NC	Remote	Technician	0.25

Ticket# 37379
05/01/2024
by Dalton Boothe

New user Billing and Collections - Christina Sunkel - G3
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter Support

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

05/03/2024
Closed By: Andrew Blais

Discussion: 05/03/2024 12:36 PM UTC-04/ Javon Harper - Nick called into to state the name was incorrect and needed a fix but due to how muis adds user the account needed to be recreated
Remoted into DC and disabled Christina Sunkel and deleted account
Created Kristina Sunkel account
Logged into O365 Admin
Created Kristina Sunkel email account and transferred G3 license from incorrect account to Correct account sunkel (sunkel@colonialheightsva.gov)
Made sure email was correct and pushed sync
Called Nick so he can check the LDAP to make sure the account is good to go
Nick confirmed user was created correctly
Issue resolved

05/03/2024 8:53 AM UTC-04/ Did my ticket come thru about the misspelling of her first name. Should be Kristina so that would change her credentials and email to Sunkelk and sunkelk@colonialheightsva.gov. Lewis A.Archileti

This sender is trusted.

sophospsmartbannerend

Did my ticket come thru about the misspelling of her first name. Should be Kristina so that would change her credentials and email to Sunkelk and sunkelk@colonialheightsva.gov.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On May 2, 2024, at 10:04 AM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

05/02/2024 10:02 AM UTC-04/ Dalton Boothe - Nicholas,

Her temp password is Password1! (Will prompt to change at first sign in)

Thanks,
Dalton Boothe

05/02/2024 10:00 AM UTC-04/ Dalton - I think you got to this already. If you can just forward her temp password to Nick Horton when her e-mail goes thru. Thanks.

05/02/2024 9:54 AM UTC-04/ Hi Dalton, please cancel this ticket. Our director of IT will be handeling this in house. Thank you for your help

05/02/2024 9:21 AM UTC-04/ Hi Dalton, I checked LDAP for Munis and I am still not seeing Christina Sunkel's name within the list of users to choose from. If you could give me a call at 804-833-1938

05/02/2024 9:08 AM UTC-04/ Dalton Boothe - Nicholas,

Yes, sir! Got her licensed just now.

Thanks,
Dalton Boothe

Notes
Checked this morning and verified she was in the O365 portal
Logged into Appriver added 1 G3 license
Waited for that to sync and applied the license
Informing Nick

05/02/2024 8:33 AM UTC-04/ Hi Dalton, thank you for the update. Has her office synched yet and her email? I went to try and add her this morning as a Munis user but could not find her within LDAP.

05/01/2024 3:17 PM UTC-04/ Dalton Boothe - New user Billing and Collections - Christina Sunkel - G3

05/01/2024 3:17 PM UTC-04/ Dalton Boothe - Nicholas,

I got her account created, just waiting on it to sync to Office 365 so I can get her licensed.

Thanks,
Dalton Boothe

Notes
Nicholas Horton reached out
Him and Karla requested a new user be created
Name - Christina Sunkel with a G3 license
Created user in DC
Pushed delta syncs
Did not see it in Office
Waiting to see if it syncs

Internal: 05/02/2024 9:11 AM UTC-04/ Dalton Boothe - Added 1 G3 license, @jmusaitef

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	05/03/2024 [12:36 PM - 1:08 PM]	CCH AIS	NC	Remote	Technician	0.53
Boothe, Dalton	05/02/2024 [9:08 AM - 9:12 AM]	CCH AIS	NC	Remote	Technician	0.07
Boothe, Dalton	05/01/2024 [3:17 PM - 3:42 PM]	CCH AIS	NC	Remote	Technician	0.42

Ticket# 37312
04/30/2024

Commonwealth Attorney is getting a new MFP delivered Friday. They want to move their current printer
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

05/07/2024
Closed By: Andrew Blais

Discussion: 05/03/2024 12:07 PM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

05/03/2024 9:58 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with Lewis
He lead me to where the printer was being installed
Waited for the printer delivery people
They arrived
Waited for them to install the printer
Asked that they static the IP to 10.100.208.106
Accessed the GUI
Attempted to set up scan to email
Tested
From address not set error
Verified settings were correct
Power cycled and tried again
Same error
Combed through the settings and verified all was good
Attempted to change SMPT server as I saw it was set up differently on the Canon in office
Same error
Did some more combing while Lewis began installing drivers on the users devices
Set the email of the printer to scanner@colonialheightsva.gov as requested by the printer tech
Tried again
Failed
I set the default domain name to colonialheightsva.gov
Tried again
Communication error
Changed SMTP back to smtp.office365.com
Scan went through to Jessica
Assisted Lewis in installing drivers on the remaining devices
Lewis stated I was good to go
Left site

05/03/2024 8:58 AM UTC-04/ Dalton Boothe - Travel to Colonial Heights

05/02/2024 10:43 AM UTC-04/ I installed a 4 port switch where the 2 printers will be installed. 1 printer is currently in use and will just be moved to that locations. The second printer will be delivered in the morning and share the location with the first. The office company should be setting it up and will need an IP Address as well as the information necessary for it to scan to e-mail. In the past, Kyle had set that up following the migration to 365.

05/01/2024 1:28 PM UTC-04/ Yes. They should be handling the setting-up and configuring. I'll meet you down there in case they have any questions about addressing, etc. Plus we will have to install the drivers on the

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sophospsmartbannerend

Yes. They should be handling the setting-up and configuring. I'll meet you down there in case they have any questions about addressing, etc. Plus we will have to install the drivers on the attorney's laptops.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

05/01/2024 1:26 PM UTC-04/ Dalton Boothe - Lewis,

Good afternoon! Just checking, are the printer people going to be configuring the fax and printer as well?

Thanks,
Dalton Boothe

04/30/2024 4:34 PM UTC-04/ Dalton Boothe - Lewis,

I should be available to be out there from 10am-12pm. Is the company going to be configuring the printer and fax as well?

Thanks,
Dalton Boothe

04/30/2024 2:32 PM UTC-04/ Dalton Boothe - Lewis,

Let me get with the team to see if we have someone available Friday around that time.

Thanks,
Dalton Boothe

04/30/2024 11:59 AM UTC-04/ Actually delivery and set-up is between 10-12.

04/30/2024 9:59 AM UTC-04/ Commonwealth Attorney is getting a new MFP delivered Friday. They want to move their current printer to a shared location where both would be connected to the network and one would act as a FAX. There is only 1 data port and fax line where the 2 printers/copiers will be installed so we will supply a small switch to handle both copiers. Can someone be available to be on site Friday morning at 9 to work with the Company providing the printers?

When did you notice the problem?
Tuesday, April 30, 2024 at 9:59 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
Boothe, Dalton	05/03/2024 [12:07 PM - 1:13 PM]		NC	Travel	Technician	1.10
Boothe, Dalton	05/03/2024 [9:58 AM - 12:08 PM]		NC	Onsite	Technician	2.17
Boothe, Dalton	05/03/2024 [8:58 AM - 9:58 AM]		NC	Travel	Technician	1.00

Ticket# 37391
05/02/2024
by Dalton Boothe

Issues with WiFi
City of Colonial Heights
Brook Hopper
8045209333
hopperb@colonialheightsva.gov

Headquarter
Support

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

05/03/2024
Closed By: Andrew Blais

Discussion: 05/02/2024 2:31 PM UTC-04/ Dalton Boothe - Brook called back
Stated they were up and running again

05/02/2024 1:10 PM UTC-04/ Dalton Boothe - Brook,

Please give me a call when you return for lunch so we can further look into this.

Thanks,
Dalton Boothe

Notes
Ann called back stating they were having issues
Some devices were connecting, others not
Checked and verified all was the same on the firewall
Ray checked VLANs and IP Pools
All appeared good
I found some events that I shared and Ray stated they can be caused by poor signal strength
Ann gave me the MAC of one of the Kindles having issues
Checked in the device list and saw it was connected to AP4 - Lib Devices
Brook is going to call me when they get back from lunch

05/02/2024 9:12 AM UTC-04/ Dalton Boothe - Reached out to Brook
Verified that they were still experiencing issues
Ray stated all looked good on the server
he suggested rebooting the APs
Going to reboot 1 by 1
Rebooted APs 1 by 1
Verified they came back up and devices were connecting
Reached back out to Brook
They were still unable to connect
I remembered that Sophos support had created a test rule in the firewall when dealing with the Public_Library WiFi yesterday
Disabled the rule
Filtered by Src IP of AP1
Saw traffic to the RADIUS server
Reached out
Spoke with Cassie
She was able to connect to CH-EMPLOYEEDEVICES
Verified Kindles can connect to Lib-Devices
Success
No further assistance reuqested
Marking complete

05/02/2024 8:55 AM UTC-04/ Dalton Boothe - Issues with WiFi

05/02/2024 8:55 AM UTC-04/ Dalton Boothe - Took note of the library AP IP addresses
Remoted into the RADIUS server
It appeared Ray was working in there
Ray stated he is looking into the issue as well

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	05/02/2024 [2:31 PM - 2:32 PM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	05/02/2024 [1:10 PM - 2:23 PM]	CCH AIS	NC	Remote	Technician	1.00
Boothe, Dalton	05/02/2024 [9:12 AM - 10:12 AM]	CCH AIS	NC	Remote	Technician	1.00
Boothe, Dalton	05/02/2024 [8:55 AM - 9:03 AM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 37359
05/01/2024
by Dalton Boothe

Issues with Library_Public WiFi
City of Colonial Heights
Cassandra McBryde
8045209333
mcbrydec@colonialheightsva.gov

Headquarter
Support

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

05/03/2024
Closed By: Andrew Blais

Discussion: 05/01/2024 9:59 AM UTC-04/ Dalton Boothe - Issues with Library_Public WiFi

05/01/2024 9:59 AM UTC-04/ Dalton Boothe - Cassie called in
Stated some users/patrons were unable to connect to the Public_Library WiFi
I looked in Sophos and did not see anything out of the ordinary
Saw devices connected
Checked the firewall
All seemed good
Ray suggested I reach out to Sophos support
Reached out
Connected with Sehvish
Sat with them as they tried to fix the issues
Library stated it was resolved
No changes were made on our end
Asked to close the ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	05/01/2024 [9:59 AM - 12:24 PM]	CCH AIS	NC	Remote	Technician	2.42

Ticket# 37187
04/24/2024

Giacherio, Chandler email needs to be deactivated as of 04/30/2024. AD account has been taken care o
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

05/07/2024
Closed By: Andrew Blais

Discussion: 04/30/2024 4:04 PM UTC-04/ Javon Harper - Removed G1 License from Chandler email account

04/24/2024 9:50 AM UTC-04/ Javon Harper - Logged into O365 Admin
Checked on Chandler Giacherio account
Email sign in is already blocked due to account being disabled on the server
Reached out to Liz to see if any emails need to be forwarded and license removed on 4/30/24

04/24/2024 8:07 AM UTC-04/ Giacherio, Chandler email needs to be deactivated as of 04/30/2024. AD account has been taken care of.

When did you notice the problem?
Wednesday, April 24, 2024 at 8:07 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

Internal: 04/24/2024 10:08 AM UTC-04/ Javon Harper - Remove License on 4/30/24

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/30/2024 [4:04 PM - 4:07 PM]	CCH AIS	NC	Remote	Technician	0.05
Harper, Javon	04/24/2024 [9:50 AM - 9:58 AM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 37278
04/29/2024
by Tatiana Humphrey

365 Issue
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter
Support

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

05/03/2024
Closed By: Andrew Blais

Discussion: 04/30/2024 11:15 AM UTC-04/ Aaron Bond was able to successfully log into his account with Munis. Thank you for all of your help, we can move forward with closing this case.

04/30/2024 10:57 AM UTC-04/ Tatiana Humphrey - Had meeting with Okta support and Nick
Okta support stated they made a change on their end and now Aaron is not showing in deprovision status
Reached out to Aaron to test but he stepped away
Nick is getting with him to confirm success

04/30/2024 9:52 AM UTC-04/ Tatiana Humphrey - Morning Nick,

Yes, I can be available at that time. I can be reached at (804) 531-3041.

Thanks,
Tatiana Humphrey

04/30/2024 9:31 AM UTC-04/ Hi Tatiana, are you available at 11 today for a conference call with Tyler support? I can help with the facilitation of that call. If so, what is the best number to reach you by?

04/29/2024 3:04 PM UTC-04/ I provided your availability to them, I will update when they respond with a time.

04/29/2024 2:40 PM UTC-04/ Tatiana Humphrey - Nick,

I am available tomorrow anytime between 9 am-3 pm. Let me know what works for them between those times and I will put it on my schedule.

Thanks,
Tatiana Humphrey

04/29/2024 1:49 PM UTC-04/ Hi Tatiana, I reached out to Tyler to explain where we are at currently with troubleshooting Aaron Bond's Munis account. I asked for availability for them to set up a coordinated call to further discuss this ticket and come up with a solution on both sides. What availability do you have in the next coming days for that calll?

04/29/2024 1:33 PM UTC-04/ Tatiana Humphrey - Nick,

I looked at the log and it's saying successful on our end now:

Can you update Munis to see if they have any other troubleshooting recommendations?

Thanks,
Tatiana Humphrey

04/29/2024 12:16 PM UTC-04/ Hey Tatiana, Aaron tried logging in through an incognito browser and through Firefox and both of those solutions did not work. Just wanted to let you know.

04/29/2024 11:16 AM UTC-04/ Tatiana Humphrey - 365 Issue

04/29/2024 11:16 AM UTC-04/ Tatiana Humphrey - Worked with Nick about getting Aaron Bond access to Munis
Logged into office and looked in azure portal for errors and sign in activity
Looked into azure munis application setting
Did not see any issue
Worked on troubleshooting with Aaron but same issue
Setting up support call with Okta to resolve

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/30/2024 [10:57 AM - 11:15 AM]	CCH AIS	NC	Remote	Technician	0.30
Humphrey, Tatiana	04/29/2024 [11:16 AM - 12:02 PM]	CCH AIS	B	Remote	Technician	0.77

Ticket# 37274
04/29/2024

Reference Aaron Bond having an issue logging into Munis. Contacted Tyler and they asked: . Could you
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/03/2024
Closed By: Andrew Blais

Discussion: 04/29/2024 10:20 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

I do not see any errors with his 365 profile on our end. Let me know if anything further is needed.

Thanks,
Tatiana Humphrey

Notes
Checked into his 365 profile
Did not see any related error

04/29/2024 10:10 AM UTC-04/ Reference Aaron Bond having an issue logging into Munis. Contacted Tyler and they asked: . Could you please look at his 365 profile and see if he is federated or provisioned with no errors?

When did you notice the problem?
Monday, April 29, 2024 at 10:10 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/29/2024 [10:20 AM - 10:31 AM]	CCH AIS	NC	Remote	Technician	0.18

Ticket# 37211
04/24/2024

The following have left employment with the City. Please cancel their Microsoft License: Lisa Briley
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/29/2024
Closed By: Andrew Blais

Discussion: 04/24/2024 3:11 PM UTC-04/ Tatiana Humphrey - Moved disabled users to disabled users OU

04/24/2024 2:14 PM UTC-04/ Tatiana Humphrey - Lewis,

I have disabled the requested accounts and removed those licenses. Please let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Went through list of users and disabled email and removed licesnse
Then logged into the AD and disabled those accounts
Went to appriver and removed extra G1 and G3 license from account

04/24/2024 1:52 PM UTC-04/ The following have left employment with the City. Please cancel their Microsoft License:
Lisa Briley, Lindsay Johnson, Gregory Henderson, Ashley Henderson, Peyton Selfe, Daniel Waters, Alex Schafer,, Raychel Webster, Zachary Livesay, Christopher Wulff, Howard (Scott) Whirley, Keili Loran, Taylor Aldridge, Evin Hartley, Noah Dunbar, Zaneisha Clay,Taylor Mingloski, Thomas Sodano, Amanda Sverchek

Thanks.

When did you notice the problem?
Wednesday, April 24, 2024 at 1:52 PM 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

Internal: 04/29/2024 9:41 AM UTC-04/ Joey Musaitef - updated agreement

04/24/2024 3:10 PM UTC-04/ Tatiana Humphrey - 7 G1 license removed
8 G3 license removed

Resolution: 04/29/2024 9:41 AM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/24/2024 [3:11 PM - 3:16 PM]	CCH AIS	NC	Remote	Technician	0.08
Humphrey, Tatiana	04/24/2024 [2:14 PM - 3:08 PM]	CCH AIS	NC	Remote	Technician	0.70

Ticket# 37170
04/23/2024
by Tatiana Humphrey

Access Issue
City of Colonial Heights
Freddie Ross
8045209374
rossf@colonialheightsva.gov

Headquarter
Support

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

05/01/2024
Closed By: Andrew Blais

Discussion: 04/26/2024 12:57 PM UTC-04/ Tatiana Humphrey - Reached back out to Freddie
He check was able to open the access file successflly
Ensured he was able to upload pics
Formatting was a bit off but data is current
He will work on getting his preferred format and reach back out if any issues

04/26/2024 11:09 AM UTC-04/ Tatiana Humphrey - Spoke with Freddie
Remoted into CH-MJ09S9TZ
He stated when trying to access a DB and add pictures he was getting error when trying to open one
I was able to log into CH-Filebox where the file is stored and access it there
I ran a repair on his office products
I was able to access the database from his PC
He then tested trying to attach a pic to the database but cont. to get error: Microsoft Access cannot open database. I It may not be a database that your application recognizes" typically indicates that there's a problem with the database file itself or with the version of Access being used to open it
Looked into the error
Completed a Compact and Repair Database which took some time
once complete I was able to open the file and upload successfully
Freddie stepped away so will reach out when available again

04/25/2024 12:28 PM UTC-04/ Tatiana Humphrey - Reached out to assist
No answer or vm option
Will try again later

04/23/2024 9:48 AM UTC-04/ Tatiana Humphrey - Access Issue

04/23/2024 9:48 AM UTC-04/ Tatiana Humphrey - Reached back out to assist
Unavailable and will call back later

Resolution: 04/26/2024 12:57 PM UTC-04/ Tatiana Humphrey - Reached back out to Freddie
He check was able to open the access file successflly
Ensured he was able to upload pics
Formatting was a bit off but data is current
He will work on getting his preferred format and reach back out if any issues

04/26/2024 11:09 AM UTC-04/ Tatiana Humphrey - Spoke with Freddie
Remoted into CH-MJ09S9TZ
He stated when trying to access a DB and add pictures he was getting error when trying to open one
I was able to log into CH-Filebox where the file is stored and access it there
I ran a repair on his office products
I was able to access the database from his PC
He then tested trying to attach a pic to the database but cont. to get error: Microsoft Access cannot open database. I It may not be a database that your application recognizes" typically indicates that there's a problem with the database file itself or with the version of Access being used to open it
Looked into the error
Completed a Compact and Repair Database which took some time
once complete I was able to open the file and upload successfully
Freddie stepped away so will reach out when available again

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/26/2024 [12:57 PM - 1:11 PM]	CCH AIS	NC	Remote	Technician	0.23
Humphrey, Tatiana	04/26/2024 [11:09 AM - 12:32 PM]	CCH AIS	NC	Remote	Technician	1.38
Humphrey, Tatiana	04/25/2024 [12:28 PM - 12:30 PM]	CCH AIS	NC	Remote	Technician	0.03
Humphrey, Tatiana	04/23/2024 [9:48 AM - 9:51 AM]	CCH AIS	NC	Remote	Technician	0.05

Ticket# 37250 04/26/2024	**We are having an issue with the phones at City Hall. From what I remember, we have a VLAN set up fo** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Portal Priority 3 - Medium Tier 1	04/29/2024 Closed By: Andrew Blais

Discussion: 04/26/2024 11:26 AM UTC-04/ Thank you Ray. We believed it was an Edgewater problem but just wanted to cover all bases. Thank you so much for checking!! Lewis Lewis Archileti Director of Informat

This sender is trusted.

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Thank you Ray. We believed it was an Edgewater problem but just wanted to cover all bases.

Thank you so much for checking!!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/26/2024 11:10 AM UTC-04/ Ray Fulk - Lewis,

I checked the CH-PUBLICSAFETY-SWT4 switch and determined that the VLANs on both ports 16 and 48 for the City Hall and Public Safety Edgewater devices are configured correctly. I see the Public Safety Edgewater in the MAC address table on the switch, but I don't see the City Hall one listed. I checked port 16 and confirmed that it is up and that the link light is lit, so there may be an issue with the Edgewater itself.

Thank you,
Ray Fulk

Notes
I reviewed the network map and confirmed that the Comcast Edgewater devices for both City Hall and Public Safety plug into CH-PUBLICSAFETY-SWT4, on ports 16 and 48 respectively. I logged into that via Firefox on CH-BACKUP, and reviewed the VLAN configs on those ports. I confirmed that VLAN 100 for the City Hall Voice network is untagged on port 16, and VLAN 101 for the Public Safety Voice network is untagged on port 48. No other VLANs are configured on these ports.
I checked the MAC address tables and confirmed I see other devices connected on VLAN 100. I then checked port 16 itself and don't see any devices listed. I checked port 48 and see Comcast's Edgewater on VLAN 101 with MAC 54:39:68:02:42:74. Based on this, it looks like the City Hall Edgewater isn't connecting. I checked the switch status and verified that the link for port 16 is up.

04/26/2024 10:28 AM UTC-04/ Tatiana Humphrey - Attempted to look into this issue for the phones
Found the correct switch but unable to access
Reaching out to Ray for further assistance

04/26/2024 10:21 AM UTC-04/ We are having an issue with the phones at City Hall. From what I remember, we have a VLAN set up for our VoIP phones and I think once before when this happened, Ray found an issue in the switch/port that handles that connection. Are you please able to check to see if you see any issues with that VLAN. We have already contacted Comcast and they are working on it from their end. Thanks.

When did you notice the problem?
Friday, April 26, 2024 at 10:21 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	04/26/2024 [11:10 AM - 11:23 AM]	CCH AIS	NC	Remote	Technician	0.22

Humphrey, Tatiana	04/26/2024 [10:28 AM - 10:38 AM]	CCH AIS	B	Remote	Technician	0.17

Ticket# 37229 04/25/2024	**I am working in the Archiver. After I get the results of a search, I will check the box beside the** City of Colonial Heights Jeri-Ann Tomlin 8045209316 tomlinj@colonialheightsva.gov	Headquarter Support	**Status:** >>Closed **Type:** Remote Support **Location:** Remote **Source:** Portal Priority 3 - Medium **Team:** Tier 1		04/25/2024 Closed By: Andrew Blais

Discussion: 04/25/2024 11:50 AM UTC-04/ Ok Jeri-Ann F. Tomlin Senior Paralegal/Deputy City Clerk FOIA Officer City Attorney's Office City of Colonial Heights 201 James Avenue Colonial Heights, VA 23834 Telephone (804) 520-9316 Fax (8

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Ok

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

04/25/2024 11:48 AM UTC-04/ Tatiana Humphrey - Jeri-Ann,

Ok I am remoting in now.

Thanks,
Tatiana Humphrey

04/25/2024 11:48 AM UTC-04/ Tatiana Humphrey - Verified Jerri-Ann was listed as an archive viewer
Remoted into CH-JERIANN238
Had her test a search and gain and no issue
She tested a few more searches and no issue
When trying to access an email she was getting the denied error
Let her know the emails need to be exported in order to be viewed
Ensured she could export and view emails successfully

04/25/2024 11:44 AM UTC-04/ Now is fine if you are available. Jeri-Ann F. Tomlin Senior Paralegal/Deputy City Clerk FOIA Officer City Attorney's Office City of Colonial Heights 201 James Avenue Colonial Heights, VA 23834

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Now is fine if you are available.

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
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04/25/2024 11:42 AM UTC-04/ Tatiana Humphrey - Hey Jeri-Ann,

Ok, when is a good time I can remote in and take a look?

Thanks,
Tatiana Humphrey

04/25/2024 11:32 AM UTC-04/ Yes. I have full access (or am supposed to). Jeri-Ann F. Tomlin Senior Paralegal/Deputy City Clerk FOIA Officer City Attorney's Office City of Colonial Heights 201 James Avenue Colonial H

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Yes. I have full access (or am supposed to).

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

04/25/2024 11:23 AM UTC-04/ Tatiana Humphrey - Hey Jeri-Ann,

Have you even been able to access emails from the achiever successfully?

Thanks,
Tatiana Humphrey

04/25/2024 10:06 AM UTC-04/ Tatiana Humphrey - Getting with team regarding permissions in the achiever

04/25/2024 10:02 AM UTC-04/ I am working in the Archiver. After I get the results of a search, I will check the box beside the email I want to view and select it. It then flips me to a screen that says "denied".

When did you notice the problem?
Thursday, April 25, 2024 at 9:58 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?
Anytime

Attachments:
Screenshot.docx

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/25/2024 [11:48 AM - 12:12 PM]	CCH AIS	NC	Remote	Technician	0.40
Humphrey, Tatiana	04/25/2024 [11:23 AM - 11:28 AM]	CCH AIS	NC	Remote	Technician	0.08
Humphrey, Tatiana	04/25/2024 [10:06 AM - 10:12 AM]	CCH AIS	NC	Remote	Technician	0.10

Ticket# 37228
04/25/2024
by Tatiana Humphrey

Screen Blank at the top
City of Colonial Heights
Prarthana Rao
8045209333
raop@colonialheightsva.gov

Headquarter
Support

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

04/29/2024
Closed By: Andrew Blais

Discussion: 04/25/2024 9:54 AM UTC-04/ Javon Harper - Remoted into CH-MJ0963HX
Client wanted the display settings changed back to default due to unable to see certain tabs
Changed settings back to default
Client stated the black screen still is showing periodically after the cords was changed and the monitors was swapped
Informed Client I will get with Lewis to see what he will like us to do next

04/25/2024 9:10 AM UTC-04/ Tatiana Humphrey - Screen Blank at the top

04/25/2024 9:09 AM UTC-04/ Tatiana Humphrey - Prarthana sated screens showing black again
Remoted back into her PC and did some troubleshooting
Noted it was only when items were set to maximize
It was only happening on 1 monitor
She stated she changed the monitor twice already
Looked into the display resolution
Change it to a lower setting and went to the intel dashboard and set it there too
She will monitor until tomorrow and let me know if it happens again

Internal: 04/25/2024 10:22 AM UTC-04/ Javon Harper - Lewis stated he will get in touch with Joseph regarding the budget for a replacement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/25/2024 [9:54 AM - 10:05 AM]	CCH AIS	NC	Remote	Technician	0.18
Humphrey, Tatiana	04/25/2024 [9:09 AM - 9:24 AM]	CCH AIS	B	Remote	Technician	0.25

Ticket# 37218
04/24/2024
by Javon Harper

Password Reset
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/24/2024
Closed By: Andrew Blais

Discussion: 04/24/2024 4:14 PM UTC-04/ Javon Harper - Reset Password for User

04/24/2024 4:10 PM UTC-04/ Javon Harper - Password Reset

04/24/2024 4:10 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.
Reset John Holladay Password

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/24/2024 [4:10 PM - 4:15 PM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 37213
04/24/2024

Please assign a G1 License and Mailbox to the following: Forest Oldmixon oldmixonf@colonialhe
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

05/07/2024
Closed By: Andrew Blais

Discussion: 04/24/2024 2:33 PM UTC-04/ Tatiana Humphrey - Lewis,

I have applied G1 license to those accounts. Let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Applied available G1 license to Forest and Manuel email accounts as requested

04/24/2024 1:54 PM UTC-04/ Please assign a G1 License and Mailbox to the following:
Forest Oldmixon oldmixonf@colonialheightsva.gov

Manuel Jimenez jimenezm@colonialheightsva.gov

Already in AD. These will be E-mail only users.

Thanks.

When did you notice the problem?
Wednesday, April 24, 2024 at 1:54 PM 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
Humphrey, Tatiana	04/24/2024 [2:33 PM - 2:45 PM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 37201
04/24/2024

. I migrated all of my stuff to OneDrive and was able to access the files from my file explorer wit
City of Colonial Heights
Noelle Nochisaki
8045209333
nochisakin@colonialheightsva.gov

Headquarter
Support

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

04/25/2024
Closed By: Andrew Blais

Discussion:

04/24/2024 12:12 PM UTC-04/ Tatiana Humphrey - Noelle,

Your files should be accessible now from the file explorer without error. Please let me know if anymore issues.

Thanks,
Tatiana Humphrey

Notes
Remoted into CH-MP2H457K
Noted the error when trying to access the document
Went to file explorer and noted an error mark by the files in one drive
Opened one drive and noted it was not running
Ran a sync and waited for it to update
Files are now accessible from file explorer

04/24/2024 12:06 PM UTC-04/ Tatiana Humphrey - Noelle,

Ok remoting in now.

Thanks,
Tatiana Humphrey

04/24/2024 11:34 AM UTC-04/ You can do it now. I can work on other things. Noelle Nochisaki Deputy Commonwealth's Attorney City of Colonial Heights From: Tatiana Humphrey Sent: Wednesday, April 24, 2024 11:28 To: Noelle N

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sophospsmartbannerend

You can do it now. I can work on other things.

Noelle Nochisaki

Deputy Commonwealth's Attorney

City of Colonial Heights

04/24/2024 11:28 AM UTC-04/ Tatiana Humphrey - Noelle,

When is a good time for me to remote in and take a look at this issue?

Thanks,
Tatiana Humphrey

04/24/2024 10:58 AM UTC-04/ . I migrated all of my stuff to OneDrive and was able to access the files from my file explorer without a problem and without having to go online at first. This week, though, my file explorer is giving me an error and is definitely not synced up with the online OneDrive. Can that be fixed?

I appreciate your help.

Noelle E. Nochisaki
Deputy Commonwealth's Attorney
Office of the Commonwealth's Attorney
City of Colonial Heights
550 Boulevard, Suite 200
Colonial Heights, VA 23834
804.520.9293
804.520.9229 (fax)

When did you notice the problem?
Wednesday, April 24, 2024 at 10:58 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/24/2024 [12:12 PM - 12:29 PM]	CCH AIS	NC	Remote	Technician	0.28

Ticket# 37200
04/24/2024
by Javon Harper

Munis issue
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter
Support

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

04/24/2024
Closed By: Andrew Blais

Discussion: 04/24/2024 10:49 AM UTC-04/ Javon Harper - Munis issue

04/24/2024 10:49 AM UTC-04/ Javon Harper - John Holladay Meter Reading
Remoted into CH-MJ09T8QF
Nick was trying to get John Holladay signed into Tyler Munis web page but was receiving a error of incorrect password
Remoted into DC and Reset John password to a preferred password
John was able to sign into office but was receiving a 400 Bad request error while signing into Munis
Nick checked Munis users and made sure John had a account then checked okta in which he had to create john a account
After creating John account in okta, we was able to sign John into Munis web app successfully
Users have to have a Munis account, active email AD, & Okta account created by Nick Horton or Karla Ramsey

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/24/2024 [10:49 AM - 11:23 AM]	CCH AIS	NB	Remote	Technician	0.57

Ticket# 37169
04/23/2024
by Javon Harper

Nan Downey Issues with Office
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/24/2024
Closed By: Andrew Blais

Discussion: 04/23/2024 9:46 AM UTC-04/ Javon Harper - Reached out to Nan Downey
Lewis stated she was having issues with her outlook not working
Remoted into CH-MJ0HF3P0
User was using 2019 Office
Uninstalled 2019 office and reinstalled Office 365
Install took a while but eventually installed
Made sure user was able to access outlook emails and applications
Pinned apps originally on taskbar back and sent to a test email
Received test email as well as seen emails populate in inbox
Issue resolved

04/23/2024 9:44 AM UTC-04/ Javon Harper - Nan Downey Issues with Office

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/23/2024 [9:46 AM - 10:25 AM]	CCH AIS	NC	Remote	Technician	0.65

Ticket# 37126
04/22/2024

Teresa Cherry is having problems with sending e-mail. Attaching the bounce backs she received. She
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/24/2024
Closed By: Andrew Blais

Discussion: 04/22/2024 2:07 PM UTC-04/ Tatiana Humphrey - Spoke with Teresa
She stated the email came to her from a dmv account and she attempted to reply all which warranted those kickback emails
She also stated she tried forwarding the email to Lewis which created the error from here
She stated she hasn't had any issue sending to those emails directly just with that email
I let her know it was an issue with that specific email and to monitor for more issues

04/22/2024 12:02 PM UTC-04/ Tatiana Humphrey - Remoted in and attempted to gather info about the sent email
Was unable to figure out the sent email
Having Teresa reach out once available so I can get more info

04/22/2024 11:33 AM UTC-04/ Tatiana Humphrey - Looked into the error
Did some research and looked in Sophos, exchange, and easy dmarc
Need to get with Teresa to get a closer look at the email

04/22/2024 10:41 AM UTC-04/ Teresa Cherry is having problems with sending e-mail. Attaching the bounce backs she received. She attempted to send several at the same time and got bounce backs due to DMARC issues. I asked her to forward that to me and she received a bounce back saying she didn't have permission to send to me.

When did you notice the problem?
Monday, April 22, 2024 at 10:41 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?
Anytime

Attachments:
tcherry.heic, tcherry1.heic

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/22/2024 [2:07 PM - 2:25 PM]	CCH AIS	NC	Remote	Technician	0.30
Humphrey, Tatiana	04/22/2024 [12:02 PM - 12:17 PM]	CCH AIS	NC	Remote	Technician	0.25
Humphrey, Tatiana	04/22/2024 [11:33 AM - 11:54 AM]	CCH AIS	B	Remote	Technician	0.35

Ticket# 37142
04/22/2024

Karen Epps is unable to receive e-mail from averett@gatewayregion.com I had her sent Amy an e-mail
City of Colonial Heights
Karen Epps
8048983002
eppsk@colonialheightsva.gov

Headquarter Support

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

04/24/2024
Closed By: Andrew Blais

Discussion: 04/22/2024 2:04 PM UTC-04/ Javon Harper - Karen,

You are welcome!

Thanks,
Javon Harper

04/22/2024 2:02 PM UTC-04/ Thanks so much! Karen T Epps Economic Development 201 James Avenue City of Colonial Heights, VA 23834 (804)898-3002 From: Javon Harper Sent: Monday, April 22, 2024 2:01 PM To: Karen Epp

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

sophospsmartbannerend

Thanks so much!

Karen T Epps
Economic Development
201 James Avenue
City of Colonial Heights, VA 23834
(804)898-3002
[image]

04/22/2024 2:00 PM UTC-04/ Javon Harper - Karen,

Yes add the email to the allow list in the email Filter

Thanks,
Javon Harper

04/22/2024 1:59 PM UTC-04/ Did you have to do anything from our end? Karen T Epps Economic Development 201 James Avenue City of Colonial Heights, VA 23834 (804)898-3002 From: Javon Harper Sent: Monday, April 22,

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

sophospsmartbannerend

Did you have to do anything from our end?

Karen T Epps
Economic Development
201 James Avenue
City of Colonial Heights, VA 23834
(804)898-3002
[image]

04/22/2024 1:55 PM UTC-04/ Javon Harper - Karen,

Sounds good, If you have any other issues please reach out.

Thanks,
Javon Harper

04/22/2024 1:52 PM UTC-04/ It looks like an email from Amy came in. Karen T Epps Economic Development 201 James Avenue City of Colonial Heights, VA 23834 (804)898-3002 From: Javon Harper Sent: Monday, April 22, 2

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

sophospsmartbannerend

It looks like an email from Amy came in.

Karen T Epps
Economic Development
201 James Avenue
City of Colonial Heights, VA 23834
(804)898-3002
[image]

04/22/2024 1:47 PM UTC-04/ Javon Harper - Karen,

Have you been able to receive the most recent test email from Amy, i ran a message trace in which it stated it was delivered. Just verifying adding the email to the allow list fixed the issue?

Thanks,
Javon Harper

04/22/2024 11:51 AM UTC-04/ Javon Harper - Sent Amy a email after whitelisting the email to see if she can send Karen a Test email
Waiting on 3rd part to respond

04/22/2024 11:50 AM UTC-04/ You can remote in right now. Karen T Epps Economic Development 201 James Avenue City of Colonial Heights, VA 23834 (804)898-3002 From: Javon Harper Sent: Monday, April 22, 2024 11:39 AM

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

sophospsmartbannerend

You can remote in right now.

Karen T Epps
Economic Development
201 James Avenue
City of Colonial Heights, VA 23834
(804)898-3002
[image]

04/22/2024 11:35 AM UTC-04/ Javon Harper - Karen,

I added averett@gatewayregion.com, please see if Amy can send a test email to you to see if the issue is resolved

Thanks,
Javon Harper

Notes
Added averett@gatewayregion.com yo email allow list in Sophos
Will see if Karen can test the changes when she gets a chance

04/22/2024 11:25 AM UTC-04/ Javon Harper - Karen,

Can we schedule a time I can remote in and look into this issue?

Thanks,
Javon Harper

04/22/2024 11:19 AM UTC-04/ Karen Epps is unable to receive e-mail from averett@gatewayregion.com I had her sent Amy an e-mail asking for a test message. Karen copied me and Amy forwarded me the attached.

When did you notice the problem?
Monday, April 22, 2024 at 11:19 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?
Anytime

Attachments:
averette.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Harper, Javon	04/22/2024 [11:51 AM - 11:59 AM]	CCH AIS	NC	Remote	Technician	0.13
Harper, Javon	04/22/2024 [11:35 AM - 11:38 AM]	CCH AIS	NC	Remote	Technician	0.05

Ticket# 36532
03/20/2024
by Tatiana Humphrey

Firewall Firmware update
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/24/2024
Closed By: Andrew Blais

Discussion: 04/18/2024 6:58 PM UTC-04/ Tatiana Humphrey - Logged into Sophos updated PS firmware to SFOS 20.0.0 GA-Build222

04/17/2024 4:58 PM UTC-04/ Tatiana Humphrey - Lewis,

Ok awesome. I will put that on my schedule for tomorrow evening.

Thanks,
Tatiana Humphrey

04/17/2024 4:22 PM UTC-04/ Tatiana, I haven't received any objections so it looks like we are a go for tomorrow at 7PM. I'll let you know something comes up but hopefully we can get it completed this time. T

This sender is trusted.

sophospsmartbannerend

Tatiana,

I haven't received any objections so it looks like we are a go for tomorrow at 7PM. I'll let you know something comes up but hopefully we can get it completed this time.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/16/2024 2:53 PM UTC-04/ Tatiana Humphrey - Lewis,

Ok perfect. Thanks for the update.

Thanks,
Tatiana Humphrey

04/16/2024 2:31 PM UTC-04/ I am going to put out a city-wide e-mail verifying the scheduled update time of 4/18@7PM will not cause any problems. Will confirm once e-mail is out.

04/11/2024 6:31 PM UTC-04/ Tatiana Humphrey - Lewis reached out stating to postpone this update for next week. I will get with him on Monday to re-schedule.

04/11/2024 9:23 AM UTC-04/ We are all set for this evening at 7PM. I've put two notices out – the last one this morning at 6:45AM as a reminder. Please let me know if you need anything from me. Thanks.

This sender is trusted.

sophospsmartbannerend

We are all set for this evening at 7PM. I've put two notices out – the last one this morning at 6:45AM as a reminder.

Please let me know if you need anything from me.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/11/2024 9:18 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

Just want to confirm we are still on for the Public Safety Firmware update tonight at 7 pm?

Thanks,
Tatiana Humphrey

04/09/2024 9:18 AM UTC-04/ Yes. That works unless something unexpected comes up. Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (8

This sender is trusted.

sophospsmartbannerend

Yes. That works unless something unexpected comes up.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/09/2024 8:00 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

I just want to verify we are scheduling this update for Thursday the 11th at 7pm?

Thanks,
Tatiana Humphrey

04/02/2024 10:29 AM UTC-04/ Tatiana Humphrey - Lewis,

Yes, It usually takes about 30 mins to update and reboot. Sometimes even less. I consistently allocate an hour for downtime as a precautionary measure.

Thanks,
Tatiana Humphrey

04/02/2024 9:57 AM UTC-04/ Yes that should be great. I know you said possible downtime is 30 minutes. Is that worst case scenario? Is it down while the firmware is updating or just during the reboot process?&n

This sender is trusted.

sophospsmartbannerend

Yes that should be great. I know you said possible downtime is 30 minutes. Is that worst case scenario? Is it down while the firmware is updating or just during the reboot process? How long did the others take?

Sorry – I just know I'm going to get many of these same questions from Fire/Police/Dispatch.

Thanks again!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/02/2024 9:51 AM UTC-04/ Tatiana Humphrey - Lewis,

Yes, Thursday the 11th works. Would between 7-8pm work?

Thanks,
Tatiana Humphrey

04/02/2024 9:45 AM UTC-04/ Can we hold off until next week? I'm going to SC the latter part of this week and won't be back to work until Wednesday. If Thursday the 11th works, we should be able to get it done that day.&nb

This sender is trusted.

sophospsmartbannerend

Can we hold off until next week? I'm going to SC the latter part of this week and won't be back to work until Wednesday. If Thursday the 11thworks, we should be able to get it done that day.

As you know, my issue is, when the Firewall is down, it takes down VCIN/NCIC and DMV in Dispatch along with Mobile for Fire and Police.

Let me know if that works and I will start making notifications.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/02/2024 8:10 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

What would be a good day/time to complete this firmware update on the Public Safety Firewall?

Thanks,
Tatiana Humphrey

03/25/2024 11:37 AM UTC-04/ Tatiana Humphrey - Lewis,

Can we schedule to PS firewall update for this week? What would be an ideal day/time?

Thanks,
Tatiana Humphrey

03/21/2024 4:41 PM UTC-04/ Tatiana Humphrey - Lewis,

Ok no problem. We can plan for a time next week if that works better!

Thanks,
Tatiana Humphrey

03/21/2024 4:30 PM UTC-04/ Hi Tatiana, Can we reschedule. I was tied up and this slipped my mind. I wasn't able to give fire/police or the ECC a heads up. Thx. Lewis A.Archileti Director of Information Technol

This sender is trusted.

sophospsmartbannerend

Hi Tatiana,

Can we reschedule. I was tied up and this slipped my mind. I wasn't able to give fire/police or the ECC a heads up.

Thx.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 21, 2024, at 4:12 PM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

03/21/2024 4:12 PM UTC-04/ Tatiana Humphrey - Lewis,

Just checking in to see if we can go ahead with the update on the PS firewall tonight?

Thanks,
Tatiana Humphrey

03/21/2024 10:00 AM UTC-04/ Tatiana Humphrey - Lewis,

I will plan for about 30 mins downtime.

Thanks,
Tatiana Humphrey

03/21/2024 9:24 AM UTC-04/ How much downtime do you expect? Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.

This sender is trusted.

sophospsmartbannerend

How much downtime do you expect?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/21/2024 9:22 AM UTC-04/ Tatiana Humphrey - Good Morning Lewis,

I updated the Courthouse and Library Firewalls last night. I have the Public Safety firewall left and want to see if tonight at 7pm would be a good time to complete?

Thanks,
Tatiana Humphrey

03/20/2024 8:17 PM UTC-04/ Tatiana Humphrey - Logged into Sophos
Updated CH and Lib FW

03/20/2024 8:44 AM UTC-04/ Tatiana Humphrey - Good Morning Lewis,

We have been notified a new firmware update is available for Sophos XG Firewall "CH-CTH-XGS136" and we are scheduling this update for tonight 3/20/2024 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.

Thanks,
Tatiana Humphrey

03/20/2024 8:41 AM UTC-04/ Tatiana Humphrey - Firewall Firmware update

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/18/2024 [6:58 PM - 7:26 PM]	CCH AIS	NC	Remote	Technician	0.47
Humphrey, Tatiana	04/11/2024 [9:18 AM - 9:20 AM]	CCH AIS	NC	Remote	Technician	0.03
Humphrey, Tatiana	04/09/2024 [8:00 AM - 8:03 AM]	CCH AIS	NC	Remote	Technician	0.05
Humphrey, Tatiana	04/02/2024 [9:51 AM - 9:54 AM]	CCH AIS	NC	Remote	Technician	0.05
Humphrey, Tatiana	04/02/2024 [8:10 AM - 8:12 AM]	CCH AIS	B	Remote	Technician	0.03
Humphrey, Tatiana	03/25/2024 [11:37 AM - 11:42 AM]	CCH After Hours Support	B	AIS After Hours	Technician	0.08
Humphrey, Tatiana	03/20/2024 [8:17 PM - 9:01 PM]	CCH After Hours Support	B	AIS After Hours	Technician	0.73
Humphrey, Tatiana	03/20/2024 [8:44 AM - 8:46 AM]	CCH After Hours Support	B	AIS After Hours	Technician	0.03

Ticket# 37088
04/18/2024

Stacey Peterson is having problems with her laptop printing. She has a HP Laserjet P1606 connected t
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/18/2024
Closed By: Andrew Blais

Discussion: 04/18/2024 3:13 PM UTC-04/ Dalton Boothe - Lewis,

No problem!

Thanks,
Dalton Boothe

04/18/2024 3:10 PM UTC-04/ Ok. Thanks you. I never know what to do when I run into this. Happens a lot on laptops it seems when attempting to remote in from home to fix something.
Lewis Ar

This sender is trusted.

sophospsmartbannerend

Ok. Thanks you. I never know what to do when I run into this. Happens a lot on laptops it seems when attempting to remote in from home to fix something.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/18/2024 3:03 PM UTC-04/ Stacey texted and advised it is now working. Can you please let me know how you were able to access it? I run into this often and am not sure how to get access. Thx.

04/18/2024 3:00 PM UTC-04/ Laptop name is CH-HQT4Y33

04/18/2024 2:41 PM UTC-04/ Dalton Boothe - Lewis,

We send over the remote support link usually. From there we can elevate our session and reinstall the Screen Connect agent and proceed with troubleshooting.

Thanks,
Dalton Boothe

Notes
Reached out to Stacey
Attempted to remote into CH-HQT4Y33
Failed
Attempted to restart services through Automate
Still not able to remote in
Remoted in using Remote Support link
Uninstalled and reinstalled Automate
Checked out the printer
It was appearing as a CD drive when she plugged it in
Selected "choose what to do with this" when it popped up
Selected HP Smart Install
It installed the printer
Tested
Success
No further assistance requested
Marking complete

04/18/2024 2:35 PM UTC-04/ Stacey Peterson is having problems with her laptop printing. She has a HP Laserjet P1606 connected to the computer. She is at home and I can see the computer on Automate but it will not allow me to connect. I've had her reboot, etc. but still am unable to connect. Her Cell is 804-536-8309

When did you notice the problem?
Thursday, April 18, 2024 at 2:35 PM 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
Boothe, Dalton	04/18/2024 [2:41 PM - 3:04 PM]	CCH AIS	NB	Remote	Technician	0.38

Ticket# 37083
04/18/2024
by Javon Harper

Reactivate Account Hoebel
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/18/2024
Closed By: Andrew Blais

Discussion: 04/18/2024 1:09 PM UTC-04/ Javon Harper - Reactivate Account Hannah Bell

04/18/2024 1:08 PM UTC-04/ Javon Harper - Logged into O365 & remoted int DC
Reactivated accounts and moved user back into Recreation OU
User name is Hannah Bell
Informed Lewis of the change

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/18/2024 [1:08 PM - 1:21 PM]	CCH AIS	NC	Remote	Technician	0.22

Ticket# 37076
04/18/2024
by Javon Harper

Unable to access outlook or teams
City of Colonial Heights
Prarthana Rao
8045209333
raop@colonialheightsva.gov

Headquarter
Support

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

04/18/2024
Closed By: Andrew Blais

Discussion: 04/18/2024 11:52 AM UTC-04/ Javon Harper - Unable to access outlook or teams

04/18/2024 11:52 AM UTC-04/ Javon Harper - While working on a alignment ticket i was disabling users for Liz
Prarthana Rao was highlighted to disable by mistake
Unlocked user AD aO365 account but user was unable to access teams and outlook
Remoted into user PC and created a new profile but a password loop kept spinning
Noticed the user was using 2019 Office instead of O365
Uninstalled and reinstalled Office to see if that fixed the issue
Issue resolved after reinstall

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/18/2024 [11:52 AM - 12:28 PM]	CCH AIS	NC	Remote	Technician	0.55

Ticket# 36390
03/11/2024

Schools are reporting the students are again having problems with their Chrome Books connecting to t
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/17/2024
Closed By: Andrew Blais

Discussion: 04/17/2024 1:52 PM UTC-04/ Ray Fulk - I logged into the Library firewall and made a note of what criteria the application rule for proxies blocks:
- Category = Proxy and Tunnel
- Characteristics = Can bypass firewall policy
- Characteristics = Tunnels other apps

I then went in and removed those policy rules, as there is no way to simply disable them. I called Mike and we tried testing, but it still isn't working when he tries to connect to yahoo.com. I went back in and restored the proxy application rules in the firewall. I then got the IP address of the Chromebook Mike is using, and began a packet capture.

It looks like it is still dropping the connection for some reason, but it isn't clear why. I decided to try setting up a new firewall rule separate from the normal Library Public to WAN rule, which is only for port 80 traffic to the iBoss proxies and completely excludes all filtering and scanning. At first, I tried the hostnames "cn-1976867554-vnsg13227.ibosscloud.com" and "cn1759618853-vnsg11781.ibosscloud.com." When that didn't work, I also included the address ranges 149.19.32.0/19, 138.43.96.0/20, 104.225.160.0/19. Mike tested and confirmed that works. He also tested to make sure that their filter still blocks the sites it needs to. Closing ticket.

04/17/2024 9:41 AM UTC-04/ Ray Fulk - Lewis, Mike,

Alright, that sounds good, I will call you at 2pm for further testing.

Thank you,
Ray Fulk

04/17/2024 9:31 AM UTC-04/ It sounds like Lewis doesn't necessarily need to be there. I don't see a need to have us all physically present if all we need is the chromebook data. How about we do 2:00 and you call me and I can ru

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

sophospsmartbannerend

It sounds like Lewis doesn't necessarily need to be there. I don't see a need to have us all physically present if all we need is the chromebook data. How about we do 2:00 and you call me and I can run any tests that you might need?

On Wed, Apr 17, 2024 at 9:27 AM Lewis Archileti < archiletil@colonialheightsva.gov> wrote:
Mike,

I'll leave that up to you. If you are available sooner, feel free to catch up with Ray at your convenience.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/17/2024 9:27 AM UTC-04/ Mike, I'll leave that up to you. If you are available sooner, feel free to catch up with Ray at your convenience. Thanks. Lewis Lewis Archileti Director of Inf

This sender is trusted.

sophospsmartbannerend

Mike,

I'll leave that up to you. If you are available sooner, feel free to catch up with Ray at your convenience.

Thanks.

Lewis

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www.colonialheightsva.gov
[image]

04/17/2024 9:25 AM UTC-04/ Ray Fulk - Lewis, Mike,

I may have missed an email, but what time is this scheduled for? I see where Lewis can stop by at 2pm, but it looks like Mike may be out there sooner.

Thank you,
Ray Fulk

04/17/2024 9:20 AM UTC-04/ Absolutely, no need to set up a physical meeting if we don't have to. My number is 631-834-1726. On Wed, Apr 17, 2024 at 9:16 AM Lewis Archileti < archiletil@colonialheightsva.gov> wrote: Will t

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

sophospsmartbannerend

Absolutely, no need to set up a physical meeting if we don't have to. My number is 631-834-1726.

On Wed, Apr 17, 2024 at 9:16 AM Lewis Archileti < archiletil@colonialheightsva.gov> wrote:
Will that work for you Mike? Are you ok to work directly with Ray on a call? I've had several things come up this week but will try to swing by the Library around 2PM.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/17/2024 9:17 AM UTC-04/ Will that work for you Mike? Are you ok to work directly with Ray on a call? I've had several things come up this week but will try to swing by the Library around 2PM. Thanks.

This sender is trusted.

sophospsmartbannerend

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Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/17/2024 9:12 AM UTC-04/ Ray Fulk - Lewis, Mike,

No, Dalton isn't scheduled to be onsite. I think we can get on a call and test out the connection while I disable the application filtering in the firewall.

Thank you,
Ray Fulk

04/17/2024 8:57 AM UTC-04/ I can try to make that – 2PM would actually work better for me but then again, I'm not a necessary component. Will Dalton be coming down? Thanks.
Lewis Lewis Archilet

This sender is trusted.

sophospsmartbannerend

I can try to make that – 2PM would actually work better for me but then again, I'm not a necessary component. Will Dalton be coming down?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/17/2024 8:07 AM UTC-04/ Ray Fulk - Lewis, Mike,

Good morning, I wanted to follow up and see what time this afternoon we would be testing this connection again.

Thank you,
Ray Fulk

04/15/2024 1:02 PM UTC-04/ Ray Fulk - Lewis, Mike,

Wednesday afternoon works for me as well.

Thank you,
Ray Fulk

04/15/2024 11:12 AM UTC-04/ Wednesday afternoon I am available, Thursday I am not. Other than that, most days I am available and would be willing to do a remote session with Ray while I'm in the library if that would make things

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

sophospsmartbannerend

Wednesday afternoon I am available, Thursday I am not. Other than that, most days I am available and would be willing to do a remote session with Ray while I'm in the library if that would make things easier. I can also loan you a chromebook with a test user if that could help.

On Fri, Apr 12, 2024 at 2:22 PM Lewis Archileti < archiletil@colonialheightsva.gov> wrote:
That sounds like a good idea.

I'm currently available in the afternoon of Wednesday and Thursday next week if everyone wants to try to set something up. To be quite honest, if it is outside of those times, I'm not really needed so I can act as a go between for scheduling.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[cid:image001.jpg@01DA8CE4.835F1650]

04/12/2024 2:23 PM UTC-04/ That sounds like a good idea. I'm currently available in the afternoon of Wednesday and Thursday next week if everyone wants to try to set something up. To be quite honest, i

This sender is trusted.

sophospsmartbannerend

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Lewis

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(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/19763859-93e9-4981-b2d1-b28558b32873]

04/12/2024 1:15 PM UTC-04/ Ray Fulk - Lewis,

I see where the application filter in the firewall blocks many different proxies, but I don't see iBoss in particular listed as blocked. We may want to set up a time to test again with that rule disabled to see if that works, before we work to determine which entry in the application list it falls under.

Thank you,
Ray Fulk

Notes
I reviewed the PAC file and confirmed that any URL explicitly defined in the file is allowed to connect directly rather than through the proxy. The rest are set to use the primary proxy "cn-1976867554-vnsg13227.ibosscloud.com:80" and the secondary proxy "cn1759618853-vnsg11781.ibosscloud.com:80." I logged back into the Library firewall and used the Policy Test tool to see if the web filter was blocking either of these connections, and confirmed it wasn't, as there is already an exception for ibosscloud.com in the filter.
I researched this further, and saw where another iBoss user with a Palo Alto firewall ran into an issue with SSL decryption. I went ahead and excluded ibosscloud.com from that, just in case, though the traffic appears to be HTTP rather than HTTPS.
One other thing I found is that the application filter in the firewall bans certain proxies. However, I don't see iBoss listed there, unless Sophos has it under a different name. I may need to set up a time to test disabling that to see if it helps.

04/12/2024 11:49 AM UTC-04/ PAC file can be downloaded from here: https://node-cluster125708-swg.ibosscloud.com:443/kAnBHgHaAPLiZq5/v2/proxy.pac Could there be some sort of restriction regarding client devices that are usi

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sophospsmartbannerend

PAC file can be downloaded from here: https://node-cluster125708-swg.ibosscloud.com:443/kAnBHgHaAPLiZq5/v2/proxy.pac

Could there be some sort of restriction regarding client devices that are using a proxy?

On Fri, Apr 12, 2024 at 10:55 AM Ray Fulk < helpdesk@proactive-info.com> wrote:

04/12/2024 10:34 AM UTC-04/ Ray Fulk - Lewis,

Would it be possible to get a copy of the PAC file used by the Chromebooks, so that I can take a closer look at how its configured? I don't see anything in the firewall to indicate why connections to URLs not explicitly listed in the PAC file are failing. If I can see how the PAC file is configured to handle that traffic, I can get a better idea of what's happening.

Thank you,
Ray Fulk

Notes
I checked the firewall again, and it isn't clear why the sites listed in the PAC file go through but not any others. Reviewed the following documentation for proxy auto-configuration to get a better idea how it works: https://developer.mozilla.org/en-US/docs/Web/HTTP/Proxy_servers_and_tunneling/Proxy_Auto-Configuration_PAC_file#syntax. It's essentially a Javascript function that takes the URL you're trying to connect to and determines if the connection needs to go through a specific proxy or can be connected to directly. If possible, I'd like to take a look at the PAC file used by these Chromebooks in order to get a better idea of how it is configured to handle URLs not explicitly listed in the file.

04/11/2024 1:59 PM UTC-04/ Can connect to the network now, but the origins issue persists. Any sites that are not explicitly listed on our web content filters PAC file are receiving a chrome error page of "ERR_CONNECTION_CLOSED

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Can connect to the network now, but the origins issue persists. Any sites that are not explicitly listed on our web content filters PAC file are receiving a chrome error page of "ERR_CONNECTION_CLOSED".

Sent from my iPhone.

On Thu, Apr 11, 2024 at 13:51 Mike Zaweski (OTL) < mike_zaweski@colonialhts.net> wrote:
I just tried again at the library with a chromebook. Now it won't connect to the Public_Library SSID at all, it tells me "DHCP lookup failed".

Sent from my iPhone.

On Thu, Apr 11, 2024 at 13:14 Ray Fulk < helpdesk@proactive-info.com> wrote:

04/11/2024 1:53 PM UTC-04/ I just tried again at the library with a chromebook. Now it won't connect to the Public_Library SSID at all, it tells me "DHCP lookup failed". Sent from my iPhone. On Thu, Apr 11, 2024 at 13:14 Ray Fu

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I just tried again at the library with a chromebook. Now it won't connect to the Public_Library SSID at all, it tells me "DHCP lookup failed".

Sent from my iPhone.

On Thu, Apr 11, 2024 at 13:14 Ray Fulk < helpdesk@proactive-info.com> wrote:

04/11/2024 1:14 PM UTC-04/ Ray Fulk - Lewis,

Good afternoon, I wanted to see if you had heard anything further about this Chromebook issue at the Library.

Thank you,
Ray Fulk

04/01/2024 9:39 AM UTC-04/ Good Morning Ray, Thank you and Dalton for working on this. We may have to wait until next week as the schools are out for Spring Break this week. I've copied Mike on this so hopefu

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sophospsmartbannerend

Good Morning Ray,

Thank you and Dalton for working on this. We may have to wait until next week as the schools are out for Spring Break this week. I've copied Mike on this so hopefully, he can schedule to check it upon his return.

Thank you again and we will let you know.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/01/2024 8:15 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I made a new firewall rule for devices on the Library public network to Google services, which I believe may help with this Chromebook issue. I wanted to see if someone could try testing again.

Thank you,
Ray Fulk

Notes
I went back in and disabled the option of decrypting HTTPS traffic for the new Google Services rule, then re-enabled it and tested from LIB-DFSVR to make sure access to Youtube and other Google Services worked. I'll reach out to Lewis to see if he or someone else can test again.

03/29/2024 9:48 AM UTC-04/ Ray Fulk - I went in earlier and tried setting up the new firewall rule that the Sophos KB recommended for Google Apps, then tested Web access from LIB-DFSVR. I tried to access Youtube, but got a certificate error, so I disabled the rule and tested again to make sure access worked again. I think one of the settings in the new rule is to decrypt HTTPS traffic, but I don't think we can do that on the public network since there is no way to push the Sophos root certificate. I've left the rule disabled and will make a note to test again Monday morning before they open.

03/28/2024 11:27 AM UTC-04/ Ray Fulk - I took a closer look at the firewall configuration to see why the Chromebook connections are dropping. I reviewed the security settings on the LIB-PUBLIC to WAN firewall rule, and like all other rules, the DPI filtering engine is enabled by default rather than the older proxy filtering. I looked further into that, and it looks like there are certain Google services that only work with proxy filtering, which might necessitate a new rule for that specific traffic: https://docs.sophos.com/nsg/sophos-firewall/18.5/Help/en-us/webhelp/onlinehelp/AdministratorHelp/RulesAndPolicies/FirewallRules/RulesPoliciesCreateFQDNHostsWebProxyRule/index.html#introduction.
I don't see anything in the CH-LIB web policy that could be blocking the Chromebooks.

03/27/2024 2:16 PM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

03/27/2024 1:41 PM UTC-04/ Ray Fulk - Dalton is onsite and has a Chromebook in hand, and confirms he cannot access any websites except those specifically listed in the proxy settings.
I reviewed the firewall logs while Dalton tried to access the Web, and it looks like the connection is dropping with the error "Could not associate packet to any connection." I will need to check on this further later.

03/27/2024 1:07 PM UTC-04/ Dalton Boothe - Arrived onsite
Met with Mike and Lewis
Began looking into the issue
Got the IP of the Chromebook
Checked logs
There was no rule blocking it
Verified that the proxy was still off that Steven changed originally
Checked exceptions
Checked SSID settings
All looked good
Asked Ray for assistance
He gathered some info
He stated he gathered the needed info and would take another look later
I will set up a meeting with Mike if needed
Left site

03/27/2024 12:58 PM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

03/25/2024 11:01 AM UTC-04/ Tatiana Humphrey - Lewis,

Ok he will come to the courthouse before the library to complete the trace.

Thanks,
Tatiana Humphrey

03/25/2024 10:56 AM UTC-04/ Thank you. I had put a ticket in regarding tracing some lines at the courthouse – could he bring your Klein Device and we could do that too. It shouldn't take but a few minutes. &nb

This sender is trusted.

sophospsmartbannerend

Thank you. I had put a ticket in regarding tracing some lines at the courthouse – could he bring your Klein Device and we could do that too. It shouldn't take but a few minutes.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/25/2024 10:48 AM UTC-04/ Tatiana Humphrey - Hey Lewis,

Dalton can be there Wednesday at 1pm.

Thanks,
Tatiana Humphrey

03/22/2024 3:44 PM UTC-04/ Yes. That is what we did last time – met at the Library with School IT. Let me see when they can be available. Thx. Lewis Archileti Director of Information Technology City of Colon

This sender is trusted.

sophospsmartbannerend

Yes. That is what we did last time – met at the Library with School IT.

Let me see when they can be available.
Thx.

Lewis Archileti
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City of Colonial Heights, VA
(804) 520-9309 Office
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[image]

03/22/2024 2:23 PM UTC-04/ Tatiana Humphrey - Hey Lewis,

Wanted to see if we can try to get something scheduled for next week for someone to come onsite and work on this Chromebook issue with the school. We will need access to a Chromebook.

Thanks,
Tatiana Humphrey

03/19/2024 9:27 AM UTC-04/ Tatiana Humphrey - Lewis,

We would like to schedule someone to come onsite and work on the Chromebook to recreate the issue for further assistance. Would this week be a good time to possibly schedule and will we be able to have access to a school Chromebook if so?

Thanks,
Tatiana Humphrey

03/15/2024 2:41 PM UTC-04/ I just heard back from the School and they said it appears the problem is still occurring. In case you would like to speak to Mike directly, below is his contact information. Thank you!

This sender is trusted.

sophospsmartbannerend

I just heard back from the School and they said it appears the problem is still occurring.

In case you would like to speak to Mike directly, below is his contact information.

Thank you!

Mike Zaweski
Network Administrator
Colonial Heights Public Schools
Colonial Heights, VA 23834
Phone: 1-804-520-9073 x4773

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/7d2106d3-68e1-4cae-b0de-7062088d2002]

03/12/2024 11:43 AM UTC-04/ Sure thing. It may not be today when I get back with an answer since somebody's gonna have to go up there from the schools with a chrome book but I'll get back to you as soon as I can. Thank you for l

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sophospsmartbannerend

Sure thing. It may not be today when I get back with an answer since somebody's gonna have to go up there from the schools with a chrome book but I'll get back to you as soon as I can. Thank you for looking into this.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 12, 2024, at 11:26 AM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

03/12/2024 10:25 AM UTC-04/ Ray Fulk - I went into the Library firewall and looked over the firewall rules, and it looks like the default "LIB-PUBLIC to WAN" rule does not exclude any IPs. I also checked the connection logs to see if any traffic the first three subnets that Mike provided were being blocked, and I see successful connections to 138.43.101.30, 104.225.166.191, 104.225.167.37. The firewall rule does have web filtering enabled, so I went in and added a separate exclusion in the web filter for 149.19.32.0/19, 138.43.96.0/20, and 104.225.160.0/19. That exclusion is labeled "School Chromebooks." I followed up with Tatiana to let her know.

03/12/2024 10:08 AM UTC-04/ Tatiana Humphrey - Lewis,

Can you have them test please and let me know if its working now?

Thanks,
Tatiana Humphrey

Notes
Looked into this issue
Found old ticket regarding but not sure where rules/exclusions were located
Reached out to Ray to assist

03/12/2024 9:10 AM UTC-04/ Good Morning, I reached out to Mike from the School IT Admin and he relayed the following: Correct. It looks like the same issue is occurring again, where only the websites in

This sender is trusted.

sophospsmartbannerend

Good Morning,

I reached out to Mike from the School IT Admin and he relayed the following:

Correct. It looks like the same issue is occurring again, where only the websites in our content-filter's pac file are accessible and the others are receiving a ERR_EMPTY_RESPONSE error in the browser. The first time this occurred it was resolved by adding the IP's below to the library content filter system. The second time this occurred, Steven Lemus, you and I met at the library and Steven resolved it by allowing web-proxies as noted in the ticket.

IP list from the first incident (though it's possible only the first three ranges are necessary)

149.19.32.0/19

138.43.96.0/20

104.225.160.0/19

38.96.1.0/24

206.25.69.0/25

38.96.9.0/24

206.128.191.0/25

38.96.13.128/26

207.2.201.96/27

63.137.76.0/25

207.2.201.128/27

64.37.211.0/27

207.82.125.0/24

185.251.8.0/22

208.184.147.128/25

64.125.191.128/25

216.227.236.0/24

65.151.4.0/25

208.185.3.0/24

65.151.8.128/25

208.185.144.224/27

221.122.140.0/24

209.249.5.128/27

94.31.26.64/27

209.249.51.0/24

94.126.182.128/26

209.249.55.0/24

97.64.48.0/20

209.249.98.224/27

103.111.180.0/22

209.249.226.0/24

104.225.160.0/19

209.249.227.128/25

124.40.55.0/24

213.161.76.32/27

136.228.192.0/18

213.161.76.64/26

138.43.96.0/20

213.161.92.0/25

185.66.113.128/25

216.32.29.0/25

216.227.235.64/26

216.227.234.0/24

208.70.74.0/27

206.125.47.0/24

149.19.32.0/19

2620:137::/44

2a03:b8c0::/32
2402:A0C0::/32

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/11/2024 4:55 PM UTC-04/ Tatiana Humphrey - Lewis,

Nothing changed on our end from what I can see. What is happening when they try to connect?

Thanks,
Tatiana Humphrey

03/11/2024 4:37 PM UTC-04/ Schools are reporting the students are again having problems with their Chrome Books connecting to the Library WiFi. This happened back in 2022 and the issue was resolved by allowing web-proxies. Has anything changed at the Library which would cause issues with the Chrome Books again?

When did you notice the problem?
Monday, March 11, 2024 at 4:37 PM 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
Fulk, Ray	04/17/2024 [1:52 PM - 2:22 PM]	CCH AIS	NC	Remote	Technician	0.50
Fulk, Ray	04/12/2024 [1:15 PM - 2:09 PM]	CCH AIS	NC	Remote	Technician	0.90
Fulk, Ray	04/12/2024 [10:34 AM - 10:54 AM]	CCH AIS	NC	Remote	Technician	0.33

Fulk, Ray	04/01/2024 [8:15 AM - 8:29 AM]	CCH AIS	NC	Remote	Technician	0.23
Fulk, Ray	03/29/2024 [9:48 AM - 10:03 AM]	CCH AIS	NC	Remote	Technician	0.25
Fulk, Ray	03/28/2024 [11:27 AM - 11:54 AM]	CCH AIS	NC	Remote	Technician	0.45
Boothe, Dalton	03/27/2024 [2:16 PM - 3:34 PM]	CCH AIS	NC	Travel	Technician	1.30
Fulk, Ray	03/27/2024 [1:41 PM - 2:01 PM]	CCH AIS	NC	Remote	Technician	0.33
Boothe, Dalton	03/27/2024 [1:07 PM - 2:17 PM]	CCH AIS	NC	Onsite	Technician	1.17
Boothe, Dalton	03/27/2024 [12:58 PM - 1:08 PM]	CCH AIS	NC	Travel	Technician	0.17
Humphrey, Tatiana	03/25/2024 [10:48 AM - 10:50 AM]	CCH AIS	NC	Remote	Technician	0.03
Humphrey, Tatiana	03/22/2024 [2:23 PM - 2:27 PM]	CCH AIS	NC	Remote	Technician	0.07
Fulk, Ray	03/12/2024 [10:25 AM - 10:52 AM]	CCH AIS	NC	Remote	Technician	0.45
Humphrey, Tatiana	03/12/2024 [10:08 AM - 11:27 AM]	CCH AIS	NC	Remote	Technician	0.48
Humphrey, Tatiana	03/11/2024 [4:55 PM - 5:00 PM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 37054
04/17/2024
by Marissa Binck

Email Issue with Dianne
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/18/2024
Closed By: Andrew Blais

Discussion: 04/17/2024 1:00 PM UTC-04/ Tatiana Humphrey - Dianne called back stating she was having issues opening excel files after a onedrive merge
Remoted back in and noted the error
Found the file and was able to open successfully
Let her know she will have to open the files from file explorer initially before opening from excel most recent

04/17/2024 12:10 PM UTC-04/ Tatiana Humphrey - Dianne reached back out
Remoted into CH-MJ09T8QF
Ran a repair or office and test but same pop up
Looked at her mail settings and noted a pst file it was trying to pull
Looked for the pst file but none found
Was able to get into Outlook to remove the archive file and tested multiple times
Coming up successfully with no pop up

04/17/2024 11:47 AM UTC-04/ Tatiana Humphrey - Attempted to reach out to Diane but unable to hear anything
Will have her reach out when available

04/17/2024 11:46 AM UTC-04/ From:Lewis Archileti <archiletil@colonialheightsva.gov>
Sent: Wednesday, April 17, 2024 11:39 AM
To: Tatiana Humphrey <thumphrey@proactive-info.com>
Subject: Fwd: Email Issue with Dianne

Hi Tatiana, Are you able to help Dianne with this problem? Her direct number is 804-520-9288. Thx. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA

This sender is trusted.

sophospsmartbannerend

Hi Tatiana,

Are you able to help Dianne with this problem?

Her direct number is 804-520-9288.

Thx.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell

www.colonialheightsva.gov

Begin forwarded message:
From: Nicholas Horton <hortonn@colonialheightsva.gov>
Date: April 17, 2024 at 11:21:36 AM EDT
To: Lewis Archileti <archiletil@colonialheightsva.gov>
Subject: Email Issue with Dianne
Hey Lewis,

Dianne called me and said she was having off and on issues with her outlook. The image I attached showed the error box that would sometimes pop up and sometimes not. I moved everything she asked over to her one drive. Any idea of what is going on? I have not seen an error like this before.

Thanks,

Nicholas Horton
Financial Systems Analyst
City of Colonial Heights
Office: (804)-520-9264
Hortonn@colonialheightsva.gov

[image]

[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/17/2024 [1:00 PM - 1:10 PM]	CCH AIS	NC	Remote	Technician	0.17
Humphrey, Tatiana	04/17/2024 [12:10 PM - 12:30 PM]	CCH AIS	NC	Remote	Technician	0.33
Humphrey, Tatiana	04/17/2024 [11:47 AM - 11:52 AM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 37032
04/16/2024

Please create a G1 License for a new Part Time Deputy in the Sheriff's Office. Her name is Nicole M
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/17/2024
Closed By: Andrew Blais

Discussion: 04/16/2024 3:10 PM UTC-04/ Thanks Javon! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From

This sender is trusted.

sophospsmartbannerend

Thanks Javon!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/16/2024 2:40 PM UTC-04/ Javon Harper - Lewis,

I have added the G1 license for Nicole Morales

Thanks,
Javon Harper

Notes
Added 1 G1 License to moralesn@colonialheightsva.gov Office account

04/16/2024 2:30 PM UTC-04/ Please create a G1 License for a new Part Time Deputy in the Sheriff's Office. Her name is Nicole Morales. I've created AD credentials for her (moralesn@colonialheightsva.gov) Account is showing @colonialheightsva.gov.

When did you notice the problem?
Tuesday, April 16, 2024 at 2:29 PM 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

Internal: 04/16/2024 3:23 PM UTC-04/ Joey Musaitef - updated agreement

Resolution: 04/16/2024 3:23 PM UTC-04/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/16/2024 [2:40 PM - 3:07 PM]	CCH AIS	NC	Remote	Technician	0.33

Ticket# 37011
04/15/2024

Can you check the Fire_Devices wifi for Station 2? They are getting a connection error when attempti
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

04/17/2024
Closed By: Andrew Blais

Discussion: 04/16/2024 11:19 AM UTC-04/ Morning - This case can be closed at your earliest convenience

04/15/2024 4:18 PM UTC-04/ Javon Harper - Liz,

Sounds good, glad the reboot fixed the issue.

Thanks,
Javon Harper

04/15/2024 4:17 PM UTC-04/ It's working now! Thanks, Liz From: Javon Harper Sent: Monday, April 15, 2024 4:13 PM To: Liz Gegenheimer Subject: Ticket#37011/CCH001/Can you check the Fire_Devices wifi for Station 2

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

sophospsmartbannerend

It's working now!

Thanks,
Liz

04/15/2024 3:56 PM UTC-04/ Can you check the Fire_Devices wifi for Station 2? They are getting a connection error when attempting to connect to the wifi there.

When did you notice the problem?
Monday, April 15, 2024 at 3:56 PM 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

04/15/2024 3:56 PM UTC-04/ Javon Harper - Liz,

I have successfully rebooted AP22 and noticed devices connected to Fire Devices. Can you confirm if the reboot resolved the issue connecting to the Wi-Fi?

Thanks,
Javon Harper

Notes
Logged into Sophos Central
Located Fire Devices and noticed Devices was connected to the Wi-Fi
I also noticed a red indicator on AP22
Got the ok to reboot AP22
Made sure AP came back online and devices connected to AP

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/15/2024 [3:56 PM - 4:12 PM]	CCH AIS	NC	Remote	Technician	0.27

Ticket# 36965
04/11/2024

I have a server - CHPDSVR01 or 10.100.201.20 which runs our old legacy police records software. Las
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/17/2024
Closed By: Andrew Blais

Discussion: 04/15/2024 1:57 PM UTC-04/ Javon Harper - Travel From City of Colonial Heights

04/15/2024 1:10 PM UTC-04/ Brandon Walcott - Leaving CCH PD

04/15/2024 1:09 PM UTC-04/ Javon Harper - Arrived onsite
Liz showed me where the Server and Lewis was located
Hooked up a monitor, Keyboard and mouse to the server
Noticed the Server was connected to the network but not getting internet service
Looked into Network settings and noticed the server was not getting a IP address
Static the IP address to 10.100.201.20
Device was able to access the internet and I was able to remote into the server from automate
Lewis stated he will get the data needed transferred and reach out at a later date to get a VM setup

04/15/2024 12:38 PM UTC-04/ Brandon Walcott - Travel To City of Colonial Heights

04/15/2024 12:37 PM UTC-04/ Javon Harper - Travel To City of Colonial Heights

04/15/2024 9:36 AM UTC-04/ Javon Harper - Good Morning Javon,

Is someone able to come on-site to take a look at this server? I talked to PD and it is something the still need. Prior to giving it last rites, I would like for you all to take a look to see if replacing a drive may solve the problem.

It is an older server we purchased from ProActive so I assume you all have the configuration, RAID, etc. If someone comes here and confirms it is DOA, then we will have to spin up a new virtual server and have Shield restore it.

04/15/2024 9:10 AM UTC-04/ I have attempted several reboots but it will not come up. It appears to have a bad drive. Lewis Archileti Director of Information Technology City of Colonial Heights,

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

sophospsmartbannerend

I have attempted several reboots but it will not come up. It appears to have a bad drive.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/15/2024 8:11 AM UTC-04/ Javon Harper - Lewis,

Have you been able to turn on CHPDSVR01?

Thanks,
Javon Harper

04/12/2024 10:57 AM UTC-04/ We cut over to the new Tyler Records in July 21 and pretty much stopped entering data into Shield so the 12/21 back up should be ok. Lewis Archileti
Director of Info

This sender is trusted.

sophospsmartbannerend

We cut over to the new Tyler Records in July 21 and pretty much stopped entering data into Shield so the 12/21 back up should be ok.

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[image]

04/12/2024 9:53 AM UTC-04/ Ray Fulk - Lewis,

Checking on the backup server, I see a StorageCraft backup for CHPDSVR01 on the E: drive from 12/11/2021 labeled "Do Not Delete." I logged into Veeam, and I didn't see any backup jobs for this server there.

Thank you,
Ray Fulk

Notes
I checked on CH-BACKUP, and I see a StorageCraft backup on the E: drive from 12/11/2021 labeled "Do Not Delete." I logged into Veeam, and I didn't see any backup jobs for this server there.

04/12/2024 9:24 AM UTC-04/ Good Morning Ray, After receiving your e-mail last nite, I turned the server off and back on. It appears 1 of the drives may have gone bad. I'm trying to reboot again now but are yo

This sender is trusted.

sophospsmartbannerend

Good Morning Ray,

After receiving your e-mail last nite, I turned the server off and back on. It appears 1 of the drives may have gone bad. I'm trying to reboot again now but are you able to look to see what the most recent backup of that server is.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
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www.colonialheightsva.gov
[image]

04/12/2024 9:16 AM UTC-04/ Javon Harper - Logged into CH-DC1 to check on the status of chpdsvr01
Device is still offline
Waiting on Lewis to check on the server and turn it back on

04/11/2024 5:07 PM UTC-04/ I'll check it as it didn't come back up Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheight

This sender is trusted.

sophospsmartbannerend

I'll check it as it didn't come back up

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
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www.colonialheightsva.gov
[image]

04/11/2024 4:39 PM UTC-04/ Ray Fulk - Lewis,

I rebooted the server, but I don't see it coming back online when I ping it. Do you know how long it usually takes to come back up?

Thank you,
Ray Fulk

Notes
I went in and ran "netsh winsock reset" and "netsh int ip reset" to reset the network stack. It prompted to reboot, but before it did I saw it come back online in ScreenConnect. In order to fully complete the network reset, I rebooted the server.

04/11/2024 4:33 PM UTC-04/ Ray Fulk - Lewis,

Alright, I will reboot the server in a few minutes.

Thank you,
Ray Fulk

04/11/2024 4:32 PM UTC-04/ We can reboot it anytime you like. The only thing we use it for is to run the old Shield software and at this point, that isn't accessible. Do you want me to reboot or do you want to? &nb

This sender is trusted.

sophospsmartbannerend

We can reboot it anytime you like. The only thing we use it for is to run the old Shield software and at this point, that isn't accessible.

Do you want me to reboot or do you want to?

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/11/2024 4:01 PM UTC-04/ Ray Fulk - Lewis,

Could we schedule a time to reboot CHPDSVR01 server again? I'd like to see about resetting winsock, as I'm seeing some unusual responses when I try to run ping, traceroute, etc.

Thank you,
Ray Fulk

Notes
I logged into CH-DC1 and connected to CHPDSVR01 via RDP. I confirmed I can ping 8.8.8.8 but cannot resolve the hostname www.google.com. I pulled up the DNS settings and confirmed that 10.100.200.21 and 10.100.200.6 are the DNS servers, and that I can ping those servers. I restarted the DNS Client service and ran "ipconfig /flushdns," but it didn't help. I checked Windows Firewall to make sure that wasn't blocking DNS traffic. I ran nslookup, but it says it is not getting a response from the DNS server. I checked the Event Logs and didn't see any issues there.
I'm seeing a lot of unusual behavior in ping, traceroute, etc. It may be worth resetting the network sockets. I checked to see if this server rebooted recently, and it looks like they rebooted earlier today. I'll reach out to see if I can reset winsock as well.

04/11/2024 10:59 AM UTC-04/ Javon Harper - Attempted to remote into CHPDSVR01 but was unable to from Automate due to it showing offline
Looked through screen connect and was unable to remote into device
Remoted in from DC01 and noticed it is still online and screen connect is running but there is no option to get the Server back running in automate
I was able to open SQL administrator but was unable to search on browsers at all
Will reach out to Ray to see if there is a option to get this Server able to remote in from automate temporarily
Device is an 2008 server which may not be an option but I will check with Ray first

04/11/2024 10:53 AM UTC-04/ I have a server - CHPDSVR01 or 10.100.201.20 which runs our old legacy police records software. Last week, we are unable to access the Shieldware information so I attempted to remote into the server. I am unable to connect using Automate but am able to use Remote Desktop. I get a certificate error when logging in (see attachment) and am unable to start selected services (Update, MySQL), etc. Was attempting to remote Shieldware Support in and unable to connect using a browser. Can you please take a look to see if we can get this back up temp. so we can access our old Records data?

When did you notice the problem?
Thursday, April 11, 2024 at 10:53 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?
Anytime

Attachments:
shield cert.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/15/2024 [1:57 PM - 2:34 PM]	CCH AIS	NC	Travel	Technician	0.62
Walcott, Brandon	04/15/2024 [1:10 PM - 1:36 PM]	CCH AIS	NC	Onsite	Technician	0.43
Harper, Javon	04/15/2024 [1:09 PM - 1:35 PM]	CCH AIS	NC	Onsite	Technician	0.43
Walcott, Brandon	04/15/2024 [12:38 PM - 1:10 PM]	CCH AIS	NC	Travel	Technician	0.53
Harper, Javon	04/15/2024 [12:37 PM - 1:10 PM]	CCH AIS	NC	Travel	Technician	0.55
Fulk, Ray	04/12/2024 [9:53 AM - 10:08 AM]	CCH AIS	NC	Remote	Technician	0.25
Harper, Javon	04/12/2024 [9:16 AM - 9:24 AM]	CCH AIS	NC	Remote	Technician	0.13
Fulk, Ray	04/11/2024 [4:39 PM - 4:52 PM]	CCH AIS	NC	Remote	Technician	0.22
Fulk, Ray	04/11/2024 [4:01 PM - 4:29 PM]	CCH AIS	NC	Remote	Technician	0.47
Harper, Javon	04/11/2024 [10:59 AM - 11:36 AM]	CCH AIS	NC	Remote	Technician	0.50

Ticket# 37003
04/15/2024
by Javon Harper

Brian from Logan systems VPN setup
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/17/2024
Closed By: Andrew Blais

Discussion: 04/15/2024 10:44 AM UTC-04/ Javon Harper - Brian from Logan systems VPN setup

04/15/2024 10:44 AM UTC-04/ Javon Harper - Brian Sanders from Logan called in to state he has a brand new MAC and needs the VPN install and config for sophos
Looked through emails sent and received from working with Brian in the past I found the installs needed for install
Emailed Brian the installs as attachments
No further assistance needed
Issue resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/15/2024 [10:44 AM - 10:58 AM]	CCH AIS	NC	Remote	Technician	0.23

Ticket# 36928 04/10/2024	**Jada Young - new Fire Department employee - needs G1 Account. Already created in AD.** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>>Closed Remote Support Remote Portal Priority 3 - Medium Tier 1	04/12/2024 Closed By: Andrew Blais

Discussion: 04/10/2024 2:49 PM UTC-04/ Thank you! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Tatiana

This sender is trusted.

sophospsmartbannerend

Thank you!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/10/2024 11:17 AM UTC-04/ Tatiana Humphrey - Good Morning Lewis,

I have added the G1 license to Jada account. Let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into Appriver
Added G1 license and waited for it to update
Logged into office admin
Applied it to Jada account

04/10/2024 11:08 AM UTC-04/ Jada Young - new Fire Department employee - needs G1 Account. Already created in AD.

When did you notice the problem?
Wednesday, April 10, 2024 at 11:07 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

Internal: 04/12/2024 9:08 AM UTC-04/ Joey Musaitef - update agreement

04/10/2024 4:38 PM UTC-04/ Tatiana Humphrey - 1- G1 license added

Resolution: 04/12/2024 9:08 AM UTC-04/ Joey Musaitef - update agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/10/2024 [11:17 AM - 11:29 AM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 36971
04/11/2024
by Tatiana Humphrey

Cant access amazon
City of Colonial Heights
Jessica Moody
8044510242
moodyj@colonialheightsva.gov

Headquarter
Support

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

04/17/2024
Closed By: Andrew Blais

Discussion: 04/11/2024 2:17 PM UTC-04/ Tatiana Humphrey - Can access amazon

04/11/2024 2:16 PM UTC-04/ Tatiana Humphrey - Remoted into CH-MJ0A5MNR
Jessica stated:

Went and refreshed the page and it was able to come up successfully
Had her go through the ordering process in Amazon and ensured she could access the Munis page needed to get approval
That was successful as well
She will work on placing the order completely and let me know if any issues

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/11/2024 [2:16 PM - 2:34 PM]	CCH AIS	B	Remote	Technician	0.30

Ticket# 36890
04/08/2024
by Javon Harper

VPN Install
City of Colonial Heights
Alexis Gwaltney
8045185073
StaleyA@colonialheightsva.gov

Headquarter
Support

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

04/11/2024
Closed By: Andrew Blais

Discussion: 04/08/2024 9:50 AM UTC-04/ Javon Harper - Remoted into DESKTOP-LC1OH34
Installed Sophos Connect
Removed Barracuda Vpn
Installed VPN config file
Made sure user VPN connected successfully
Walked user through connecting VPN while not onsite at CCH
Issue resolved

04/08/2024 9:46 AM UTC-04/ Javon Harper - VPN Install

Internal: 04/11/2024 8:58 AM UTC-04/ Andrew Blais - Failed to execute Ticket: #36890 (Aborted_By_System): Change Ticket Status to >Closed
Error Received: Selected status is not active for this board. Please select a different ticket status.

04/11/2024 8:44 AM UTC-04/ Andrew Blais - Failed to execute Ticket: #36890 (Aborted_By_System): Change Ticket Status to >Closed
Error Received: Selected status is not active for this board. Please select a different ticket status.

04/11/2024 8:44 AM UTC-04/ Andrew Blais - Failed to execute Ticket: #36890 (Aborted_By_System): Change Ticket Status to >Closed
Error Received: Selected status is not active for this board. Please select a different ticket status.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/08/2024 [9:50 AM - 9:57 AM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 36784
04/01/2024

Karla Ramsey in Finance can probably explain this better - 804-520-9269. Recently, a feature in Tyle
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/11/2024
Closed By: Andrew Blais

Discussion: 04/10/2024 12:57 PM UTC-04/ Tatiana Humphrey - Dalton stated he recieved a list of users with their locations so we can allow in the fw rule
Logged into the FW and added the couthouse and FS/EMS to the rule
Will get with Jessica to verify access

04/05/2024 4:07 PM UTC-04/ Dalton Boothe - Kristen call in
Stated Janet Schiff at the Library was having issues as well
Verified what rule T and Ray were editing
Added the library to ERPWEB-Hairpin rule
Reached out to Janet at the number provided 804-451-0006 for testing
Left name and number in voicemail

04/02/2024 1:57 PM UTC-04/ Tatiana Humphrey - Karla,

We got this issue resolved for Matt and it should be working for recreation and garage now. Please have users test and let us know if any issues.

Thanks,
Tatiana Humphrey

Notes
Reached back out to Matt to have him test
Still giving error
Logged back into the FW and checked over the rule
Noted the senior center was not added which was his location
Added it to the rule
He was then able to access successfully

04/02/2024 12:59 PM UTC-04/ Ray Fulk - Tatiana asked if I could look into this. Based on the screenshot she provided, it looks like it is trying to connect to selfservice.colonialheightsva.gov. I know in the past I had to set up a hairpin rule in the firewall so that it would properly redirect local requests to the local address of the ERPEXWEB server. I checked on that rule, and found it was only configured for traffic originating on the City Hall networks 10.100.200.0/24 and 10.100.201.0/24, which would explain why it is only failing for certain sites. I went in and added the Recreation and Fleet Maintenance networks to that rule and saved it, then let Tatiana know.

04/02/2024 12:24 PM UTC-04/ Tatiana Humphrey - Worked with Matt and remoted into CH-5K20443
He walked me through the process
When redirecting to selfservice.colonialheightsva.gov it was receiving the error
Tested pinging the site it stated couldn't be reached and it was responding
Tested different browsers and incongnito
Logged into the FW and checked logs but did not note anything being blocked
Tested a different internet connection
Logged into a server and was able to access the site there
Reached out to Ray for some insight
He stated it was a rule in place and made changes as necessary
I will reach back out to have Matt test

04/02/2024 12:06 PM UTC-04/ Tatiana Humphrey - Spoke with Karla
Remoted into CH-MJ0A5MP1
She walked me through the process of placing an order via amazon and showed me where they should see the order within the requisition page to get approval
She stated the garage and recreation appear to be the only ones having the issue
Other departments aren't getting error
She will have Matt from recreation reach out when available for further troubleshooting

04/02/2024 8:46 AM UTC-04/ Dalton Boothe - Attempted to reach out to Karla
Left name and number in voicemail

04/01/2024 3:07 PM UTC-04/ Dalton Boothe - Attempted to reach out to Karla
Left name and number in voicemail

04/01/2024 3:04 PM UTC-04/ Karla Ramsey in Finance can probably explain this better - 804-520-9269. Recently, a feature in Tyler Munis was opened up allowing direct shopping from Munis. Please see attachment as to what she sent me.

When did you notice the problem?
Monday, April 1, 2024 at 3:03 PM 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

Attachments:
amazon issue.docx

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/10/2024 [12:57 PM - 1:11 PM]	CCH AIS	NC	Remote	Technician	0.23
Boothe, Dalton	04/05/2024 [4:07 PM - 4:29 PM]	CCH AIS	NC	Remote	Technician	0.37
Humphrey, Tatiana	04/02/2024 [1:57 PM - 2:09 PM]	CCH AIS	NC	Remote	Technician	0.20
Fulk, Ray	04/02/2024 [12:59 PM - 1:13 PM]	CCH AIS	NC	Remote	Technician	0.23
Humphrey, Tatiana	04/02/2024 [12:24 PM - 1:13 PM]	CCH AIS	NC	Remote	Technician	0.82
Humphrey, Tatiana	04/02/2024 [12:06 PM - 12:17 PM]	CCH AIS	NC	Remote	Technician	0.18
Boothe, Dalton	04/02/2024 [8:46 AM - 8:49 AM]	CCH AIS	NC	Remote	Technician	0.05
Boothe, Dalton	04/01/2024 [3:07 PM - 3:09 PM]	CCH AIS	NB	Remote	Technician	0.03

Ticket# 36886
04/08/2024

Good morning, My One Drive is not setup correctly. When I try to login on my computer, it gives me
City of Colonial Heights
Alexis Gwaltney
8045185073
StaleyA@colonialheightsva.gov

Headquarter Support

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

04/10/2024
Closed By: Andrew Blais

Discussion: 04/08/2024 8:58 AM UTC-04/ Javon Harper - Remoted into Alexis Desktop and Laptop
Removed Office 2019 and installed O365
Unlinked personal OneDrive from Alexis desktop and synced/backed up data
Made sure user was able to access emails and showed user how to use the new Office apps
Alexis stated she needed a VPN since she still had Barracuda on her laptop
Informed Alexis I will get the Ok from Liz or Lewis then reach back out

04/08/2024 8:44 AM UTC-04/ Javon Harper - Alexis,

Do you have anytime this morning I can look at your OneDrive issue?

Thanks,
Javon Harper

04/08/2024 8:38 AM UTC-04/ Good morning,

My One Drive is not setup correctly. When I try to login on my computer, it gives me an error code. Also, I am unable to access One Drive on my laptop. Please let me know if I should contact ProActive for these issues and if so, please let me know the number.

Thanks so much!

Best Regards,

Alexis Staley
Human Resources Specialist
City of Colonial Heights
Colonial Heights, VA 23834
Office: (804) 518-5073
Fax: (804) 524-8766
Staleya@colonialheightsva.gov

When did you notice the problem?
Monday, April 8, 2024 at 8:38 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?
Anytime

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	04/08/2024 [8:58 AM - 9:45 AM]	CCH AIS	NC	Remote	Technician	0.78

Ticket# 36587
03/22/2024
by Tatiana Humphrey

Screens keep blacking out
City of Colonial Heights
Jessica Moody
8044510242
moodyj@colonialheightsva.gov

Headquarter
Support

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

04/05/2024
Closed By: Andrew Blais

Discussion: 04/04/2024 4:52 PM UTC-04/ Tatiana Humphrey - Have not heard back regarding this issue
Closing this ticket due to ticket closing policy

03/29/2024 8:23 AM UTC-04/ Tatiana Humphrey - Morning Jessica,

Checking in to see if you will have some time today for me to remote in and take another look at this issue?

Thanks,
Tatiana Humphrey

03/26/2024 12:05 PM UTC-04/ Tatiana Humphrey - Jessica,

When is a good time we can connect again to try and resolve?

Thanks,
Tatiana Humphrey

03/26/2024 9:37 AM UTC-04/ Yes, the screen is still going black. From: Tatiana Humphrey Sent: Tuesday, March 26, 2024 8:51 AM To: Jessica Moody Subject: Ticket#36587/CCH001/Screens keep blacking out -- has been u

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

sophospsmartbannerend

Yes, the screen is still going black.

03/26/2024 8:49 AM UTC-04/ Tatiana Humphrey - Good Morning Jessica,

Just following up to see if these screens are still blacking out since I worked on this Friday?

Thanks,
Tatiana Humphrey

03/22/2024 12:54 PM UTC-04/ Tatiana Humphrey - Spoke with Jessica who stated Jessica Copper PC screens keep blacking out
Remoted into CHCAO2
Noted the 2 screens and she said it was connected to a docking station
Discover the make model of the docking station and looked for updates
Downloaded and installed a firmware update and had her remove for a reboot and reinstall
She will monitor to see if cont. to happen for further troubleshooting

03/22/2024 12:53 PM UTC-04/ Tatiana Humphrey - Screens keep blacking out

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/04/2024 [4:52 PM - 4:58 PM]	CCH AIS	NC	Remote	Technician	0.10
Humphrey, Tatiana	03/29/2024 [8:23 AM - 8:27 AM]	CCH AIS	NC	Remote	Technician	0.07
Humphrey, Tatiana	03/26/2024 [8:49 AM - 8:51 AM]	CCH AIS	NC	Remote	Technician	0.03
Humphrey, Tatiana	03/22/2024 [12:54 PM - 1:15 PM]	CCH AIS	B	Remote	Technician	0.35

Ticket# 36807
04/02/2024

Chief Anspach received the attached message on his Mac Book. Wanted to check which to click.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/05/2024
Closed By: Andrew Blais

Discussion: 04/03/2024 10:53 AM UTC-04/ Dalton Boothe - Travel From City of Colonial Heights

04/03/2024 10:31 AM UTC-04/ Dalton Boothe - Arrived onsite
Met with Chief Anspach
He provided his Mac
Went into System Preferences
It stated sone applications needed the users attention
Selected
Dragged the Sophos icon to "full disk access"
Had Chief enter his password as needed
Verified Sophos was all green
Verified it was updating successfully
Success
Chief Anspach verified all was good
Left site

04/03/2024 9:57 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

04/03/2024 9:56 AM UTC-04/ Dalton Boothe - William,

Will do!

Thanks,
Dalton Boothe

04/03/2024 9:56 AM UTC-04/ In in the public safety building (PD side) located at 100-A Highland Avenue. Come in the doors where the flags are and just let the receptionist know you are here to see me. Colonel

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

sophospsmartbannerend

In in the public safety building (PD side) located at 100-A Highland Avenue. Come in the doors where the flags are and just let the receptionist know you are here to see me.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/03/2024 9:53 AM UTC-04/ Dalton Boothe - William,

Gotcha, I can start headed that way! You are at the fire admin/city hall location correct?

Thanks,
Dalton Boothe

04/03/2024 9:51 AM UTC-04/ Today is good. I have a meeting at 1230 to 130, but otherwise good. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, V

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

sophospsmartbannerend

Today is good. I have a meeting at 1230 to 130, but otherwise good.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/03/2024 9:16 AM UTC-04/ Dalton Boothe - William,

Do you have any availability for one of us to come out today to take a look? Or does another day work better?

Thanks,
Dalton Boothe

04/03/2024 9:14 AM UTC-04/ Well scratch that. Won't connect to the internet again. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 2383

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

sophospsmartbannerend

Well scratch that. Won't connect to the internet again.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[image001.png]

On Apr 3, 2024, at 09:09, Dalton Boothe <helpdesk@proactive-info.com> wrote:

04/03/2024 9:07 AM UTC-04/ Dalton Boothe - William,

Did updating the AppleID allow Sophos to start back up normally while connected to CH-IT?

Thanks,
Dalton Boothe

04/03/2024 9:05 AM UTC-04/ When I got home and the Mac changed to my home internet, it allowed me to update my apple id. Is it possible the IT internet is an issue? We are also experiencing issues with Gmail on cell

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

sophospsmartbannerend

When I got home and the Mac changed to my home internet, it allowed me to update my apple id. Is it possible the IT internet is an issue? We are also experiencing issues with Gmail on cell phones.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
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Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/03/2024 8:23 AM UTC-04/ Dalton Boothe - William,

It appears that some things have been cancelled, I can head that way earlier if needed!

Thanks,
Dalton Boothe

04/03/2024 8:03 AM UTC-04/ Dalton Boothe - William,

Good morning! I can be out there at around 10:45 this morning if you are available.

Thanks,
Dalton Boothe

Notes
Attempted to call Chief Anspach
No answer
Just beeping on the other end
Sending an email

04/02/2024 4:57 PM UTC-04/ Ok thanks for trying Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834 Office: 804-520-9311 fax: 8

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

sophospsmartbannerend

Ok thanks for trying

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:55 PM UTC-04/ Dalton Boothe - William,

Well, shoot...Let me see what the teams availability is like to see if we can have someone onsite tomorrow to assist with this.

Thanks,
Dalton Boothe

04/02/2024 4:53 PM UTC-04/ No go Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834 Office: 804-520-9311 fax: 804-520-9226 ans

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

sophospsmartbannerend

No go

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:47 PM UTC-04/ Dalton Boothe - William,

Let's give these steps a try, if you don't mind.

Open the System Preferences.
Select Privacy and Security.
Select Full Disk Access in the left list.
Click the lock to make changes.
Select the Sophos Endpoint scan extension, even if it is toggled on, and click - to remove it from the list.
Wait a minute, and the Sophos Endpoint scan extension should automatically re-appear in the list.
Select the toggle switch to turn on Full Disk Access.

Thanks,
Dalton Boothe

04/02/2024 4:45 PM UTC-04/ No go. Also will still not allow me to update my apple id settings. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, V

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

sophospsmartbannerend

No go. Also will still not allow me to update my apple id settings.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:38 PM UTC-04/ Dalton Boothe - William,

Let's go back to "Security & Privacy" > "Full Disk Access." Do you see a lock on the screen by chance? If so, go ahead and click that, and try and turn on Sophos Scan and Network Extension.

Thanks,
Dalton Boothe

04/02/2024 4:35 PM UTC-04/ Ok my vpn is working, but I am unable to reach the internet. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834

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

sophospsmartbannerend

Ok my vpn is working, but I am unable to reach the internet.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:33 PM UTC-04/ Dalton Boothe - William,

Let me see if I am able to remote in now. In the mean time, would you be able to send me a screenshot of said box?

Thanks,
Dalton Boothe

04/02/2024 4:32 PM UTC-04/ Just received a box asking for password for Sophos. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834 Of

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

sophospsmartbannerend

Just received a box asking for password for Sophos.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:31 PM UTC-04/ Dalton Boothe - William,

Perfect, are you able to access the internet?

Thanks,
Dalton Boothe

04/02/2024 4:30 PM UTC-04/ Ok back in. all the Sophos is checked blue Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834 Office:&nbs

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

sophospsmartbannerend

Ok back in. all the Sophos is checked blue

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:25 PM UTC-04/ Dalton Boothe - William,

Yes sir, go ahead and restart. When it comes back up, check if they are greyed out still. If so, please try and enable them. You may need to click on the lock to allow changes.

Thanks,
Dalton Boothe

04/02/2024 4:23 PM UTC-04/ Greyed out. Gonna have to try and restart it. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834 Office:&

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

sophospsmartbannerend

Greyed out. Gonna have to try and restart it.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:19 PM UTC-04/ Dalton Boothe - William,

Okay, and under that same "privacy & security" option. Can you please click on the option labeled "Full Disk Access," are the Sophos Network and Scan Extension enabled there?

Thanks,
Dalton Boothe

04/02/2024 4:17 PM UTC-04/ Wants me to update apple id settings, but when I hit continue its not doing anything. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonia

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

sophospsmartbannerend

Wants me to update apple id settings, but when I hit continue its not doing anything.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:13 PM UTC-04/ Dalton Boothe - William,

Gotcha, if you could, please go to settings > privacy and security. Is there a prompt at the bottom that says that some things need your attention?

Thanks,
Dalton Boothe

04/02/2024 4:10 PM UTC-04/ Network extension and scan Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834 Office: 804-520-9311 fax:&n

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

sophospsmartbannerend

Network extension and scan

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 4:05 PM UTC-04/ Dalton Boothe - William,

I appears that it is offline, this may be because of the Sophos issue. If possible, can you follow the steps below and inform me which service is having the issue?

In “Finder” select applications > Sophos folder
Open “Endpoint self help”
Select services
Please let me know which ones are red

Thanks,
Dalton Boothe

04/02/2024 4:00 PM UTC-04/ Dalton Boothe - Attempted to remote in
It appeared the device was offline
This may be due to the Sophos issue
Sent over some steps to try

04/02/2024 3:59 PM UTC-04/ Please feel free. Appreciate the help. Colonel William H. Anspach Chief of Police Colonial Heights Police Department 100-A Highland Avenue Colonial Heights, Virginia 23834 Office: 8

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

sophospsmartbannerend

Please feel free. Appreciate the help.

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 3:54 PM UTC-04/ Dalton Boothe - William,

Do you mind if I remote in and take a look?

Thanks,
Dalton Boothe

04/02/2024 3:17 PM UTC-04/ I accepted and clicked the links. Now getting a message that indicates " some Sophos services are not running". Contact administrator. Can someone from proactive assist me? &nb

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

sophospsmartbannerend

I accepted and clicked the links. Now getting a message that indicates " some Sophos services are not running". Contact administrator. Can someone from proactive assist me?

Colonel William H. Anspach
Chief of Police
Colonial Heights Police Department
100-A Highland Avenue
Colonial Heights, Virginia 23834
Office: 804-520-9311 fax: 804-520-9226
anspachw@colonialheightsva.gov
FBINA 274th

[Accredited Agency Seal for EMail Signature 2013 (002)]

04/02/2024 1:18 PM UTC-04/ Tatiana Humphrey - Lewis,

He should select to allow Sophos Network Extention. Thanks for checking in.

Thanks,
Tatiana Humphrey

04/02/2024 1:09 PM UTC-04/ Chief Anspach received the attached message on his Mac Book. Wanted to check which to click.

When did you notice the problem?
Tuesday, April 2, 2024 at 1:09 PM 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

Attachments:
billy sophos.heic

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	04/03/2024 [10:53 AM - 11:29 AM]	CCH AIS	NC	Travel	Technician	0.60
Boothe, Dalton	04/03/2024 [10:31 AM - 10:54 AM]	CCH AIS	NC	Onsite	Technician	0.38
Boothe, Dalton	04/03/2024 [9:57 AM - 10:31 AM]	CCH AIS	NC	Travel	Technician	0.57
Boothe, Dalton	04/03/2024 [8:03 AM - 8:07 AM]	CCH AIS	NC	Remote	Technician	0.07
Boothe, Dalton	04/02/2024 [4:00 PM - 4:05 PM]	CCH AIS	NC	Remote	Technician	0.08
Humphrey, Tatiana	04/02/2024 [1:18 PM - 1:25 PM]	CCH AIS	B	Remote	Technician	0.12

Ticket# 36606
03/25/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 04/02/2024 3:45 PM UTC-04/ Joey Musaitef - emailed lewis numbers for march 74
This time entry is marked No Charge

03/25/2024 1:45 AM UTC-04/ Lewis needs the hours that proactive worked on issue for CH

Internal: 03/25/2024 1:45 AM UTC-04/

Resolution: 04/02/2024 3:45 PM UTC-04/ Joey Musaitef - emailed lewis numbers for march 74
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	04/02/2024 [3:45 PM - 4:00 PM]		NC	Remote	Technician	0.25

Ticket# 36311
03/07/2024

I believe this is going to be an add on to the problem we were having with some users receiving Gmai
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/03/2024
Closed By: Andrew Blais

Discussion:

04/01/2024 3:05 PM UTC-04/ Go ahead and close this. I haven't heard anything else so until I do, lets just let it go. Thanks. Lewis Lewis Archileti Director of Information Technology City of Co

This sender is trusted.

sophospsmartbannerend

Go ahead and close this. I haven't heard anything else so until I do, lets just let it go.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

04/01/2024 2:00 PM UTC-04/ Tatiana Humphrey - Hey Lewis,

Checking in to see if this is still something you need assistance with from us?

Thanks,
Tatiana Humphrey

03/26/2024 8:08 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

Seeing if you have been able to speak with IBM regarding their MDM policy applied to those devices having issues?

Thanks,
Tatiana Humphrey

03/14/2024 11:32 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

Can you have some users having this issue see if they can access the web version of Outlook and see if those emails can be sent/received while connected to the wifi, please?

Thanks,
Tatiana Humphrey

03/14/2024 10:45 AM UTC-04/ Tatiana Humphrey - Looked into this issue
Was informed of the rule blocking non exchange email
Did some research on the issue
Reaching out the team for further troubleshooting measures

03/11/2024 1:48 PM UTC-04/ Yes. Some users reported this from City Hall on Friday I believe. The strange thing is, it doesn't seem to occur for everyone. I have users here at Public Safety who can't receive their G-

This sender is trusted.

sophospsmartbannerend

Yes. Some users reported this from City Hall on Friday I believe. The strange thing is, it doesn't seem to occur for everyone. I have users here at Public Safety who can't receive their G-Mail when connected to WiFi but I don't have any problem. I haven't heard any complaints in regards to Yahoo, etc. until the City Hall complaint from last week.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/11/2024 12:40 PM UTC-04/ Tatiana Humphrey - Good Afternoon Lewis,

Is this still something users are having issues with?

Thanks,
Tatiana Humphrey

03/07/2024 11:06 AM UTC-05/ Tatiana Humphrey - Good Morning Lewis,

Just want to confirm only users connected to Wifi are unable to send/recieve emails from Yahoo/Comcast? Gmail is working ok? Also is there a specific SSID users are connected to when noting the issue or is it any wifi connection?

Thanks,
Tatiana Humphrey

03/07/2024 10:48 AM UTC-05/ I believe this is going to be an add on to the problem we were having with some users receiving Gmail when connected to the Sophos AP's. I know there was some policy which we left on but it didn't explain why some, like myself had no problems receive Gmail while others couldn't. This morning, I received the following from a user at City Hall. issues with emails and WiFi….
We all tried these:
365 to 365 -works

Yahoo and gmail to 365 - works

365 to gmail -works

365 to yahoo/Comcast
Does not work unless we turn off WiFi. But if you open yahoo or Comcast on desktop you see them no issue so only mobile when using WiFi

When did you notice the problem?
Thursday, March 7, 2024 at 10:47 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 03/19/2024 9:56 AM UTC-04/ Tatiana Humphrey - Cari spoke with Lewis who verified it is only some mobile devices having this issue. She said they have MDM through IBM so that is something we will look into. She is going to see about getting a contact for them for further troubleshooting.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	04/01/2024 [2:00 PM - 2:06 PM]	CCH AIS	NC	Remote	Technician	0.10
Humphrey, Tatiana	03/26/2024 [8:08 AM - 8:10 AM]	CCH AIS	NC	Remote	Technician	0.03
Humphrey, Tatiana	03/14/2024 [10:45 AM - 11:13 AM]	CCH AIS	NC	Remote	Technician	0.47
Humphrey, Tatiana	03/07/2024 [11:06 AM - 11:14 AM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 36762
03/29/2024
by Javon Harper

VPN Issue
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 03/29/2024 12:20 PM UTC-04/ Javon Harper - Remoted into Lamier Thomas PC using screen connect due to user not having automate on his PC
Checked Sophos Central and verified user had a VPN account
Went to change the password but was unable to due to the AD sync with Sophos VPN setup
Remoted into DC and changed his password
Verified Password worked by logging into office with the new password
Tried to log into User portal but was getting sign in fail
Ran sync on DC and tried several times but VPN would still fail
Made sure user did not have OTP connected to his account
Signed into user portal successfully on my pc and tested signing into user portal on my pc
Downloaded User config and ran application
VPN was able to connect successfully
Issue resolved

03/29/2024 12:18 PM UTC-04/ Javon Harper - VPN Issue

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/29/2024 [12:20 PM - 1:03 PM]	CCH AIS	NC	Remote	Technician	0.72

Ticket# 36724
03/27/2024

Alfred Collins (collinsa@colonialheightsva.gov) received the attached e-mail (in word document). I d
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 03/28/2024 2:52 PM UTC-04/ Good afternoon, The issue seems to have been that he had my old address in the autopopulate. We are good. Christina Sadler Director of Finance City of Colonial Heights PO Box 3401&

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

sophospsmartbannerend

Good afternoon,

The issue seems to have been that he had my old address in the autopopulate.
We are good.

Christina Sadler
Director of Finance
City of Colonial Heights
PO Box 3401
Colonial Heights VA 23834
Telephone (804) 520.9261
Fax (804) 524.8723
http://www.colonialheightsva.gov/

03/28/2024 2:31 PM UTC-04/ Tatiana Humphrey - Hey Lewis,

Checking in to see if this is still an issue? If so, has Christina been able to send a test email to A. Collins?

Thanks,
Tatiana Humphrey

03/27/2024 4:42 PM UTC-04/ Tatiana Humphrey - Lewis,

Can you have Christina test sending an email to collinsa and see if she gets a kickback error please?

Thanks,
Tatiana Humphrey

03/27/2024 4:15 PM UTC-04/ Alfred Collins (collinsa@colonialheightsva.gov) received the attached e-mail (in word document). I did a message trace and see where it failed 3 times. Not sure what may have happened?

When did you notice the problem?
Wednesday, March 27, 2024 at 4:15 PM 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

Attachments:
collins.docx, reject.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	03/28/2024 [2:31 PM - 2:36 PM]	CCH AIS	NC	Remote	Technician	0.08
Humphrey, Tatiana	03/27/2024 [4:42 PM - 4:50 PM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 36722
03/27/2024

Received this from Tyler Support in regards to the NWPSRPT Server - 10.100.201.59 - I found what's t
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 03/27/2024 4:44 PM UTC-04/ Thank you so much! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov

This sender is trusted.

sophospsmartbannerend

Thank you so much!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/27/2024 4:01 PM UTC-04/ Tatiana Humphrey - Lewis,

Ok I went ahead and emptied the recycle bin as requested. Here is the available space now:

Let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Remoted into NWPSRPT Server
Worked on emptying the LTcache folder
Had to empty recycle bin
Available space:

03/27/2024 3:55 PM UTC-04/ Hi Tatiana, Sorry. I actually meant to put that in the original ticket. Yes, please. If you could please clear out that folder as the first step and then we can reach back out to Tyler an

This sender is trusted.

sophospsmartbannerend

Hi Tatiana,

Sorry. I actually meant to put that in the original ticket. Yes, please. If you could please clear out that folder as the first step and then we can reach back out to Tyler and see if they are happy with that.

Thanks again!
Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/27/2024 3:41 PM UTC-04/ Tatiana Humphrey - Lewis,

Which option would you like us to complete? We can start with clearing that temp folder first to see how much extra space that provides.

Thanks,
Tatiana Humphrey

03/27/2024 3:37 PM UTC-04/ Received this from Tyler Support in regards to the NWPSRPT Server - 10.100.201.59 - I found what's taking up so much space on your RPT server, it looks like 50 gb of the RPT's C drive is being consumed by the Windows>Temp>LTCache folder. The data that the Tyler Software utilizes is at a normal size that I would expect. I did a little bit of research on that LTCahce folder and it appears to be a Windows cache file location. The next step at this point would be to either have your IT team look into lowering or removing that 50gb of cache files or increasing the capacity of the C drive so it doesn't run out of space. I have a diagram and the folder pulled up on that connection if you would like to take a screenshot to show your IT team. If you like, I can also give you a call and we can discuss this as well, whatever works best for you.

When did you notice the problem?
Wednesday, March 27, 2024 at 3:37 PM 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
Humphrey, Tatiana	03/27/2024 [4:01 PM - 4:42 PM]	CCH AIS	NC	Remote	Technician	0.68
Humphrey, Tatiana	03/27/2024 [3:41 PM - 3:51 PM]	CCH AIS	NC	Remote	Technician	0.17

Ticket# 36613
03/25/2024

We need some Data and Phone lines traced at the Courthouse for our new copier which will be delivere
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 03/27/2024 12:13 PM UTC-04/ Dalton Boothe - Arrived onsite
Informed security I was meeting with Lewis
They stated he was not there yet and asked that I sit and wait for him
Waited
Javon then messaged stating Lewis was wondering where I was
Informed Lewis I was down in the sitting area
He came and walked me to the cables we needed traced
Found where the cables lead
Lewis noted the info and verified all was good to go
Left site

03/27/2024 11:30 AM UTC-04/ Dalton Boothe - Travel To City of Colonial Heights

03/25/2024 11:39 AM UTC-04/ Dalton Boothe - Lewis,

Yes sir, 12:15 works.

Thanks,
Dalton Boothe

03/25/2024 11:06 AM UTC-04/ Upstairs in the Commonwealth Attorney's Office. Should be the data closet just outside their main door. I can meet you but will probably be closer to 12:15 if that works. Lew

This sender is trusted.

sophospsmartbannerend

Upstairs in the Commonwealth Attorney's Office. Should be the data closet just outside their main door.
I can meet you but will probably be closer to 12:15 if that works.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/25/2024 11:01 AM UTC-04/ Dalton Boothe - Lewis,

I can come out and take a look. Just a few questions, where at in the courthouse is it going? Do we have a rough idea of what network closet it is going to be connected to? Can I be out there at around 12:00 Wednesday before the library? That way I am in the area.

Thanks,
Dalton Boothe

03/25/2024 9:37 AM UTC-04/ We need some Data and Phone lines traced at the Courthouse for our new copier which will be delivered in the near future. It is being put in a new location. Unfortunately, we don't have a Fluke, etc. Javon was kind enough to let me use yours when he was here last. Could someone please schedule a visit to the courthouse to identify the ports and make sure they are active?

When did you notice the problem?
Monday, March 25, 2024 at 9:37 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
Boothe, Dalton	03/27/2024 [12:13 PM - 12:59 PM]		NB	Onsite	Technician	0.77

Boothe, Dalton	03/27/2024 [11:30 AM - 12:14 PM]		NB	Travel	Technician	0.73

Ticket# 36635
03/25/2024
by Tatiana Humphrey

Sophos blocking internet
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 03/27/2024 11:32 AM UTC-04/ Everything appears to be good. Thanks. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov

This sender is trusted.

sophospsmartbannerend

Everything appears to be good. Thanks.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 27, 2024, at 11:06 AM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

03/27/2024 11:00 AM UTC-04/ Tatiana Humphrey - Good Morning Lewis,

Just checking in to make sure nothing further needed for this ticket.

Thanks,
Tatiana Humphrey

03/25/2024 1:12 PM UTC-04/ Tatiana Humphrey - Security Certificate Issue

03/25/2024 1:12 PM UTC-04/ Tatiana Humphrey - Lewis stated one of the sgt was attempting to play a video and received a pop up and now Sophos is blocking the internet connection
I logged into Sophos and looked at device status of CH-MJ0963HW
Noted the player exe that was showing as a PUA
Added that to the allow lost and cleared the alert
Had Lewis run a manual update of Sophos on the PC
Had him test connecting to the internet and it was successful
He will have the user test accessing the video again and let me know if any issues

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	03/27/2024 [11:00 AM - 11:03 AM]	CCH AIS	NC	Remote	Technician	0.05
Humphrey, Tatiana	03/25/2024 [1:12 PM - 1:25 PM]	CCH AIS	B	Remote	Technician	0.22

Ticket# 36611
03/25/2024
by Javon Harper

Debbie Lee Bitlocker issue
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 03/26/2024 9:03 AM UTC-04/ Tatiana Humphrey - Remoted back into CH-HR
Noted disk space still running high and moving slow
Checked decrypting status and it was complete
Was able to open the HP scan app
I will remote in at 5 to work on finishing those updates and reboots

03/25/2024 4:06 PM UTC-04/ Javon Harper - While Tatiana took lunch she asked me to check up on the PC to make sure the scan and updates was successful
The sfc scan found corrupt files and successfully repaired them
Updates are still pending

03/25/2024 2:52 PM UTC-04/ Tatiana Humphrey - Nick reached back out stating he believe encryption was creating other issues on the PC
I remoted into the device and he stated moving very slow and wont open scanning software
I verified decryption had completed already
Noted the specs of the PC were out of date
Also noted task manager showing high disk and memory
Began running updates and scans
Taking a long time due to slowness
Heading to lunch and will check back in when back

03/25/2024 9:03 AM UTC-04/ Javon Harper - Remoted int CH-HR
Gave user the Bitlocker recovery Key
PC is over 7 years old and is a all in one
Took a long time to load but eventually was able to have user sign in
Once signed I i was able to sign in as Admin and remove bitlocker
Removed device from encryption list and made sure the policy was not being pushed
Informed Client to not turn of or put pc to sleep
Had user sign back in while device decrypts
Nick stated he will reach out for any other issues regarding this case

03/25/2024 9:00 AM UTC-04/ Javon Harper - Debbie Lee Bitlocker issue

Internal: 03/27/2024 11:00 AM UTC-04/ Tatiana Humphrey - Was informed Nick stated nothing else further is needed for this issue. Closing ticket.

03/25/2024 5:52 PM UTC-04/ Tatiana Humphrey - Updates pending reboot. Let Nick know PC still decrypting and we will reconnect tomorrow to complete updates and see if disk space clears up

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	03/26/2024 [9:03 AM - 9:17 AM]	CCH AIS	NC	Remote	Technician	0.23
Harper, Javon	03/25/2024 [4:06 PM - 4:50 PM]	CCH AIS	NC	Remote	Technician	0.39
Humphrey, Tatiana	03/25/2024 [2:52 PM - 3:39 PM]	CCH AIS	NC	Remote	Technician	0.78
Harper, Javon	03/25/2024 [9:03 AM - 10:02 AM]	CCH AIS	NC	Remote	Technician	0.98

Ticket# 36698
03/27/2024
by Javon Harper

Add Mail room printer
City of Colonial Heights
Yvette Hawthorne
8045209333
hawthorney@colonialheightsva.gov

Headquarter
Support

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

04/03/2024
Closed By: Andrew Blais

Discussion: 03/27/2024 10:28 AM UTC-04/ Javon Harper - Add Mail room printer

03/27/2024 10:28 AM UTC-04/ Javon Harper - Yvette stated she needed assistance with printing to the Mailroom printer
Remoted into CH-MJ0ADD0K
Connected to printer by IP address
Logged in as Admin
Installed Cannon Generic PCL 6 driver
Changed preference to color and Printed a test page Test page printer success
Issue resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/27/2024 [10:28 AM - 10:47 AM]	CCH AIS	NC	Remote	Technician	0.32

Ticket# 36637
03/25/2024
by Javon Harper

Change default encryption policy
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/26/2024
Closed By: Andrew Blais

Discussion: 03/26/2024 8:53 AM UTC-04/ Javon Harper - Edited the current default policy and turned on encryption , then removed the temporary policy

03/25/2024 2:38 PM UTC-04/ Javon Harper - Change default encryption policy

03/25/2024 2:38 PM UTC-04/ Javon Harper - Logged into Sophos Central
Created a Do Not Encrypt Policy
Moved all devices that are listed to not encrypt to the new policy
I will get with Kyle to see what edits needs to be made on the default policy

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/26/2024 [8:53 AM - 9:08 AM]	CCH AIS	NC	Remote	Technician	0.25
Harper, Javon	03/25/2024 [2:38 PM - 3:21 PM]	CCH AIS	NC	Remote	Technician	0.43

Ticket# 36642
03/25/2024
by Javon Harper

OneDrive issue
City of Colonial Heights
Karla Ramsey
8045209269
ramseyk@colonialheightsva.gov

Headquarter
Support

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

03/26/2024
Closed By: Andrew Blais

Discussion: 03/25/2024 3:51 PM UTC-04/ Javon Harper - OneDrive issue

03/25/2024 3:51 PM UTC-04/ Javon Harper - Remoted into CH-MJ09S2PX
Karla was stating she is sign in on two desktops in which the mapped drive is not showing correctly with files she needs
Remote into CH-Filebox and located the correct destination and mapped the drive successfully
Karla confirmed that this was the correct drive
Karla also stated that the desktop is mirroring her desktop from her designated pc
Informed her that one drives syncs users desktops and uploads them once connected
Issue resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/25/2024 [3:51 PM - 4:06 PM]	CCH AIS	NC	Remote	Technician	0.25

Ticket# 36593
03/22/2024
by Marissa Binck

RE: Web Access for CHPS Students at Public Library
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

04/17/2024
Closed By: Andrew Blais

Discussion: 03/25/2024 9:33 AM UTC-04/ Can we arrange to meet at the Library Wednesday Afternoon at 1PM or after? Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Of

This sender is trusted.

sophospsmartbannerend

Can we arrange to meet at the Library Wednesday Afternoon at 1PM or after?

Thanks.
Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/22/2024 3:51 PM UTC-04/ Mike, Do you or someone have some time next week we can all get together at the Library (like last time) to figure out what the problem is? Of course we would need access to one of your C

This sender is trusted.

sophospsmartbannerend

Mike,

Do you or someone have some time next week we can all get together at the Library (like last time) to figure out what the problem is? Of course we would need access to one of your Chromebooks. I've copied Tatiana on this.

Thanks!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

From: Mike Zaweski (OTL) <mike_zaweski@colonialhts.net>

Sent: Friday, March 15, 2024 1:50 PM

To: Lewis Archileti <archiletil@colonialheightsva.gov>

Subject:Re: Web Access for CHPS Students at Public Library

Afternoon Lewis, Looks like the issue is still occurring. On Tue, Mar 12, 2024 at 11:48 AM Lewis Archileti < archiletil@colonialheightsva.gov> wrote: Hi Mike, At your convenience, can you have s

sophospsmartbannerend

Afternoon Lewis,

Looks like the issue is still occurring.

On Tue, Mar 12, 2024 at 11:48 AM Lewis Archileti < archiletil@colonialheightsva.gov> wrote:
Hi Mike,

At your convenience, can you have someone go to the library and try out a Chromebook please?

Thanks.

Lewis.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell

www.colonialheightsva.gov

On Mar 12, 2024, at 9:06 AM, Lewis Archileti < archiletil@colonialheightsva.gov> wrote:

Thanks so much for the clarification. I'll be back in touch shortly.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov

<image001.jpg>

From: Mike Zaweski (OTL) <mike_zaweski@colonialhts.net>

Sent: Tuesday, March 12, 2024 7:14 AM

To: Lewis Archileti <archiletil@colonialheightsva.gov>

Subject:Re: Web Access for CHPS Students at Public Library

Correct. It looks like the same issue is occurring again, where only the websites in our content-filter's pac file are accessible and the others are receiving a ERR_EMPTY_RESPONSE error in

sophospsmartbannerend

Correct. It looks like the same issue is occurring again, where only the websites in our content-filter's pac file are accessible and the others are receiving a ERR_EMPTY_RESPONSE error in the browser. The first time this occurred it was resolved by adding the IP's below to the library content filter system. The second time this occurred, Steven Lemus, you and I met at the library and Steven resolved it by allowing web-proxies as noted in the ticket.

IP list from the first incident (though it's possible only the first three ranges are necessary)

149.19.32.0/19

138.43.96.0/20

104.225.160.0/19

38.96.1.0/24

206.25.69.0/25

38.96.9.0/24

206.128.191.0/25

38.96.13.128/26

207.2.201.96/27

63.137.76.0/25

207.2.201.128/27

64.37.211.0/27

207.82.125.0/24

185.251.8.0/22

208.184.147.128/25

64.125.191.128/25

216.227.236.0/24

65.151.4.0/25

208.185.3.0/24

65.151.8.128/25

208.185.144.224/27

221.122.140.0/24

209.249.5.128/27

94.31.26.64/27

209.249.51.0/24

94.126.182.128/26

209.249.55.0/24

97.64.48.0/20

209.249.98.224/27

103.111.180.0/22

209.249.226.0/24

104.225.160.0/19

209.249.227.128/25

124.40.55.0/24

213.161.76.32/27

136.228.192.0/18

213.161.76.64/26

138.43.96.0/20

213.161.92.0/25

185.66.113.128/25

216.32.29.0/25

216.227.235.64/26

216.227.234.0/24

208.70.74.0/27

206.125.47.0/24

149.19.32.0/19

2620:137::/44

2a03:b8c0::/32
2402:A0C0::/32

On Mon, Mar 11, 2024 at 8:14 PM Lewis Archileti < archiletil@colonialheightsva.gov> wrote:
Hi Mike,

Just wanted to clarify – they are able to connect to our access points but are unable to navigate to various websites?

Thanks...

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 36576
03/22/2024
by Tatiana Humphrey

Printing Issues
City of Colonial Heights
Jessica Moody
8044510242
moodyj@colonialheightsva.gov

Headquarter
Support

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

03/26/2024
Closed By: Andrew Blais

Discussion: 03/22/2024 2:34 PM UTC-04/ Tatiana Humphrey - Jessica,

Here is a link fo

Thanks,
Tatiana Humphrey

Notes
Sent Jessica a recommended desktop printer

03/22/2024 12:31 PM UTC-04/ Tatiana Humphrey - She reached back out
Remoted into last PC and added copy room printer
Ensured it could print successfully

03/22/2024 9:41 AM UTC-04/ Tatiana Humphrey - Printing Issues

03/22/2024 9:41 AM UTC-04/ Tatiana Humphrey - Remoted into Jessica PC
She was having issues printing from HP printer
She stated printing gibberish and printing slow
Ran a driver and firmware update
Rebooted and she stated it was not showing gibberish but still taking time printing
She also stated all other users using this usb printer were having the same issue
I did some research and noted it was a discontinued scanner
She would like some recommendations on a desktop usb printer
She also needed the copy room printer to multiple new laptops
Remoted into each device and installed the driver for Canon copy room printer
Had to reboot and was able to print successfully
She will reach out about last remaining device

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	03/22/2024 [2:34 PM - 2:37 PM]	CCH AIS	NC	Remote	Technician	0.05
Humphrey, Tatiana	03/22/2024 [12:31 PM - 12:54 PM]	CCH AIS	B	Remote	Technician	0.38
Humphrey, Tatiana	03/22/2024 [9:41 AM - 11:24 AM]	CCH AIS	B	Remote	Technician	1.72

Ticket# 36485
03/18/2024

CJ Allen is having an issue with logging into Munis using his e-mail (refer to Chelsea Murrell Ticke
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/26/2024
Closed By: Andrew Blais

Discussion: 03/21/2024 1:10 PM UTC-04/ Dalton Boothe - Reached out to CJ to start backing up his data
Logged into O365
It appeared it had finally changed
Checked Exchange and Identity admin
Success
Verified with a test email
Lewis verified as well
Lewis asked that I close this ticket as with the murrellc ticket the rest of the changes had to be done by MUNIS
Marking complete

03/21/2024 1:08 PM UTC-04/ 804-520-9364 Choose Option 3 and ask for CJ. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell

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sophospsmartbannerend

804-520-9364 Choose Option 3 and ask for CJ.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/21/2024 1:03 PM UTC-04/ Dalton Boothe - Lewis,

Sounds good! Do you have contact info for him so I can start getting this scheduled?

Thanks,
Dalton Boothe

03/21/2024 11:56 AM UTC-04/ We should be able to do that. Since CJ works for the State, that is his primary e-mail address. We only gave him one so he could access MUNIS. He does use his domain credentials to access

This sender is trusted.

sophospsmartbannerend

We should be able to do that. Since CJ works for the State, that is his primary e-mail address. We only gave him one so he could access MUNIS. He does use his domain credentials to access Logan but we can coordinate that with him.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/20/2024 3:45 PM UTC-04/ Dalton Boothe - Lewis,

Joey and Ray looked into this as well, and it appears that everything is correct. I believe the next steps would be, backing up his email and domain profile, and starting the creation from scratch.

Thanks,
Dalton Boothe

03/20/2024 2:37 PM UTC-04/ Dalton Boothe - Looked at this again
Found that the @colonialheightsva.mail.onmicrosoft was still set as the primary in the exchange admin
Attempted to change
Got error
Found that the colonial-heights.com connector was getting errors when syncing on the server
Got a sync-in-progress error
Stopped the connector
Ran again
Success
Checked
No change
Joey looked into this with me
Only thing we found was to recreate the account
Getting with the team to see if there are any other recommendations first

03/20/2024 2:36 PM UTC-04/ He’s still having problems. I just asked him to send me an e-mail and it is still showing as below. Lewis Archileti Director of Information Technology City of Colonial Heights, VA

This sender is trusted.

sophospsmartbannerend

He’s still having problems. I just asked him to send me an e-mail and it is still showing as below.

[image]

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/20/2024 2:28 PM UTC-04/ Dalton Boothe - Lewis,

Just checking in, is CJ still having issues?

Thanks,
Dalton Boothe

03/19/2024 9:36 AM UTC-04/ Dalton Boothe - Lewis,

I had another set of eyes look at this with me, everything looks good on this end. Can you have them try and sign in again?

Thanks,
Dalton Boothe

Notes
Joey took a look at this with me
Everything looked good on our end
Informing Lewis

03/18/2024 3:00 PM UTC-04/ Dalton Boothe - Lewis,

Of course, I will also keep an eye on his account in O365 to make sure it switches to the @colonialheightsva.gov instead of onmicrosoft.

Thanks,
Dalton Boothe

03/18/2024 2:58 PM UTC-04/ Thank you so much! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From:

This sender is trusted.

sophospsmartbannerend

Thank you so much!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/18/2024 2:46 PM UTC-04/ Dalton Boothe - Lewis,

Gotcha, let me go in and change that here.

Thanks,
Dalton Boothe

03/18/2024 2:45 PM UTC-04/ Dalton Boothe - Lewis,

Got it updated, it may take a bit to sync up.

Thanks,
Dalton Boothe

Notes
Remoted into CH-DC1
Updated primary proxyaddress
Also changed email in user account
Informing Lewis

03/18/2024 2:43 PM UTC-04/ He has a Colonial Heights Address and yes, it should be allenc@colonialheightsva.gov Thanks. Lewis Lewis Archileti Director of Information Technology City of Colonial Heigh

This sender is trusted.

sophospsmartbannerend

He has a Colonial Heights Address and yes, it should be allenc@colonialheightsva.gov

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/18/2024 10:14 AM UTC-04/ Dalton Boothe - Lewis,

It appears that his main address is set to cjallen@vacourts.gov in the Active Directory. Does it need to be set to allenc@colonialheightsva.gov?

Thanks,
Dalton Boothe

Notes
Checked O365
Verified the users primary email was still onmicrosoft.com
Remoted into CH-DC1
Found that his primary address is set to cjallen@vacourts.gov

Informing Lewis

03/18/2024 9:41 AM UTC-04/ CJ Allen is having an issue with logging into Munis using his e-mail (refer to Chelsea Murrell Ticket). Prior to getting Tyler involved, can you please check his mail account to make sure it is correct. See Attachment.

Thanks

When did you notice the problem?
Monday, March 18, 2024 at 9:41 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

Attachments:
cj.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	03/21/2024 [1:10 PM - 1:39 PM]	CCH AIS	NC	Remote	Technician	0.48
Boothe, Dalton	03/20/2024 [2:37 PM - 3:34 PM]	CCH AIS	NC	Remote	Technician	0.95
Boothe, Dalton	03/19/2024 [9:36 AM - 10:09 AM]	CCH AIS	NC	Remote	Technician	0.51
Boothe, Dalton	03/18/2024 [2:45 PM - 2:52 PM]	CCH AIS	NC	Remote	Technician	0.12
Boothe, Dalton	03/18/2024 [10:14 AM - 10:28 AM]	CCH AIS	NB	Remote	Technician	0.23

Ticket# 36504
03/19/2024
by Ray Fulk

Investigate & Remediate VMWare USB Controller Vulnerability
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/26/2024
Closed By: Andrew Blais

Discussion: 03/19/2024 2:36 PM UTC-04/ Ray Fulk - Lewis,

I finished going through and removing the virtual USB controller from all VMs. I didn't encounter any issues in my testing, but please let me know if there are any strange keyboard/mouse input issues on these servers.

Thank you,
Ray Fulk

Notes
I went through and removed the virtual USB controller from all of the VMs, making sure to test keyboard and mouse input in ScreenConnect to ensure it still works afterwards.

03/19/2024 12:24 PM UTC-04/ Sure Ray. Whatever you need to do is fine. Thanks.

03/19/2024 8:58 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I'm looking into a vulnerability that VMWare recently announced, and it looks like in order to remediate that, I will need to go into each virtual machine and remove the virtual USB controller. I've done this with other VMs and it didn't cause any issues or require any downtime, but I wanted to reach out to you for confirmation before I start removing those.

Thank you,
Ray Fulk

Notes
I logged into vCenter and confirmed they are using 6.5, and that VMs have the virtual USB controller installed. I will reach out to Lewis to see about removing those; which shouldn't require any downtime.

03/19/2024 8:57 AM UTC-04/ Ray Fulk - VMWare recently announced a vulnerability in ESXI concerning virtual USB controllers on VMs: https://www.vmware.com/security/advisories/VMSA-2024-0006.html. To correct this, we either need to apply a patch if one is available for the version of ESXi in use on the hosts, or remove virtual USB controllers from the VMs running on those hosts.

Internal: 03/21/2024 8:07 AM UTC-04/ Ray Fulk - I kept this ticket open in case there were any further questions, so I will close it now.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	03/19/2024 [2:36 PM - 3:25 PM]	CCH AIS	NC	Remote	Technician	0.82
Fulk, Ray	03/19/2024 [8:58 AM - 9:10 AM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 36547
03/20/2024

Please contact Noelle Nochisaki in the Commonwealth Attorney's Office. She is having an issue printi
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/26/2024
Closed By: Andrew Blais

Discussion: 03/20/2024 2:48 PM UTC-04/ Tatiana Humphrey - Noelle stated her printer is printing sporadically and not printing front and back
I remoted into CH-MP2H457K and noted the printer was USB connected
I went and downloaded new firmware and applied
Had her reboot and tested which worked but when trying to print other items not working
Tried to set duplex printing but kept saying had to manually set
Removed the device completely and did a reboot
Readded the device and she stated it was still flashing lights
Attempted to do hp print and scan doctor but was giving error
Installed HP smart and was able to add to the printer and noted it was trying to connect to wireless
Was able to go to GUI via HP smart and disabled wireless access
Had to remove the device again and reboot
Readded with just USB connection and was able to print
Noted more settings were available and duplex printing was enabled
Had her test multiple documents and she was able to print duplex with no issue

03/20/2024 2:38 PM UTC-04/ Please contact Noelle Nochisaki in the Commonwealth Attorney's Office. She is having an issue printing. 804-520-9293. Thanks.

When did you notice the problem?
Wednesday, March 20, 2024 at 2:38 PM EDT

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	03/20/2024 [2:48 PM - 3:58 PM]	CCH AIS	NC	Remote	Technician	1.17

Ticket# 36449
03/14/2024
by Javon Harper

Issues with FIRECAD22 keeps rebooting and asking for bitlocker key
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

03/20/2024
Closed By: Andrew Blais

Discussion: 03/20/2024 12:50 PM UTC-04/ Javon Harper - Travel From City of Colonial Heights

03/20/2024 10:13 AM UTC-04/ Javon Harper - Arrived onsite
FireCAD22 was not able to turn on
Tried to power cycle the device but came to the conclusion the motherboard is dead
Lewis stated he will replace the device
Logged in as admin on the following devices
Turned off Bitlocker and made sure bitlocker was turned off and Encryption policy was not enabled on devices
CLTKR22
Police-CAD
SUPVCAD22
POLICE-CAD22
CAD-CALLTKR-3
CAD-CALLTKR-4
CH-EOC237
LIz had me move the following PC's location so they can receive updates and out of do not patch list
CALLTAKER-CAD- moved to Police Department
EM-GIS- moved to public safety fire admin

03/20/2024 9:44 AM UTC-04/ Javon Harper - Travel To City of Colonial Heights

03/20/2024 7:51 AM UTC-04/ Javon Harper - Lewis,

Please give me a call so we can get started on turning off Bitlocker for the select Devices.

Thanks,
Javon Harper

03/19/2024 2:02 PM UTC-04/ Javon Harper - SUPVCAD22
CLTKR22
Police-CAD22

03/19/2024 12:39 PM UTC-04/ Javon Harper - Lewis,

For the Bitlocker issue I will need to remote into each device affected as admin and turn off Bitlocker. Please let me know how you would like to proceed

Thanks,
Javon Harper

03/19/2024 11:24 AM UTC-04/ Javon Harper - Travel From City of Colonial Heights

03/19/2024 9:37 AM UTC-04/ Javon Harper - Arrived onsite
Began setting up device by plugging in all the correct cords
The PC power cord began blinking but i was able to plug in the DP adapter to the Display port
Signed into PC but the GPU was not working
Tried to run AMD application but it was not running
Opened Device Manager to see if AMD driver was showing but it was not
Reached out to Joey in which he remoted in and informed me to turn off the device and resat the AMD card
Once resat the AMD card was still not reading
Turned off the PC and removed the AMD card, rebooted the device
When device turned on I pushed the card back in, which the card installed correctly
Plugged up the monitors and made sure each monitor turned on correctly
Added the PC to the domain and rebooted the PC
Tried to static the PC to the IP address it previously was 10.100.201.84 but I was unable to static it
Informed Lewis and Ashley the PC is back up and running
All that is left is to load the applications back onto the device and get the Static IP to reach the CAD software
Logged into SUPVCAD22, CLTKR22 and turned off Bit locker ,
Police-CAD22 was occupied and will need to remote in when it is free to turn off bit locker

03/19/2024 9:13 AM UTC-04/ Javon Harper - Travel To City of Colonial Heights

03/19/2024 8:48 AM UTC-04/ Javon Harper - Verified Devices listed in the attachment does not have the TPM switch

03/19/2024 7:46 AM UTC-04/ Javon Harper - Will reach out to Lewis to see if I can return the device and set it back up today.

03/18/2024 12:55 PM UTC-04/ Javon Harper - Created a Sophos case in regards to the Bitlocker issue
Ticket #07276607

03/18/2024 12:05 PM UTC-04/ Javon Harper - Retired and Remove Firecad22 from Sophos and automate
Installed Sophos and Automate onto DESKTOP-F9SN49D, renamed device Firecad22
Made sure device Populated in automate and did not encrypt
Will reach out to Lewis to schedule onsite

03/18/2024 10:30 AM UTC-04/ Joey Musaitef - Worked on FIRECARD22 custom desktop
Verified M.2 SSD was corrupt
Grab replacement m.2 512gb ssd to replace the 500gb ssd.
Installed new m.2 ssd
success
windows installed
booted up pc
download asus drivers
download intel drivers
download all window updates
download amd drivers
showed techs how to install cap files in bios
emailed lewis to let him know our findings
techs to finish prep and deliver back onsite

This time entry is marked No Charge

03/18/2024 9:03 AM UTC-04/ Dalton Boothe - Lewis called
Stated that the devices are constantly rebooting and prompting for bitlocker key
Sent message to team
Waiting on response

03/18/2024 8:38 AM UTC-04/ Javon Harper - Reinstalled Windows 10 on USB but was still receiving error while trying to install drivers
Waiting for Joey to take a look

03/18/2024 8:15 AM UTC-04/ Javon Harper - Attempted to Reinstall windows but was receiving a error stating something went wrong with windows startup

03/15/2024 1:10 PM UTC-04/ Javon Harper - Travel From City of Colonial Heights

03/15/2024 8:40 AM UTC-04/ Javon Harper - Arrived onsite PC was still booting to bios
Will update later

03/15/2024 8:07 AM UTC-04/ Javon Harper - Travel To City of Colonial Heights

03/14/2024 5:54 PM UTC-04/ Javon Harper - Lewis called afterhours to have this issue looked at due to the severity
Remoted in Fire-CAD22
Disabled Windows update
Ran SFC and DISM
Turned of Bitlocker , while Bitlocker was decrypting, PC connection turned off
Looked in automate to make sure device was running a reboot script
No script was running , monitoring Device until PC turns back on

03/14/2024 1:11 PM UTC-04/ Dalton Boothe - Lewis,

I got the devices moved out of the Device Encryption policy. Would it be possible for the users to monitor to see if this has an effect on the issue?

Thanks,
Dalton Boothe

Notes
Logged into Sophos
Took all listed devices out of device encryption policy
Informing Lewis

03/14/2024 1:03 PM UTC-04/ Dalton Boothe - Lewis,

So all of those CAD devices are having the same issue, plus the additional one mentioned?

Thanks,
Dalton Boothe

03/14/2024 1:01 PM UTC-04/ Spoke to Javon earlier. This started occurring last Friday and we weren't notified until Saturday afternoon. Spoke to Kyle Saturday afternoon and he advised it appears to be an issue with the encryption. Check and it has been occurring daily since then. Javon asked us to pull together the computer names having issues and the encryption could be taken off. Attached it the computer having the issue plus one other CH-EOC237. All of this computers were purchased from a company in Richmond - 2000 Net Computers 3-4 years ago I believe. Call me if you need to make contact. Lewis

03/14/2024 12:27 PM UTC-04/ Dalton Boothe - Liz,

Javon asked that one of us take a look at this, does it give you an opportunity to enter the BitLocker key? If I provide it here, would you be able to enter it in?

Thanks,
Dalton Boothe

03/14/2024 12:21 PM UTC-04/ Javon Harper - Issues with FIRECAD22 keeps rebooting and asking for bitlocker key

Internal: 03/19/2024 4:51 PM UTC-04/ Javon Harper - Get with Liz in regards to Removing Bitlocker at 8am and also move certain devices to a patch list

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/20/2024 [12:50 PM - 1:28 PM]	CCH AIS	NC	Travel	Technician	0.63
Harper, Javon	03/20/2024 [10:13 AM - 12:51 PM]	CCH AIS	NC	Onsite	Technician	2.63
Harper, Javon	03/20/2024 [9:44 AM - 10:14 AM]	CCH AIS	NC	Travel	Technician	0.50
Harper, Javon	03/19/2024 [11:24 AM - 11:56 AM]	CCH AIS	NC	Travel	Technician	0.53
Harper, Javon	03/19/2024 [9:37 AM - 11:25 AM]	CCH AIS	NC	Onsite	Technician	1.80
Harper, Javon	03/19/2024 [9:13 AM - 9:38 AM]	CCH AIS	NC	Travel	Technician	0.42
Harper, Javon	03/19/2024 [8:48 AM - 9:05 AM]	CCH AIS	NC	Remote	Technician	0.28
Harper, Javon	03/18/2024 [12:05 PM - 12:30 PM]	CCH AIS	NC	Remote	Technician	0.21
Musaitef, Joey	03/18/2024 [10:30 AM - 12:00 PM]	CCH AIS	NC	Remote	Technician	1.50
Boothe, Dalton	03/18/2024 [9:03 AM - 9:09 AM]	CCH AIS	NC	Remote	Technician	0.10
Harper, Javon	03/18/2024 [8:38 AM - 10:16 AM]	CCH AIS	NC	Remote	Technician	1.34
Harper, Javon	03/18/2024 [8:15 AM - 8:34 AM]	CCH AIS	NC	Remote	Technician	0.32
Harper, Javon	03/15/2024 [1:10 PM - 1:46 PM]	CCH AIS	NC	Travel	Technician	0.60
Harper, Javon	03/15/2024 [8:40 AM - 1:10 PM]	CCH AIS	NC	Onsite	Technician	4.50
Harper, Javon	03/15/2024 [8:07 AM - 8:41 AM]	CCH AIS	NC	Travel	Technician	0.57
Harper, Javon	03/14/2024 [5:54 PM - 6:15 PM]	CCH AIS	NC	Remote	Technician	0.35
Boothe, Dalton	03/14/2024 [1:11 PM - 1:19 PM]	CCH AIS	NB	Remote	Technician	0.13

Ticket# 36474
03/15/2024

Becca Lynch is having a lot of trouble with her desktop. It is an all-in-one in need of replacing bu
City of Colonial Heights
Becca Lynch
8045209333
lynchb@colonialheightsva.gov

Headquarter
Support

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

03/20/2024
Closed By: Andrew Blais

Discussion: 03/20/2024 8:40 AM UTC-04/ Javon Harper - Remoted into CH-OOY-RECEPT5
Went to Chrome settings and changed the search engine from good which was a third party search engine to google
Closed Chrome and restarted the application and User was able to use google as the default search engine

03/20/2024 8:10 AM UTC-04/ Javon Harper - Becca,

Please let me know if you would like us to continue to troubleshoot your google issue?

Thanks,
Javon Harper

03/19/2024 4:53 PM UTC-04/ Javon Harper - Becca,

Please let me know if you would like us to continue to troubleshoot your google issue?

Thanks,
Javon Harper

03/18/2024 12:32 PM UTC-04/ Javon Harper - Becca,

I am available now to look at the google issue, but for the speed issue, the device needs to be replaced. I cannot make it go any faster than it is going now. Please let me know you you are availabel?

Thanks,
Javon Harper

03/18/2024 11:31 AM UTC-04/ Javon, Will you be able to remote in today? Becca Lynch On Mar 18, 2024, at 8:36 AM, Becca Lynch wrote: Becca Lynch On Mar 18, 2024, at 8:14 AM, Javon Harper wrote: --REPLY above thi

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

sophospsmartbannerend

Javon,

Will you be able to remote in today?

Becca Lynch

On Mar 18, 2024, at 8:36 AM, Becca Lynch <lynchb@colonialheightsva.gov> wrote:

Becca Lynch

On Mar 18, 2024, at 8:14 AM, Javon Harper <helpdesk@proactive-info.com> wrote:

03/18/2024 8:13 AM UTC-04/ Javon Harper - Becca,

When is a good time I can remote in to take a look?

Thanks,
Javon Harper

03/15/2024 4:44 PM UTC-04/ Same issues with google. There is no search bar and it says third party at the top. Outlook very slow to open it seems to be no improvement Becca Lynch On Mar 15, 2024, at 3:56 PM, Javon

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

sophospsmartbannerend

Same issues with google. There is no search bar and it says third party at the top. Outlook very slow to open it seems to be no improvement [IMG_4719]

Becca Lynch

On Mar 15, 2024, at 3:56 PM, Javon Harper <helpdesk@proactive-info.com> wrote:

03/15/2024 2:58 PM UTC-04/ Becca said she is on her way to a meeting and will be using her laptop so whenever you can take a look will be fine. Thx.

03/15/2024 2:58 PM UTC-04/ Javon Harper - Becca,

Please let me know if the performance has improved and if google is still giving you issues

Thanks,
Javon Harper

Notes
REmoted into CH-OOY-RECEPT5
PC was running extremely slow
Ran windows and Lenovo updates and rebooted
Ran disk cleanup and SFC scan
Uninstalled OneTouch dock application
Disk was still run 99 % utilization
I was able to view the Google search bar but took some time to search ggogle
Ran chrome update
PC has a 500 GB HDD which may be causing the issue
Will check with user to see if performance improved

03/15/2024 2:50 PM UTC-04/ Becca Lynch is having a lot of trouble with her desktop. It is an all-in-one in need of replacing but I'm hoping you can give her some assistance until we can get it replaced. She states:
The response times on my desk computer are terrible. Pages aren't loading, have to click several times before it opens. Also, the google chrome is not showing a search bar. And I got access denied when I tried to google Colonial Heights police. Help.

Becca Lynch - 804-520-9286 Thanks

When did you notice the problem?
Friday, March 15, 2024 at 2:50 PM EDT

Is it preventing you from doing work?
Yes

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
Harper, Javon	03/20/2024 [8:40 AM - 8:45 AM]	CCH AIS	NC	Remote	Technician	0.08
Harper, Javon	03/15/2024 [2:58 PM - 3:56 PM]	CCH AIS	NC	Remote	Technician	0.97

Ticket# 36509
03/19/2024
by Marissa Binck

City of Colonial Heights - Sophos MDR | Severity: Medium | Case ID: [1-253744]
City of Colonial Heights
Bernie Murrell
8045209298
murrellb@colonialheightsva.gov

Headquarter Support

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

03/20/2024
Closed By: Andrew Blais

Discussion: 03/19/2024 2:14 PM UTC-04/ Tatiana Humphrey - Sophos ran another scan
Confirmed nothing malicious found on the host
Closing this ticket

03/19/2024 11:28 AM UTC-04/ Tatiana Humphrey - Worked with Bernie who stated those rules were not expected
Reset his domain and email passwords
Remoted into CH-MJ0A5MN0 and removed those rules
Checked sent items and nothing suspicious noted there
Terminated his tokes in EntraID
Let MDR team know and requesting another scan of his PC

03/19/2024 11:24 AM UTC-04/ Dalton Boothe - Began assisting Bernie
T is taking over

03/19/2024 9:39 AM UTC-04/ Tatiana Humphrey - Good Morning Bernie

We received an alert regarding some suspicious activity within your Outlook email. Please call us back at 804-897-8437 as soon as possible so we can discuss further.

Thanks,
Tatiana Humphrey

Notes
Reached out to Bernie
Left VM

03/19/2024 9:38 AM UTC-04/ From: mdr-ops@mdr.sophos.com <mdr-ops@mdr.sophos.com>
Sent: Monday, March 18, 2024 3:27 PM
To: Marissa Binck <mbinck@proactive-info.com>; Kyle Newman <knewman@Proactive-info.com>; pim Alert Services <alert@proactive-info.com>
Cc: mdr-ops@sophos.com
Subject: City of Colonial Heights - Sophos MDR | Severity: Medium | Case ID: [1-253744]

----------REPLY-ABOVE-THIS-LINE----------
Team,
// Case Details
Case ID: 1-253744
Customer: City of Colonial Heights
Date: 2024-03-18 18:18:09 UTC

// Analysis:
On March 18, 2024, MDR investigated the Microsoft 365 detection "SAAS-M365-inbox-BECKeywords-IOC" for the user "murrellb@colonialheightsva.gov". Adversaries can gain the ability to create inbox rules by obtaining user credentials or access tokens through phishing, Adversary-in-the-Middle (AitM) platforms (e.g. Evilgnix), credential brokers, brute force activity, etc. Once the adversary gains access as a user, they will create inbox rules or alter existing inbox rules to hide compromise by moving emails to other less noticeable folders or deleting emails.

Based on the telemetry, the user was observed creating four rules set to look for 'BodyContainsWords' and values: 'hack', 'Microsoft', 'Google', and 'Fyi'. These matched items are then deleted. Client IP for these rule creations is from an IP based in The US and owned by Frontiernet[.]net. We checked all authentications for the user in the last 30 days and only noted authentications for today stemming from an IP belonging to allocommunications[.]com also based in the US. We have not identified any additional suspicious activity by the user currently.
Please review the following recommendations and let us know if you have any questions.
// Recommendations:

1. Confirm if the above activity is expected

2. If not expected,

- Reset the compromised users credentials for user "murrellb@colonialheightsva.gov"

- 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

- Verify the contents in the Sent Items folder for the user

- Check the inbox rules and delete anything unexpected
// Technical Details:

Detection ID: SAAS-M365-inbox-BECKeywords-IOC
User ID: murrellb@colonialheightsva.gov

Client IP: 47.186.93.47:17776

Operation: New-InboxRule
parameters:

[{"Value":"False","Name":"AlwaysDeleteOutlookRulesBlob"},{"Value":"False","Name":"Force"},{"Value":"asdasdsad","Name":"Name"},{"Value":"Microsoft","Name":"BodyContainsWords"},
{"Value":"True","Name":"DeleteMessage"},{"Value":"True","Name":"StopProcessingRules"}]
[{"Value":"False","Name":"AlwaysDeleteOutlookRulesBlob"},{"Value":"False","Name":"Force"},{"Value":"asdassd","Name":"Name"},{"Value":"Google","Name":"HeaderContainsWords"},
{"Value":"True","Name":"DeleteMessage"},{"Value":"True","Name":"StopProcessingRules"}]
[{"Value":"False","Name":"AlwaysDeleteOutlookRulesBlob"},{"Value":"False","Name":"Force"},{"Value":"hacksdsadsadasd","Name":"Name"},{"Value":"Hack","Name":"BodyContainsWords"},
{"Value":"True","Name":"DeleteMessage"},{"Value":"True","Name":"StopProcessingRules"}]
[{"Value":"False","Name":"AlwaysDeleteOutlookRulesBlob"},{"Value":"False","Name":"Force"},{"Value":"asdadad","Name":"Name"},{"Value":"Fyi","Name":"SubjectContainsWords"},
{"Value":"True","Name":"DeleteMessage"},{"Value":"True","Name":"StopProcessingRules"}]

Please inform MDR of your actions and findings after reviewing our recommendations. Don't hesitate to contact us with any further questions or concerns.

Thank you,
Cody Daily | MDR - Threat Analyst 2
(888) 201-7672 | cody.daily@sophos.com
(Please copy mdr-ops@sophos.com on all MDR related emails)
[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	03/19/2024 [2:14 PM - 2:19 PM]	CCH AIS	NC	Remote	Technician	0.08
Humphrey, Tatiana	03/19/2024 [11:28 AM - 11:49 AM]	CCH AIS	NC	Remote	Technician	0.35
Boothe, Dalton	03/19/2024 [11:24 AM - 11:30 AM]	CCH AIS	NC	Remote	Technician	0.10
Humphrey, Tatiana	03/19/2024 [9:39 AM - 9:46 AM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 36517
03/19/2024

Please contact Tina Sadler (804-520-9261) to assist with her Office 365 and Laptop.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/20/2024
Closed By: Andrew Blais

Discussion: 03/19/2024 1:10 PM UTC-04/ Tatiana Humphrey - Worked with Tina to uninstall and reinstall office on her laptop
Took a while due to age of laptop
Had to create her a new profile for emails to update
Ensured her office was accessible

03/19/2024 12:23 PM UTC-04/ Please contact Tina Sadler (804-520-9261) to assist with her Office 365 and Laptop.

When did you notice the problem?
Tuesday, March 19, 2024 at 12:23 PM 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
Humphrey, Tatiana	03/19/2024 [1:10 PM - 1:52 PM]	CCH AIS	NC	Remote	Technician	0.70

Ticket# 36455
03/14/2024

Please call Kathy Holladay at 804-520-9272 regarding a synch issue she is having. See attachments.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/20/2024
Closed By: Andrew Blais

Discussion: 03/18/2024 2:19 PM UTC-04/ Dalton Boothe - Informed Kathy it was not possible to send the reports as she is used to. Informed her that we get alerts if it fails. Marking complete.

03/18/2024 10:10 AM UTC-04/ Dalton Boothe - Drafted email to Kathy and Lewis stating it was not possible

03/18/2024 8:56 AM UTC-04/ Either let Kathy know it’s not possible to beam or schedule a message to go out to her once a day or something saying it’s been backed up. We know it’s being backed up so just a confirmation message t

This sender is trusted.

sophospsmartbannerend

Either let Kathy know it’s not possible to beam or schedule a message to go out to her once a day or something saying it’s been backed up. We know it’s being backed up so just a confirmation message through Outlook scheduler work.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 18, 2024, at 8:48 AM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

03/18/2024 8:48 AM UTC-04/ Dalton Boothe - Lewis,

Good morning, just following up. It is not possible to send the requested alerts through VEAAM, how would you like me to proceed?

Thanks,
Dalton Boothe

03/14/2024 3:37 PM UTC-04/ Dalton Boothe - Lewis,

Got with Kyle, it is still not possible through Veeam.

Thanks,
Dalton Boothe

Notes
Reached out to Kathy
Informed her that the folders are normal and if she wasn't experiencing any issues there is nothing to worry about, the folders are typically hidden, but she was able to unhide them
She then asked about CH-ASSESSOR
Asked I look into the backups
Got with the team
Veeam is backing up successfully
It is not possible for her to get alerts through Veeam
Informing Lewis

03/14/2024 3:32 PM UTC-04/ Please call Kathy Holladay at 804-520-9272 regarding a synch issue she is having. See attachments.

When did you notice the problem?
Thursday, March 14, 2024 at 3:31 PM 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

Attachments:
synch issues.JPG, synch email.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	03/18/2024 [10:10 AM - 10:11 AM]	CCH AIS	NC	Remote	Technician	0.02
Boothe, Dalton	03/14/2024 [3:37 PM - 4:12 PM]	CCH AIS	NB	Remote	Technician	0.58

Ticket# 36300
03/06/2024
by Tatiana Humphrey

Screen Issue
City of Colonial Heights
Prarthana Rao
8045209333
raop@colonialheightsva.gov

Headquarter
Support

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

03/26/2024
Closed By: Andrew Blais

Discussion: 03/15/2024 12:25 PM UTC-04/ Dalton Boothe - Prarthana reached out
Stated that her screens were in the wrong order
Remoted into CH-MJ0963HX
Changed screen order and set screen 2 as the main display as requested
No further assistance requested

03/14/2024 9:02 AM UTC-04/ Brandon Walcott - Travel From City of Colonial Heights

03/14/2024 8:37 AM UTC-04/ Brandon Walcott - Arrived at CCH City Hall
Met with client and she showed me the issue
The top part of the screen goes black when she is using Google Chrome
Client stated that they have already swapped out the monitor for a new one
Pushed Bios and Firmware updates
Swapped out VGA cable as well
Updated Google Chrome
Disabled "Use graphic acceleration when available" feature in Chrome
No other updates available
Informed client to call back in if issue happens again and provide this ticket number so next tech can review what has already been done
Leaving ticket open until March 22nd; if nothing is reported about this issue by then I will close out the ticket
Leaving CCH

03/14/2024 7:56 AM UTC-04/ Brandon Walcott - Travel To City of Colonial Heights

03/13/2024 4:48 PM UTC-04/ Brandon Walcott - Prarthana called back in and reported the issues is still present
Scheduled an onsite for tomorrow @8:30am
she is located in the Planning and Building Inspections department in City Hall

03/13/2024 3:23 PM UTC-04/ Brandon Walcott - Prarthana called in and reported that the black screen was happening again
Remoted into device CH-MJ0963HX
Saw that the top of her screen had a black bar going across it
Went to display settings and changed her display resolution
Black bar went away; changed resolution back to the recommended
Both screens are showing display without any issues
Verified that automatic scaling was still disabled
Running sfc scan on device to see if any corrupted system files are effecting her device
Informed her to call back in and provide this ticket number if the same issue happens again
If issue persists recommend updating drivers and potential onsite to swap monitors or cables

03/06/2024 4:56 PM UTC-05/ Tatiana Humphrey - Screen Issue

03/06/2024 4:56 PM UTC-05/ Tatiana Humphrey - Prarthana called back stating her screen was doing the black screen at the top again
Remoted back in and changed the scaling settings and turned off for Windows to automatically change scale to fit screen
She will monitor if it happens again

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	03/15/2024 [12:25 PM - 12:30 PM]	CCH AIS	NC	Remote	Technician	0.08
Walcott, Brandon	03/14/2024 [9:02 AM - 9:29 AM]	CCH AIS	NC	Travel	Technician	0.45
Walcott, Brandon	03/14/2024 [8:37 AM - 9:03 AM]	CCH AIS	NC	Onsite	Technician	0.43
Walcott, Brandon	03/14/2024 [7:56 AM - 8:38 AM]	CCH AIS	NC	Travel	Technician	0.70
Walcott, Brandon	03/13/2024 [4:48 PM - 4:54 PM]	CCH AIS	NC	Remote	Technician	0.10
Walcott, Brandon	03/13/2024 [3:23 PM - 3:35 PM]	CCH AIS	NC	Remote	Technician	0.20

Humphrey, Tatiana	03/06/2024 [4:56 PM - 5:05 PM]	CCH AIS	B	Remote	Technician	0.15

Ticket# 36378 03/11/2024 by Ray Fulk	**Low Disk Space on NWPSDB B: Drive** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>Closed Remote Support Remote Internal Priority 3 - Medium Tier 1	03/15/2024 Closed By: Andrew Blais

Discussion: 03/15/2024 10:04 AM UTC-04/ Thanks Ray. That's strange. We had Tyler Support take a look – that is when he informed us they were keeping 6 days of back-up then overwriting as it goes. He didn't make any changes

This sender is trusted.

sophospsmartbannerend

Thanks Ray. That's strange. We had Tyler Support take a look – that is when he informed us they were keeping 6 days of back-up then overwriting as it goes. He didn't make any changes so not sure when the space came from.

Thank you for adding the additional 50GB.

Have a great weekend!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/15/2024 9:39 AM UTC-04/ Ray Fulk - Lewis,

It looks like some space was already freed up, as there were 109 GB free on the B: drive when I checked this morning. In order to prevent further disk space alerts, I've added another 50 GB to that disk to bring it up to 350 GB total.

Thank you,
Ray Fulk

Notes
It looks like there are 109 GB free now on B:, but in order to prevent subsequent backups from triggering alerts, I went in and added 50 GB to the virtual disk to bring it up to 350 GB total. Closing ticket.

03/14/2024 5:12 PM UTC-04/ Contacted Tyler. Support asked if additional space could be added to the drive. They are currently backing up 6 days with overwrites but of course, the back-ups are getting larger as we progress. They would prefer not to reduce the number of days unless absolutely necessary. Thx.

03/14/2024 8:28 AM UTC-04/ Ray Fulk - I checked Automate and confirmed there are 87 GB free on the B: drive now, so I will close this.

03/11/2024 11:27 AM UTC-04/ Thanks Ray. I've asked Liz to reach out to Tyler and see if they can remove anything. I'll let you know. Lewis Archileti Director of Information Technology City

This sender is trusted.

sophospsmartbannerend

Thanks Ray. I've asked Liz to reach out to Tyler and see if they can remove anything.

I'll let you know.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/11/2024 10:21 AM UTC-04/ Ray Fulk - Lewis,

Good morning, I noticed that the B: drive on the NWPSDB server was running low on space. It looks like that drive is used for SQL backups. I wasn't sure if there were any older backups that Tyler support could remove or not. If not, it looks like there should be room on the storage array to increase the size of the virtual disk a bit.

Thank you,
Ray Fulk

03/11/2024 10:19 AM UTC-04/ Ray Fulk - While checking on customer disks, I saw that the B: drive for NWPSDB is running low on space. It looks like that is used for SQL backups. I checked vSphere, and it looks like there is room to increase the size of the disk if necessary.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	03/15/2024 [9:39 AM - 9:45 AM]	CCH AIS	NC	Remote	Technician	0.10

Ticket# 36445
03/14/2024

Council Member works at Small's Funeral Home. They recently went to Office 365 and he has set up the
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/15/2024
Closed By: Andrew Blais

Discussion: 03/14/2024 1:10 PM UTC-04/ Tatiana Humphrey - Reached out to John
Had him walk through the process of connecting to the Outlook app and he stated same error
I had him test connecting to the mail app on his iphone to see if same error and he stated it was working and populating
He stated he prefers to keep it on his mail app
Closing ticket

03/14/2024 12:52 PM UTC-04/ John Piotrowski at E. Alvin Smalls 804-526-3400 Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheigh

This sender is trusted.

sophospsmartbannerend

John Piotrowski at E. Alvin Smalls
804-526-3400

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/14/2024 11:15 AM UTC-04/ Tatiana Humphrey - Morning Lewis,

What is the contact information for that user?

Thanks,
Tatiana Humphrey

03/14/2024 10:35 AM UTC-04/ Council Member works at Small's Funeral Home. They recently went to Office 365 and he has set up the account on his phone. When he tried to add his City Account, it tells him all other accounts will have to be removed first and references GCC.

When did you notice the problem?
Thursday, March 14, 2024 at 10:35 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
Humphrey, Tatiana	03/14/2024 [1:10 PM - 1:25 PM]	CCH AIS	NC	Remote	Technician	0.25
Humphrey, Tatiana	03/14/2024 [11:15 AM - 11:19 AM]	CCH AIS	NC	Remote	Technician	0.07

Ticket# 36108
02/27/2024

Computer (DESKTOP-C906HNG) is receiving error when downloading sophos vpn// image attached. "Servi

Headquarter Support

City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

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

03/15/2024
Closed By: Andrew Blais

Discussion: 03/14/2024 10:54 AM UTC-04/ Javon Harper - Liz,

You are welcome!

Thanks,
Javon Harper

03/14/2024 10:53 AM UTC-04/ Go ahead and close this case. Thanks so much!

03/14/2024 10:49 AM UTC-04/ Javon Harper - Liz,

Any updates on this issue?

Thanks,
Javon Harper

03/13/2024 8:31 AM UTC-04/ Javon Harper - Liz,

Please let me know if you need any further assistance once you and Lewis makes a decision.

Thanks,
Javon Harper

03/12/2024 3:55 PM UTC-04/ Javon Harper - Hi Javon,

Thank you for your time and patience over the remote session today. Below is the summary of our session.

Problem description:
Unable to run Sophos Connect client application.
Error message: Failed to create empty document.
The application is installed without any issues.

Application used: Sophos Connect 2.2.90

Assessment:
• Sophos TAP adapter is created.
• Openvpn service is running.
• Sophos Connect Service is running.
• We uninstalled the application. Tried rebooting and re-installing the application.
• Tried logging as a different user as well.
• Also, we disabled the windows security default. App and browser control is also disabled.
• Tried running the Sophos connect in compatibility mode. However, same error.
• Tried review event viewer logs there are no errors/critical events logs.
• The windows is up to date and there are no pending updates.
• Using task manager, we reviewed the CPU and memory utilization. Everything was normal.
• We also tested removing Endpoint protection from the machine.
• And tested with the legacy Sophos Connect application as well. But that didn't help either.
• Therefore, as a workaround we had to OpenVPN application to connect to VPN successfully.

Action plan:
This is a machine specific issue. It seems the operating system is preventing the Sophos Connect application functionality. Therefore, if we wish to use Sophos Connect Client, I would recommend to re-image the affected Windows machine or as a workaround we may use OpenVPN application.
Please do re-install and enable the Sophos endpoint protection which was uninstalled earlier as part of troubleshooting step.

Kindly let us know if you have any queries. Please note once we hear from you, we will reply back within 2 business days.

Thank you for choosing Sophos.

Regards,

Dhruv Raj Sirohi | Technical Support Engineer L2 | Sophos Support

03/12/2024 3:49 PM UTC-04/ Javon Harper - Also Sophos was unable to reinstall due to wkscli.dll error which is pointing to Corrupted OS
wkscli.dll has been deleted or misplaced, corrupted by malicious software present on your PC or a damaged Windows registry

03/12/2024 3:29 PM UTC-04/ Javon Harper - Liz,

Sophos is also having a issue with reinstalling, you can add that to the information for Lewis to make a decision as well

Thanks,
Javon Harper

03/12/2024 1:49 PM UTC-04/ Javon Harper - Remoted into Desktop-C906HNG
Removed Sophos AV from the PC and rebooted the device
Waited for the device to turn back on
Joined a zoom meeting on the pc and gave the Sophos Support technician control
The technician tried several ways to get the the VPN to work but no success
Eventually he downloaded OpenVPN and was able to connect through the application and gave us two options
1. Reinstall Windows
2. Use OpenVPN to connect the vpn
Spoke with Liz in which she stated she will get with Lewis once I receive the notes from Sophos to update the ticket for them to make a decision

03/11/2024 11:08 AM UTC-04/ Javon Harper - Worked with Sophos Support to continue troubeshooting
While troubleshooting We added a endpoint technician to help with uninstalling Sophos due to unable to uninstall with tamper protection disabled
We kept getting disconnected from the Device due to a connection issue
Informed Liz we have to reschedule for tomorrow at 2pm

03/08/2024 12:53 PM UTC-05/ Javon Harper - Issue has been escalated to to G3 Support while on the phone with Sophos Support
I was informed by management I should receive a call once the G3 has ran through the case

03/08/2024 10:05 AM UTC-05/ Javon Harper - Spoke with Liz and agreed to escalate the ticket with Sophos to see if we can get another technician that is more skillful to look at this issue

03/07/2024 12:05 PM UTC-05/ Javon Harper - Liz,

Sophos and I was still unable to fix the vpn issue. The support technician stated it may be permissions in the registry that we need to change but I was unable to change the permissions needed. I could not get a definite answer on why this issue is only occurring on this device. Please give me a call when you get a chance.

Thanks,
Javon Harper

03/07/2024 9:58 AM UTC-05/ Javon Harper - Worked with Sophos Support in which we was still unable to fix the VPN issue due to permissions
Listed below is the notes from sophos support:
Summary of Call Discussion:

During our call, we discussed the following key points:
• Please can you confirm if this is happening to all host machines or just this host -> Issue is with only one host
• Can they also try to install it as a local administrator – Yes we tried that but it did not work.
• Can you check the event viewer on the Host for any error log entries for Application and/or security (see sample below) -> Checked the Application and Security logs under the Event Viewer but did not find any errors.
Also we need to make sure they have the right host permissions (see below)
It is possible to reset the permissions on a system manually by making changes to the registry.
WARNING: These steps should only be performed by a knowledgeable computer user. Please note that incorrect changes can cause even more problems on the system.
• To open the registry, click "Start > Run" and type "regedit" then click "OK".
• Once the Registry Editor opens, the permissions should be checked on each of the five main keys. For example, for the first key (HKEY_CLASSES_ROOT), right click on the key and then select "Permissions…".
• Make sure that the CREATOR OWNER, SYSTEM and Administrators group have "Full Control". If any of these do not exist, they must be added manually and adjusted to have "Full Control".
• Repeat steps 2 and 3 for each of the following registry keys:
HKEY_CLASSES_ROOT
HKEY_CURRENT_USER
HKEY_LOCAL_MACHINE
HKEY_USERS
HKEY_CURRENT_CONFIG

We already tried this on session and we did not able to change the permission for "CREATOR OWNER" but we need to allow that as well to check if that works.

I will continue to research the issue and possibly ask Liz to wipe and reinstall the machine

03/07/2024 9:05 AM UTC-05/ Javon Harper - Liz,

I'm waiting on Sophos to give me a call. Can you make sure the device is turned on and connected to Wi-Fi.

Thanks,
Javon Harper

03/06/2024 8:43 AM UTC-05/ Javon Harper - Liz,

No problem! Anytime!

Thanks,
Javon Harper

03/06/2024 8:41 AM UTC-05/ No problem! Thanks for the help, Liz Gegenheimer, Information Systems Coordinator Department of Information Technology City of Colonial Heights, Virginia Office – (804) 520-9317 Cell – (

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No problem!

Thanks for the help,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

03/06/2024 8:06 AM UTC-05/ Javon Harper - Liz,

I have scheduled a conference call with Sophos tomorrow at 9am, can you have the device connected and online at that time

Thanks,
Javon Harper

03/06/2024 8:05 AM UTC-05/ Javon Harper - Hello Javon,

Thank you for your patience, I appreciate it. This is regarding your case 07246776, where you mentioned you have a client that is trying to install Sophos Connect version 2.2.90.1104. After the application installs you receive an error saying, "Sophos connect failed to create empty document". You mentioned, you have uninstalled and reinstalled and you have rebooted the device and stopped service and the issue persists.

We took a look at the issue and did not see any obvious errors in the logs. This is why I would like to arrange a quick call with you to do some additional testing, so we can get this issue resolved for you quickly. My next availability for a call is Thursday March 7 anytime between 9:00AM PST to 10:00AM PST, are you available then. If you are available Thursday March 7 anytime between 9:00AM PST to 10:00AM PST, then I will call you then.

Please note once you reply, we will reply back within 2 business days (M-F). However, I will still call you Thursday March 7 anytime between 9:00AM PST to 10:00AM PST, if you are available.

Please let us know if you have any questions or updates.

03/06/2024 7:51 AM UTC-05/ Good Morning - Just wanted to check the status of this case but it looks like we may hear something this morning with a potential fix.

Thanks!

03/05/2024 8:48 AM UTC-05/ Javon Harper - Hello Javon,

Just fixing the typos in my previous email.

This is regarding your case 07246776, where you mentioned you have a client that is trying to install Sophos Connect version 2.2.90.1104. After the application installs you receive an error saying, "Sophos connect failed to create empty document". You mentioned, you have uninstalled and reinstalled and you have rebooted the device and stopped service and the issue persists.

We are just following up to let you know that we are currently still taking a look at the logs, we apologize in the delay. We will definitely provide you an update before 6:00PM PST tomorrow Tuesday March 5.

Please let us know if you have any questions or updates.

If you require urgent assistance, you can reach us by telephone: https://www.sophos.com/en-us/support/contact-support.aspx as we are 24/7 and an available engineer will be able to help you.

03/01/2024 2:07 PM UTC-05/ Javon Harper - Hello Javon,

Thank you for your time on the call today, I appreciate it. This is regarding your case 07246776, where you mentioned you have a client that is trying to install Sophos Connect version 2.2.90.1104. After the application installs you receive an error saying, "Sophos connect failed to create empty document". You mentioned, you have uninstalled and reinstalled and you have rebooted the device and stopped service and the issue persists.

• Plan: As agreed on the call, we have the support access ID. We will not make any configuration changes from our side. We will take a look at the logs and configuration, hopefully leading us to a solution.
o If we find a solution, we will report back
o If we need to further troubleshoot, we will most likely need to arrange another remote session.
• Next Update: As agreed on the call, we will provide you an update before 6PM PST Monday March 4

03/01/2024 12:21 PM UTC-05/ Javon Harper - Sophos reached out and created a remote session to check the VPN on the device
Sophos support gathered logs to see why this issue is occurring
I will send over the VPN download to Sophos for further inspection

03/01/2024 8:37 AM UTC-05/ Javon Harper - Liz,

I will reach out as soon as Sophos responds to schedule a time.

Thanks,
Javon Harper

03/01/2024 8:23 AM UTC-05/ Hey there, I still have the computer but if you can let me know when you're about to remote in so I can turn it back on. I've put it on my shelf in the meantime. Thanks, Liz Gegen

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Hey there,

I still have the computer but if you can let me know when you're about to remote in so I can turn it back on. I've put it on my shelf in the meantime.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

03/01/2024 8:10 AM UTC-05/ Javon Harper - Liz,

I am still waiting on Sophos to respond so I can remote in with them to show them the error and troubleshoot?

Thanks,
Javon Harper

02/27/2024 3:09 PM UTC-05/ Javon Harper - PC came back online and I was able to install Sophos connect but when I went to run the application i received a error stating Sophos connect failed to create empty document
Submitted a ticket with Sophos for assistance
Ticket # 07246776

02/27/2024 11:52 AM UTC-05/ Javon Harper - Remoted into DESKTOP-C906HNG
But weas unable to see the screen due to unstable Wi-Fi connection
Walked Liz through connecting toa hotspot but VPN was unable to start services
Logged in as local admin
Pushed updates, rebooted device but was still unable to install VPN
Ran sfc scan, dism command , disk cleanup
While waiting for the scans to finish I conducted research and found multiple Sophos TAP adapters
Uninstalled Adapters
Went to reboot the device and it was stuck in restarting
Waiting for PC to reboot and come back online
Will check back later

02/27/2024 11:47 AM UTC-05/ Computer is ready to be remoted into when someone is able to look at it.

02/27/2024 11:47 AM UTC-05/ Computer (DESKTOP-C906HNG) is receiving error when downloading sophos vpn// image attached.

"Service "Sophos Connect Service" failed to start. Verify that you have sufficient privileges to start system services."

When did you notice the problem?
Tuesday, February 27, 2024 at 11:47 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
Sophos.jpg

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/12/2024 [3:49 PM - 3:55 PM]	CCH AIS	NC	Remote	Technician	0.10
Harper, Javon	03/12/2024 [1:49 PM - 3:16 PM]	CCH AIS	NC	Remote	Technician	1.42
Harper, Javon	03/11/2024 [11:08 AM - 12:06 PM]	CCH AIS	NC	Remote	Technician	0.97
Harper, Javon	03/08/2024 [12:53 PM - 1:22 PM]	CCH AIS	NC	Remote	Technician	0.48
Harper, Javon	03/08/2024 [10:05 AM - 10:10 AM]	CCH AIS	NC	Remote	Technician	0.08
Harper, Javon	03/07/2024 [9:58 AM - 11:42 AM]	CCH AIS	NC	Remote	Technician	1.69
Harper, Javon	03/01/2024 [12:21 PM - 1:03 PM]	CCH AIS	NC	Remote	Technician	0.62
Harper, Javon	02/27/2024 [3:09 PM - 3:51 PM]	CCH AIS	NC	Remote	Technician	0.70
Harper, Javon	02/27/2024 [11:52 AM - 2:55 PM]	CCH AIS	B	Remote	Technician	2.04

Ticket# 36353
03/08/2024
by Kyle Newman

Bitlocker Key
City of Colonial Heights
Larry Melvin
8045209333
melvinl@colonialheightsva.gov

Headquarter
Support

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

03/15/2024
Closed By: Andrew Blais

Discussion: 03/08/2024 7:19 PM UTC-05/ Kyle Newman - Sophos bitlocker on FireCad22.

03/08/2024 7:00 PM UTC-05/ Kyle Newman - Lewis called and said FireCAD computers asked for bitlockers keys but they didnt have the password for one. I explaned to Lewis how to retrieve recovery keys from Sophos portal. I grabbed the recovery key for the system and sent it to him in an email.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Newman, Kyle	03/08/2024 [7:00 PM - 7:15 PM]	CCH After Hours Support	B	AIS After Hours	Technician	0.25

Ticket# 36340
03/08/2024

Recently the desktop version of Office 365 was installed on my desktop, and since then I have a docu

Headquarter Support

City of Colonial Heights
Steven Gillam
8045209301
gillams@colonialheightsva.gov

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

03/15/2024
Closed By: Andrew Blais

Discussion: 03/08/2024 10:54 AM UTC-05/ Tatiana Humphrey - Worked on getting Steven access to macros in excel

03/08/2024 10:52 AM UTC-05/ Absolutely. The document is our forced overtime sheet. Also, my cell phone is 804-896-3887. Steven Gillam Battalion Chief Operations B Shift 100-B Highland Ave Colonial Heights Fire

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Absolutely. The document is our forced overtime sheet. Also, my cell phone is 804-896-3887.

Steven Gillam
Battalion Chief
Operations B Shift
100-B Highland Ave
Colonial Heights Fire &EMS
gillams@colonialheightsva.gov
(804)896-3887 work
(434)637-3680 cell

03/08/2024 10:42 AM UTC-05/ Tatiana Humphrey - Good Morning Steven,

Is now a good time I can remote in and take a look?

Thanks,
Tatiana Humphrey

03/08/2024 10:32 AM UTC-05/ Recently the desktop version of Office 365 was installed on my desktop, and since then I have a document that runs Macros on Excel that I am unable to update

When did you notice the problem?
Friday, March 8, 2024 at 10:32 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Resolution: 03/08/2024 11:37 AM UTC-05/ Ray Fulk - Tatiana asked me to look into this with her, as she already tried adding the location of the file in Trust Center, and it didn't seem to work. Going into the file properties does not give an option to unblock the file either. I remoted in and checked the Trust Center, but didn't see "\10.100.200.14\Time Sheets\Fire Department\Overtime programs" or the Z:\ drive as a trusted location. I tried to add it, but kept getting an error saying I couldn't for security reasons. I looked further into that, and found I needed to go into Internet Options and add \10.100.200.14 to the Local Intranet zone. Once I did that, I was able to close and reopen the file, and the macros worked as intended.
1

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	03/08/2024 [11:37 AM - 11:57 AM]	CCH AIS	NC	Remote	Technician	0.33
Humphrey, Tatiana	03/08/2024 [10:54 AM - 11:57 AM]	CCH AIS	B	Remote	Technician	1.05

Humphrey, Tatiana	03/08/2024 [10:42 AM - 10:49 AM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 36315
03/07/2024
by William McCauley

Veeam BPA
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/15/2024
Closed By: Andrew Blais

Discussion: 03/07/2024 3:20 PM UTC-05/ William McCauley - Run veeam BPA and make the following changes:
Disable services (Remote Desktop Service, Remote Registry Service, Windows Remote Management)
Disable Windows Script Host
Enable SMBv3 signing and encryption
Disable LLMNR through local group policy
Enable MFA for the backup console
Change settings so unknown linux servers should not be trusted automatically
Made registry edits to disable TLS 1.0 and 1.1 protocols
Reboot CH-BACKUP once after making changes

03/07/2024 12:27 PM UTC-05/ William McCauley - Run Veeam BPA and make recommended changes for security

Resolution: 03/07/2024 3:20 PM UTC-05/ William McCauley - Run veeam BPA and make the following changes:
Disable services (Remote Desktop Service, Remote Registry Service, Windows Remote Management)
Disable Windows Script Host
Enable SMBv3 signing and encryption
Disable LLMNR through local group policy
Enable MFA for the backup console
Change settings so unknown linux servers should not be trusted automatically
Made registry edits to disable TLS 1.0 and 1.1 protocols
Reboot CH-BACKUP once after making changes

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
McCauley, William	03/07/2024 [3:20 PM - 5:15 PM]		NC	Remote	Technician	1.92

Ticket# 36291
03/06/2024

I was contacted by Benjamin Gilbert of Cybersecurity & Infrastructure Security Agency - part of Home
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/07/2024
Closed By: Andrew Blais

Discussion: 03/07/2024 2:12 PM UTC-05/ Dalton Boothe - Lewis,

I think with sessions revoked and passwords changed we are good to. Please let us know if there is anything else we can assist with.

Thanks,
Dalton Boothe

03/07/2024 2:09 PM UTC-05/ No Sir. If you are satisfied with everything, I'm good. Thanks for looking into it! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (8

This sender is trusted.

sophospsmartbannerend

No Sir. If you are satisfied with everything, I'm good.

Thanks for looking into it!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/07/2024 2:06 PM UTC-05/ Dalton Boothe - Lewis,

Checking in, with the steps completed, is there anything else I can assist with regarding this issue?

Thanks,
Dalton Boothe

03/07/2024 8:58 AM UTC-05/ Dalton Boothe - Good morning,

Just wanted to update you both, Sophos MDR did find some suspicious logins, but no forwarding rules or application permissions granted on your O365 account. You guys have already changed the password, but I need to go in and sign Larry out of all sessions, so if you get signed out, please just sign back in.

Thanks,
Dalton Boothe

03/07/2024 8:58 AM UTC-05/ Dalton Boothe - MDR responded

Lewis had already changed Larry's password
Followed the steps to revoke sessions
Informing Lewis and Larry

03/06/2024 4:48 PM UTC-05/ Dalton Boothe - Desktop finished
No Malware or PUAs outstanding
MDR asked he leaves his devices on
Waiting on results

03/06/2024 4:25 PM UTC-05/ Dalton Boothe - Larry called in
Stated his laptop was finished
Remoted into CH-JN6QX33
No Malware of PUAs outstanding
Waiting on desktop and MDR

03/06/2024 3:42 PM UTC-05/ Dalton Boothe - Spoke with Lewis
He is going to inform the host of colonialheightsva.gov site as well

03/06/2024 3:35 PM UTC-05/ Dalton - can you check your e-mail and give me a call also? 804-731-7002

03/06/2024 3:27 PM UTC-05/ Dalton Boothe - Sent an email to MDR
Remoted into CH-JN6QX33 and CH-MJ09S9VB
Started scans
Will check back in morning

03/06/2024 3:02 PM UTC-05/ Dalton Boothe - Reached out to Larry
He stated he was about to head back to work
He is going to reach out when he arrives

03/06/2024 2:58 PM UTC-05/ I was contacted by Benjamin Gilbert of Cybersecurity & Infrastructure Security Agency - part of Homeland Security. A trusted third party shared a tip with CISA that login information and an associated M365 session cookie were apparently stolen by a cybercriminal using the 'Greatness Phishing as a Service Kit'
The user has been identified as Larry Melvin in Purchasing (melvinl@colonialheightsva.gov). I have attached the notice they forwarded to me and have also instructed Larry to change his password. This is FYI but not sure if you wanted to run a scan on his desktop and laptop. Larry's contact info is 804-520-9333.

When did you notice the problem?
Wednesday, March 6, 2024 at 2:58 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
cism.docx

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	03/07/2024 [8:58 AM - 9:03 AM]	CCH AIS	NC	Remote	Technician	0.08
Boothe, Dalton	03/06/2024 [4:48 PM - 4:51 PM]	CCH AIS	NC	Remote	Technician	0.05
Boothe, Dalton	03/06/2024 [4:25 PM - 4:27 PM]	CCH AIS	NC	Remote	Technician	0.03
Boothe, Dalton	03/06/2024 [3:42 PM - 3:48 PM]	CCH AIS	NC	Remote	Technician	0.10
Boothe, Dalton	03/06/2024 [3:27 PM - 3:34 PM]	CCH AIS	NB	Remote	Technician	0.12
Boothe, Dalton	03/06/2024 [3:02 PM - 3:08 PM]	CCH AIS	NB	Remote	Technician	0.10

Ticket# 36312
03/07/2024

I have a Detective that has a 341MB video she needs to send to an attorney. Of course it is too big
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/15/2024
Closed By: Andrew Blais

Discussion:

03/07/2024 1:32 PM UTC-05/ Got it. Thanks so much. Still trying to learn the new admin center. Truly appreciate your help. Lewis Archileti Director of Information Technology City of Colonial Hei

This sender is trusted.

sophospsmartbannerend

Got it. Thanks so much. Still trying to learn the new admin center.

Truly appreciate your help.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/07/2024 12:56 PM UTC-05/ Tatiana Humphrey - Lewis,

Ok, so I believe if you do enable it you can set sharing settings for certain users as well. In office admin there should be a OneDrive option where you can set specific external settings there for users.
Example:

Thanks,
Tatiana Humphrey

03/07/2024 11:27 AM UTC-05/ Not extremely often but certain people have Moore need than others - such as investigations, emergency management - especially during major weather events, etc. so I do see a need for it but I w

This sender is trusted.

sophospsmartbannerend

Not extremely often but certain people have Moore need than others - such as investigations, emergency management - especially during major weather events, etc. so I do see a need for it but I wouldn't want everyone to have the ability.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 7, 2024, at 11:23 AM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

03/07/2024 11:16 AM UTC-05/ Tatiana Humphrey - Lewis,

Our recommendation would be not to enable external sharing outside your organization. Is this something that will need to be completed often?

Thanks,
Tatiana Humphrey

03/07/2024 10:52 AM UTC-05/ I have a Detective that has a 341MB video she needs to send to an attorney. Of course it is too big to attach to an E-mail and she has tried to zip it but still too large. At first, I mentioned Drop Box or Google Drive but then realized we could share it out of her One Drive. Issue is, we currently only allow sharing inside our organization. I did take a look at the policy in Sharepoint but don't want to make any overall changes prior to consulting ProActive.

When did you notice the problem?
Thursday, March 7, 2024 at 10:52 AM EST

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
Humphrey, Tatiana	03/07/2024 [11:16 AM - 11:23 AM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 36299
03/06/2024

Is there a way to disable an e-mail?
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/06/2024
Closed By: Andrew Blais

Discussion: 03/06/2024 4:44 PM UTC-05/ Tatiana Humphrey - Lewis,

Ok, awesome. Have a great day!

Thanks,
Tatiana Humphrey

03/06/2024 4:41 PM UTC-05/ Found it. I just blocked her from signing in. Thanks you! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804)

This sender is trusted.

sophospsmartbannerend

Found it. I just blocked her from signing in.

Thanks you!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/06/2024 4:40 PM UTC-05/ I looked and wasn't sure how to and didn't want to mess anything up. PD has asked me to disable the e-mail of Zaneisha Clay. I went into AD and changed the password so she wouldn't be abl

This sender is trusted.

sophospsmartbannerend

I looked and wasn't sure how to and didn't want to mess anything up.

PD has asked me to disable the e-mail of Zaneisha Clay. I went into AD and changed the password so she wouldn't be able to access but wasn't sure how to disable.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/06/2024 4:35 PM UTC-05/ Tatiana Humphrey - Lewis,

Are you referring to in office admin? If so, you can block the sign in and remove the license which will 'disable' the account.

Thanks,
Tatiana Humphrey

03/06/2024 4:25 PM UTC-05/ Is there a way to disable an e-mail?

When did you notice the problem?
Wednesday, March 6, 2024 at 4:25 PM EST

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
Humphrey, Tatiana	03/06/2024 [4:35 PM - 4:38 PM]	CCH AIS	B	Remote	Technician	0.05

Ticket# 36282
03/06/2024
by Tatiana Humphrey

Chrome Issue
City of Colonial Heights
Prarthana Rao
8045209333
raop@colonialheightsva.gov

Headquarter
Support

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

03/06/2024
Closed By: Andrew Blais

Discussion: 03/06/2024 11:35 AM UTC-05/ Tatiana Humphrey - Chrome Issue

03/06/2024 11:35 AM UTC-05/ Tatiana Humphrey - Prarthana called stating when she maximizes a browser it shows black at the top on one of her monitors
Remoted into CH-MJ0963HX
Noted the black space and moved different things to the monitor and showing the same thing
Did some research and changed some scaling settings withing intel command settings
Waws able to full screen pages with no black at the top

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	03/06/2024 [11:35 AM - 11:50 AM]	CCH AIS	B	Remote	Technician	0.25

Ticket# 36061
02/26/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/06/2024
Closed By: Andrew Blais

Discussion: 03/05/2024 8:15 AM UTC-05/ Joey Musaitef - This time entry is marked No Charge

Emailed lewis with total hours at 51

Closing ticket

02/26/2024 1:41 AM UTC-05/ Lewis needs the hours that proactive worked on issue for CH

Internal: 02/26/2024 1:41 AM UTC-05/

Resolution: 03/05/2024 8:15 AM UTC-05/ Joey Musaitef - This time entry is marked No Charge

Emailed lewis with total hours at 51

Closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	03/05/2024 [8:15 AM - 8:30 AM]		NC	Remote	Technician	0.25

Ticket# 35961
02/21/2024
by Joey Musaitef

Order #1100: CITY OF COLONIAL HEIGHTS - 6 MO FIREWALL LICENSE RENEWAL
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/06/2024
Closed By: Andrew Blais

Discussion: 03/05/2024 8:00 AM UTC-05/ Joey Musaitef - Verified installation of updated licenses expires 8/7/24

closing ticket
This time entry is marked No Charge

02/21/2024 8:21 AM UTC-05/ Joey Musaitef - CITY OF COLONIAL HEIGHTS - 6 MO FIREWALL LICENSE RENEWAL
Verify license took effect

Resolution: 03/05/2024 8:00 AM UTC-05/ Joey Musaitef - Verified installation of updated licenses expires 8/7/24

closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	03/05/2024 [8:00 AM - 8:15 AM]		NC	Admin	Technician	0.25

Ticket# 36218
03/04/2024

Single User has issue with iconnect on only one computer within the E911 center. Error states "Ico
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

03/06/2024
Closed By: Andrew Blais

Discussion: 03/04/2024 8:37 AM UTC-05/ Tatiana Humphrey - Remoted into POLICE-CAD22
Trying to access iconnect via Firefox but not connecting
Was able to connect on different browser but she stated she uses Firefox
Worked on testing clearing cache and adding exceptions in Firefox
Tested incognito and clearing all browsing data
Did a uninstall and reinstall but same issue
Rebooted and logged in as admin and was able to get to the site on Firefox withing the other profiles
Tested hers again and same issue
Did another clearing of cache, cookies, browsing history, and passwords
Ran a sfc scan as well
I was then able to get to the site and she could log in successfully
Closed it and tested opening multiple times and was able to come up

03/04/2024 7:59 AM UTC-05/ Single User has issue with iconnect on only one computer within the E911 center.

Error states "Iconnect doesn't have a secure connection"

Contact Tricia Graham at 804-520-9303 for troubleshooting.

When did you notice the problem?
Monday, March 4, 2024 at 7:59 AM EST

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
Humphrey, Tatiana	03/04/2024 [8:37 AM - 9:24 AM]	CCH AIS	NC	Remote	Technician	0.78

Ticket# 36102
02/27/2024

E-Mail being rejected due to not passing DMARC Verification. We use GovQA and when a work order is
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/06/2024
Closed By: Andrew Blais

Discussion:

03/04/2024 7:28 AM UTC-05/ Good Morning. Mike reported it is working now. Thx for all your help! Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002

This sender is trusted.

sophospsmartbannerend

Good Morning. Mike reported it is working now. Thx for all your help!

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 1, 2024, at 6:00 PM, Lewis Archileti <archiletil@colonialheightsva.gov> wrote:
Thanks so much.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 1, 2024, at 4:31 PM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

03/01/2024 6:00 PM UTC-05/ Thanks so much. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell
www.colonialheightsva.gov On Mar 1, 2024, at 4:31

This sender is trusted.

sophospsmartbannerend

Thanks so much.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 1, 2024, at 4:31 PM, Tatiana Humphrey <helpdesk@proactive-info.com> wrote:

03/01/2024 4:21 PM UTC-05/ Tatiana Humphrey - Lewis,

Ok I logged back in and made a change. I will reach back out on Monday to verify if it works. Have a great weekend.

Thanks,
Tatiana Humphrey

Notes
Logged back into GoDaddy
Went to DNS record and added ip 69.5.90.117 to spf record
Will have them test again Monday

03/01/2024 3:28 PM UTC-05/ Mike tested again earlier today and it is still not coming thru. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-70

This sender is trusted.

sophospsmartbannerend

Mike tested again earlier today and it is still not coming thru.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

03/01/2024 3:19 PM UTC-05/ Tatiana Humphrey - Hey Lewis,

Any luck today?

Thanks,
Tatiana Humphrey

02/29/2024 1:48 PM UTC-05/ Tatiana Humphrey - Lewis,

Yes, I will check back in tomorrow. Thanks for the update.

Thanks,
Tatiana Humphrey

02/29/2024 1:22 PM UTC-05/ He just responded – said he tried sending to himself and it didn't go thru. You made the entry yesterday morning so I guess give it until tomorrow around lunch? Thanks. Lewis

This sender is trusted.

sophospsmartbannerend

He just responded – said he tried sending to himself and it didn't go thru. You made the entry yesterday morning so I guess give it until tomorrow around lunch?

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/29/2024 1:21 PM UTC-05/ Will let you know. I asked Mike West to try sending a work order thru GovQA. Hopefully will hear back shortly. Lewis Archileti Director of Information Technology City

This sender is trusted.

sophospsmartbannerend

Will let you know. I asked Mike West to try sending a work order thru GovQA. Hopefully will hear back shortly.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/f3954fb9-48f0-4ef0-b093-b7d48cca8490]

02/29/2024 11:38 AM UTC-05/ Tatiana Humphrey - Morning Lewis,

Checking in to see if users have been successful sending those emails from GovQA as of yet.

Thanks,
Tatiana Humphrey

02/28/2024 8:55 AM UTC-05/ Tatiana Humphrey - Morning Lewis,

Ive updated the SPF records for GovQA. It usually takes about 24-48 hours for the change to take effect so I will reach out tomorrow about having them test again.

Thanks,
Tatiana Humphrey

Notes
Added those domains under spf record in DNS settings
Saved and will let Lewis know it takes a while to update so will test between tomorrow and Friday

02/28/2024 8:39 AM UTC-05/ Tatiana Humphrey - Lewis sent over some domains and IP addresses to whitelist
Worked on getting int GoDaddy
I will verify where these domains and IP address need to be added within the DNS records

02/27/2024 1:46 PM UTC-05/ I'll try. We ran into this prior to the migration and they never did respond but I will enter another ticket hoping I have better luck this time. Thanks and will let you know. Lewi

This sender is trusted.

sophospsmartbannerend

I'll try. We ran into this prior to the migration and they never did respond but I will enter another ticket hoping I have better luck this time.

Thanks and will let you know.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/27/2024 11:55 AM UTC-05/ Tatiana Humphrey - Lewis,

Would you be able to get an IP address or domain from GovQA so we can add it to CH SPF records?

Thanks,
Tatiana Humphrey

02/27/2024 9:58 AM UTC-05/ Tatiana Humphrey - Looked at the rejection email
Did some investigation and research
Need to get SPF and DKIM records added potentially

02/27/2024 9:55 AM UTC-05/ I've attached the e-mail for this ticket. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheig

This sender is trusted.

sophospsmartbannerend

I've attached the e-mail for this ticket.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/27/2024 9:55 AM UTC-05/ Thanks. Already sent to the automatic reply from the ticket entry. But attaching again. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804

This sender is trusted.

sophospsmartbannerend

Thanks. Already sent to the automatic reply from the ticket entry. But attaching again.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/27/2024 9:48 AM UTC-05/ Tatiana Humphrey - Good Morning Lewis

Yes can you forward that rejection please?

Thanks,
Tatiana Humphrey

02/27/2024 9:35 AM UTC-05/ E-Mail being rejected due to not passing DMARC Verification. We use GovQA and when a work order is completed, it sends to internal staff. The mail is being sent from GovQA but uses our domain info so I'm sure it is being rejected due to that. I remember Kyle discussing DMARC with us but we must have forgotten about GovQA. I can forward the complete rejection for your review.

When did you notice the problem?
Tuesday, February 27, 2024 at 9:35 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	03/01/2024 [4:21 PM - 4:31 PM]	CCH AIS	NC	Remote	Technician	0.17
Humphrey, Tatiana	02/29/2024 [11:38 AM - 11:41 AM]	CCH AIS	NC	Remote	Technician	0.05
Humphrey, Tatiana	02/28/2024 [8:55 AM - 9:11 AM]	CCH AIS	NC	Remote	Technician	0.27
Humphrey, Tatiana	02/28/2024 [8:39 AM - 8:53 AM]	CCH AIS	NC	Remote	Technician	0.23
Humphrey, Tatiana	02/27/2024 [9:58 AM - 10:18 AM]	CCH AIS	NC	Remote	Technician	0.33

Ticket# 36199
03/01/2024

Chief Anspach has two one drive accounts on his mac book. Unable to delete one.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 03/01/2024 2:48 PM UTC-05/ Javon Harper - Remoted into Anspach Macbook
One drive was giving a error stating Two copies of OneDrive on Macbook
Did some research and did the following steps:
1. Quit OneDrive. (Select the cloud icon in the top tray, then select Settings > Quit OneDrive.)

2. Find OneDrive in your Applications folder.

3. Right-click OneDrive and select Show Package Contents.

4. Browse to the Contents > Resources folder.

5. Double-click ResetOneDriveApp.command (or ResetOneDriveAppStandalone.command, if you're using the standalone app).

6. Start OneDrive and finish the setup process.
Signed Chief back in and he was able to access one drive files
Issue resolved

03/01/2024 2:18 PM UTC-05/ Javon Harper - Left a VM for the Chief to return my call

03/01/2024 11:42 AM UTC-05/ Please contact Chief at 804-520-9311

03/01/2024 11:41 AM UTC-05/ Chief Anspach has two one drive accounts on his mac book. Unable to delete one.

When did you notice the problem?
Friday, March 1, 2024 at 11:41 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Afternoon

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/01/2024 [2:48 PM - 3:06 PM]	CCH AIS	NC	Remote	Technician	0.30
Harper, Javon	03/01/2024 [2:18 PM - 2:22 PM]	CCH AIS	NC	Remote	Technician	0.07

Ticket# 36197
03/01/2024
by Javon Harper

Printer and scanner issue
City of Colonial Heights
Amber Wallace
8045209333
wallacea@colonialheightsva.gov

Headquarter
Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 03/01/2024 10:33 AM UTC-05/ Javon Harper - Printer and scanner issue

03/01/2024 10:33 AM UTC-05/ Javon Harper - Called Amber in which she stated the issue resolved itself
Closing Ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	03/01/2024 [10:33 AM - 10:36 AM]		NC	Remote	Technician	0.05

Ticket# 36073
02/26/2024

Please contact Prarthana Rao at 804-520-9382. She is having the same issues with her Browser as befo
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 03/01/2024 8:41 AM UTC-05/ Javon Harper - Lewis,

You are welcome!

Thanks,
Javon Harper

03/01/2024 8:40 AM UTC-05/ Thanks Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002 Cell www.colonialheightsva.gov
On Mar 1, 2024, at 8:37 AM, Javon Harp

This sender is trusted.

sophospsmartbannerend

Thanks

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 1, 2024, at 8:37 AM, Javon Harper <helpdesk@proactive-info.com> wrote:

03/01/2024 8:36 AM UTC-05/ Javon Harper - Lewis,

Ok I understand, I will close the ticket.

Thanks,
Javon Harper

03/01/2024 8:31 AM UTC-05/ She’s gonna have to wait for a replacement. I’m pretty much tapped out in my equipment budget for the remainder of the fiscal year. I understand that 16 gig is recommended but everything in the city w

This sender is trusted.

sophospsmartbannerend

She’s gonna have to wait for a replacement. I’m pretty much tapped out in my equipment budget for the remainder of the fiscal year. I understand that 16 gig is recommended but everything in the city we have mostly has eight so it’s gonna have to wait till we start replacing budget here.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Mar 1, 2024, at 8:08 AM, Javon Harper <helpdesk@proactive-info.com> wrote:

03/01/2024 8:05 AM UTC-05/ Javon Harper - Lewis,

The user screen is blacking out and stalling when she is using chrome which is also running high CPU usage. She only has 8GB of Ram in which we recommend 16 or more. Due to the age of the PC being older than 5 years, I don't think upgrading RAM would be the best solution.

Thanks,
Javon Harper

02/28/2024 9:27 AM UTC-05/ Good Morning Javon, Can you explain what she is trying to do and what problems it is causing? Thanks. Lewis Archileti Director of Information Technology City of Colon

This sender is trusted.

sophospsmartbannerend

Good Morning Javon,

Can you explain what she is trying to do and what problems it is causing?

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/28/2024 8:07 AM UTC-05/ Javon Harper - Lewis,

Good Morning, Please let me know how you would like to proceed regarding Prarthana Rao's PC.

Thanks,
Javon Harper

02/27/2024 8:32 AM UTC-05/ Javon Harper - Lewis,

Good Morning, Please let me know how you would like to proceed

Thanks,
Javon Harper

02/26/2024 12:08 PM UTC-05/ Javon Harper - Lewis,

I would recommend replacing the user device due to the age. Please let me know If you need a quote for a replacement.

Thanks,
Javon Harper

Notes
Remoted into CH-MJ0963HX
Prarthana could not recreate the issue but I took a look at the specs of her device
256GB SSD
8GB Ram
i5 processor
5 Years old
I would recommend replacing the device
User will also reach out if issue happens again so I can monitor CP Usage

02/26/2024 11:23 AM UTC-05/ Please contact Prarthana Rao at 804-520-9382. She is having the same issues with her Browser as before. You corrected the problem but it is occurring again.

When did you notice the problem?
Monday, February 26, 2024 at 11:22 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
rao.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/26/2024 [12:08 PM - 12:50 PM]	CCH AIS	NC	Remote	Technician	0.70

Ticket# 36157
02/29/2024

Issues with Library WiFi. Contacted by the Library last night that they were unable to access their
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/01/2024
Closed By: Andrew Blais

Discussion:

02/29/2024 10:42 AM UTC-05/ Thanks so much! I appreciate you looking into this! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002

This sender is trusted.

sophospsmartbannerend

Thanks so much! I appreciate you looking into this!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/29/2024 10:23 AM UTC-05/ Tatiana Humphrey - Lewis,

Dalton is tied up at the moment so I reached out to the library and spoke to Janet. It appears to be working now and users can connect. Let us know if anymore issue.

Thanks,
Tatiana Humphrey

Notes
Looked at this as well
Logged into Sophos and noted same thing as Ray and Dalton
Monitored the connections to the SSIDs and noted devices being added
Reached out and spoke to Janet
She had a user test connecting now and it was successful

02/29/2024 10:04 AM UTC-05/ Unfortunately, I can't now. Mine was one but I'm back in my office. My phone connected to CH-IT and Employee Devices but not the others. Brook Hopper was having issues last night as well a

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sophospsmartbannerend

Unfortunately, I can't now. Mine was one but I'm back in my office. My phone connected to CH-IT and Employee Devices but not the others. Brook Hopper was having issues last night as well as another staff member and they had received reports from the public that the Public WiFi was not available.

I'm not sure what network the CH-Library, CH-Lib-Devices and Public Library are connected to for internet service. Is it possible that service was down as I do know Comcast reported outages in various parts of the city yesterday. Just a thought.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/29/2024 9:42 AM UTC-05/ Dalton Boothe - Lewis,

Can you provide usernames or device names? I'm seeing 26 devices now on CH-Lib-Devices, 3 on CH-Library, and 4 on Public_Library.

Thanks,
Dalton Boothe

02/29/2024 9:26 AM UTC-05/ Not just mine. The staff working last night was having the same issues. Lewis A.Archileti Director of Information Technology City of Colonial Heights, VA (804)520-9309 Office (804)731-7002

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sophospsmartbannerend

Not just mine. The staff working last night was having the same issues.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Feb 29, 2024, at 9:02 AM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

02/29/2024 9:00 AM UTC-05/ Dalton Boothe - Lewis,

Ray is assisting me in looking into this, we are seeing devices connected to the SSIDs. Is it just your device or are there others that are experiencing the same issue?

Thanks,
Dalton Boothe

02/29/2024 8:55 AM UTC-05/ Yes, everything else is working fine. It's the CH – Library, Public Library and CH live devices. I'm back down here this morning because we have the Microsoft class y'all are putting on and still can'

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sophospsmartbannerend

Yes, everything else is working fine. It's the CH – Library, Public Library and CH live devices. I'm back down here this morning because we have the Microsoft class y'all are putting on and still can't connect to any of those.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Feb 29, 2024, at 8:14 AM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

02/29/2024 8:39 AM UTC-05/ Ray Fulk - I remoted into CH-LIB-IM and checked the switch at 10.100.202.5 to make sure it hadn't lost its VLAN config on port 1/1/49, which is the uplink port to the firewall. That looks fine, so I also checked the VLAN configuration on ports 3, 26, and 27, which are ports the APs on that switch use. I did the same for ports 47 and 50 on the .6 switch. The VLAN settings looked correct, so I logged into Sophos Central and checked the APs. They were all online, so I checked the connected devices on AP1 and saw devices on the CH-LIBRARY and CH-LIB-DEVICES SSID.
I checked the CH-LIBRARY SSID itself for devices and saw four connected on the 192.168.152.0/24 network. I also saw four devices on the Public Library SSID. I then confirmed devices are connected on the CH-LIB-DEVICES SSID, and successfully pinged a few from CH-LIB-IM.
Lewis updated the ticket just now to say that he still can't connect. Dalton is going to follow up to see if anyone else besides Lewis is having issues.

02/29/2024 8:13 AM UTC-05/ Dalton Boothe - Checked in Sophos to see if there were any alerts
Checked outages
Verified it was only WiFi
Shadowed Ray as he assisted in checking on the issue

02/29/2024 8:11 AM UTC-05/ Dalton Boothe - Lewis,

Just checking, is it only WiFi that is having issues? Is ethernet working okay?

Thanks,
Dalton Boothe

02/29/2024 7:14 AM UTC-05/ Issues with Library WiFi. Contacted by the Library last night that they were unable to access their WiFi and having problems with a few other things. Restarted both switches as usual and discovered Ch-IT and Employees Devices were accessible but CH-Library, CH-Lib-Devices and Public Library were not accessible. When attempting to connect, it would just spin never connecting. Rebooted each AP thru Sophos and the problem continued but still able to connect to CH-IT and Employee Devices. Since I wasn't sure what network those SSIDs were accessing I left it for you to take a look at.

When did you notice the problem?
Thursday, February 29, 2024 at 7:14 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	02/29/2024 [10:23 AM - 10:37 AM]	CCH AIS	NC	Remote	Technician	0.23
Fulk, Ray	02/29/2024 [8:39 AM - 9:01 AM]	CCH AIS	NC	Remote	Technician	0.37
Boothe, Dalton	02/29/2024 [8:13 AM - 9:04 AM]	CCH AIS	NB	Remote	Technician	0.85

Ticket# 36158
02/29/2024

Attached is the license renewal for the Library and Public Safety Sophos Firewalls. Please let me kn
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 02/29/2024 10:00 AM UTC-05/ Thanks. I should have paid more attention. Forgot about the switches and I knew Liz had entered the invoice for the Firewall renewal. Thanks again!
Lewis Arch

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sophospsmartbannerend

Thanks. I should have paid more attention. Forgot about the switches and I knew Liz had entered the invoice for the Firewall renewal.

Thanks again!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/29/2024 9:45 AM UTC-05/ Joey Musaitef - Good morning Lewis,

These licenses are for the new switches. Proj #515. You can disregard this email and keep it for reference. I have given the information to the project team already. If you do however get another email from Sophos regarding the xg firewalls. Please forward that to me. I am going back and forth with Sophos for the license key. As they have not given it to me yet.

Thanks,
Joey Musaitef

02/29/2024 9:30 AM UTC-05/ Joey Musaitef - This time entry is marked No Charge

Confirm license sent in attachment belong to new switch project for CCH
Inform lewis
Closing ticket

02/29/2024 7:25 AM UTC-05/ If you like, I can handle the activation but wasn't sure if it was something ProActive wanted to do.

02/29/2024 7:21 AM UTC-05/ Attached is the license renewal for the Library and Public Safety Sophos Firewalls. Please let me know if there is anything we need to do.

When did you notice the problem?
Thursday, February 29, 2024 at 7:21 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
ELicense_8901925D.pdf

Resolution: 02/29/2024 9:30 AM UTC-05/ Joey Musaitef - This time entry is marked No Charge

Confirm license sent in attachment belong to new switch project for CCH
Inform lewis
Closing ticket

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	02/29/2024 [9:30 AM - 9:45 AM]	CCH AIS	NC	Remote	Technician	0.25

Ticket# 36155
02/28/2024

The Fire Department has notified me their medical billing company suffered a cyber attack a few days
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 02/28/2024 4:25 PM UTC-05/ Tatiana Humphrey - Informed the team of this issue

02/28/2024 4:06 PM UTC-05/ The Fire Department has notified me their medical billing company suffered a cyber attack a few days ago. We send medical patient reports to them via ESO and the FD also utilizes a web based system provided by our medical billing company to access som medical records, etc. I've attached a PDF . Just sending an alert.

When did you notice the problem?
Wednesday, February 28, 2024 at 4:05 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
_U_ VFC Highlight 24_06 Change Healthcare Ransomware Attack (1).pdf

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	02/28/2024 [4:25 PM - 4:29 PM]	CCH AIS	B	Remote	Technician	0.07

Ticket# 36141
02/28/2024

User (Maria Saunders) is unable to get outlook desktop app to update Please contact her at 804-524-
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 02/28/2024 11:22 AM UTC-05/ Dalton Boothe - Maria reached out
Stated the Outlook app was not loading
Remoted into CH-MJ0EJZ5W
Saw that Outlook was stuck on "trying to connect"
I closed Outlook
Attempted opening in safe mode
Same issue
I tried opening Outlook (New)
Same issue
Opened Word
No issues flagged
Checked internet settings
Web version was updating as normal
I pushed Office updates
Same issue
Uninstalled Office
Once complete we rebooted
Attempted to install
Failed
Installed Office Scrub Tool
That failed as well
Selected Outlook when it asked what software was having issues
Selected the "trying to connect..." error
It ran
Once complete we opened Outlook
Success
No further issues
Marking complete

02/28/2024 11:18 AM UTC-05/ Dalton Boothe - Attempted to reach out
Left name and number in voicemail

02/28/2024 11:11 AM UTC-05/ User (Maria Saunders) is unable to get outlook desktop app to update

Please contact her at 804-524-8730

When did you notice the problem?
Wednesday, February 28, 2024 at 11:10 AM EST

Is it preventing you from doing work?
Yes

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
Boothe, Dalton	02/28/2024 [11:22 AM - 12:26 PM]	CCH AIS	NB	Remote	Technician	1.07
Boothe, Dalton	02/28/2024 [11:18 AM - 11:22 AM]	CCH AIS	NB	Remote	Technician	0.07

Ticket# 36051
02/23/2024
by Ray Fulk

Courthouse NAS Offline
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 02/28/2024 10:21 AM UTC-05/ Thanks Ray. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From:

This sender is trusted.

sophospsmartbannerend

Thanks Ray.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/28/2024 9:48 AM UTC-05/ Good Morning Ray, Liz just powered that unit back up so when you get a chance, can you please make sure it is back on-line. Thanks. Lewis Lewis Archileti Director of Inform

This sender is trusted.

sophospsmartbannerend

Good Morning Ray,

Liz just powered that unit back up so when you get a chance, can you please make sure it is back on-line.

Thanks.
Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/27/2024 11:26 AM UTC-05/ Sorry. Slipped my mind. I'll try to get down there this afternoon to take care of it. Lewis Archileti Director of Information Technology City of Colonial Heights

This sender is trusted.

sophospsmartbannerend

Sorry. Slipped my mind. I'll try to get down there this afternoon to take care of it.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/27/2024 11:05 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I wanted to follow up to see if you or anyone has had a chance to check on the Courthouse NAS, as I'm still unable to connect to it.

Thank you,
Ray Fulk

Notes
I logged back into CH-BACKUP and checked to see if the Courthouse NAS was still offline. I'm still not able to connect to it, so I'll check with Lewis.

02/23/2024 10:34 AM UTC-05/ Hi Ray, Not sure what happened. I saw the original ticket and asked the Sheriff's Office if the building had lost power recently. Will try to get down there this afternoon to see wh

This sender is trusted.

sophospsmartbannerend

Hi Ray,

Not sure what happened. I saw the original ticket and asked the Sheriff's Office if the building had lost power recently. Will try to get down there this afternoon to see what is going on.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/23/2024 10:26 AM UTC-05/ Ray Fulk - While checking on customer storage arrays, I found that the Courthouse NAS at 10.100.208.138 is not responding. A reboot usually clears this up.

02/23/2024 10:25 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I see that the NAS at the Courthouse is offline again, so I wanted to reach out to see about power cycling it.

Thank you,
Ray Fulk

Notes
I logged back into CH-BACKUP this morning and confirmed that the Courthouse NAS is still inaccessible, so I will email Lewis to let him know and to see if someone can go out and reboot it.

Resolution: 02/28/2024 10:15 AM UTC-05/ Ray Fulk - Lewis,

I tested and confirmed I can log back into the Courthouse NAS now.

Thank you,
Ray Fulk

Notes
I checked the NAS from CH-BACKUP and confirmed I can get in again, so I'll let Lewis know.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	02/28/2024 [10:15 AM - 10:19 AM]	CCH AIS	NC	Remote	Technician	0.07
Fulk, Ray	02/27/2024 [11:05 AM - 11:13 AM]	CCH AIS	NC	Remote	Technician	0.13
Fulk, Ray	02/23/2024 [10:25 AM - 10:30 AM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 35389 01/16/2024	**User is unable to share documents from onedrive account to outside agency. User also has questions** City of Colonial Heights Liz Gegenheimer 8045209333 gegenheimerl@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>Closed Remote Support Remote Portal Do Not Respond Tier 1	02/28/2024 Closed By: Andrew Blais

Discussion: 02/27/2024 3:11 PM UTC-05/ Sounds good, Thank you Dalton for looking into this. Thanks, Liz From: Dalton Boothe Sent: Tuesday, February 27, 2024 2:34 PM To: Matthew Parker ; Liz Gegenheimer Subject: Ticket#35389

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sophospsmartbannerend

Sounds good, Thank you Dalton for looking into this.

Thanks,
Liz

02/27/2024 2:33 PM UTC-05/ Dalton Boothe - Liz,

I am moving forward with closing this ticket, please reach out when a list is available and reference ticket #35389.

Thanks,
Dalton Boothe

02/27/2024 8:08 AM UTC-05/ Dalton Boothe - Liz,

Good morning! Just checking in, is there anything that I can do to assist with this at the moment? Any guest users I can start with?

Thanks,
Dalton Boothe

02/22/2024 8:00 AM UTC-05/ Dalton Boothe - Good morning,

Just checking in again, how is the list coming along? Are there some users we can start with?

Thanks,
Dalton Boothe

02/15/2024 8:06 AM UTC-05/ Dalton Boothe - Good morning,

Just checking in, how is the list coming along? Anyone I can start creating guest accounts for?

Thanks,
Dalton Boothe

02/06/2024 8:05 AM UTC-05/ Dalton Boothe - Good morning,

All we would need is names and emails, from there I can create the guest users and provide their passwords to sign in.

Thanks,
Dalton Boothe

02/02/2024 11:05 AM UTC-05/ Dalton Boothe - Good morning,

Yes I believe so, but let me verify.

Thanks,
Dalton Boothe

02/02/2024 9:13 AM UTC-05/ I am trying to get has much of a comprehensive list of the contractors we work with and send documents to. Is the only items that I need to provide you is a list with names and emails? Matthew

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I am trying to get has much of a comprehensive list of the contractors we work with and send documents to. Is the only items that I need to provide you is a list with names and emails?

Matthew Parker
Project Coordinator
Department of Public Works & Engineering
City of Colonial Heights, VA
parkerma@colonialheightsva.gov
(O) 804-524-8708 (F) 804-520-9237

02/02/2024 9:03 AM UTC-05/ Dalton Boothe - Good morning,

Just checking in again, did you all want to move forward with adding the users as guests?

Thanks,
Dalton Boothe

01/29/2024 11:53 AM UTC-05/ Dalton Boothe - Good afternoon,

Just checking in to see how you all wanted to move forward with this? Are we sticking with adding users as guests?

Thanks,
Dalton Boothe

01/24/2024 2:57 PM UTC-05/ Dalton Boothe - Good afternoon,

We have access to add as well. To remove I believe it's as simple as deleting the guest user.

Thanks,
Dalton Boothe

01/24/2024 10:42 AM UTC-05/ Good Morning - This is something I can add on site through the admin portal. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 Ja

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sophospsmartbannerend

Good Morning -

This is something I can add on site through the admin portal.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

From: Matthew Parker <parkerma@colonialheightsva.gov>

Sent: Wednesday, January 24, 2024 8:54 AM

To: Dalton Boothe <helpdesk@proactive-info.com>

Cc: Liz Gegenheimer <gegenheimerl@colonialheightsva.gov>

Subject: RE: Ticket#35389/CCH001/User is unable to share documents from onedrive account to outside agency. User also has questions -- has been updated

Good morning,

What does the process look like for adding an outside user to be a guest? Does that process involve collecting their name and email and then sending that information to you (ProAvtive) to be added? Or is there a portal that can be put in place to collect that information and automatically add them? At this point I do not have a comprehensive list of contacts and would need to ask other people in the department if there is anyone to add to the list. What does the process look like to remove users as guests?

Matthew Parker
Project Coordinator
Department of Public Works & Engineering
City of Colonial Heights, VA
parkerma@colonialheightsva.gov
(O) 804-524-8708 (F) 804-520-9237

01/24/2024 8:54 AM UTC-05/ Good morning, What does the process look like for adding an outside user to be a guest? Does that process involve collecting their name and email and then sending that information to you (ProAv

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sophospsmartbannerend

Good morning,

What does the process look like for adding an outside user to be a guest? Does that process involve collecting their name and email and then sending that information to you (ProAvtive) to be added? Or is there a portal that can be put in place to collect that information and automatically add them? At this point I do not have a comprehensive list of contacts and would need to ask other people in the department if there is anyone to add to the list. What does the process look like to remove users as guests?

Matthew Parker
Project Coordinator
Department of Public Works & Engineering
City of Colonial Heights, VA
parkerma@colonialheightsva.gov
(O) 804-524-8708 (F) 804-520-9237

01/23/2024 10:10 AM UTC-05/ Dalton Boothe - Matt and Liz,

Just checking in, any thoughts on my previous email? Due to security reasons we recommend adding users as guests rather than enabling everyone to share out.

Thanks,
Dalton Boothe

01/23/2024 10:09 AM UTC-05/ Dalton Boothe - Drafting email to Liz and Matt

01/22/2024 9:01 AM UTC-05/ Dalton Boothe - Matt,

The policy is to only allow sharing within the organization. If sharing outside is turned on anyone in the tenant could share anything out. If there are confidential files and someone decides to share them out, there would be no way of knowing. By adding the users as guests there is an audit trail of what they have access to, once added as a guest they will not be seen as external and you will be able to share with them as if they are internal.

Thanks,
Dalton Boothe

01/22/2024 8:56 AM UTC-05/ Good morning, I do not have a comprehensive list. We work with a variety of contractors and have to send large pdf documents. At the moment we use google drive to upload and then send out links

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sophospsmartbannerend

Good morning,

I do not have a comprehensive list. We work with a variety of contractors and have to send large pdf documents. At the moment we use google drive to upload and then send out links that way. Can we at least reapply the option to "People you choose" to be available for people outside our organization to at least minimize some of the process overlap? Thank you for your time and assistance in advance.

Matthew Parker
Project Coordinator
Department of Public Works & Engineering
City of Colonial Heights, VA
parkerma@colonialheightsva.gov
(O) 804-524-8708 (F) 804-520-9237

01/22/2024 8:34 AM UTC-05/ Dalton Boothe - Matt,

I've been working with our project manager, it looks like adding the user as a guest to the Colonial Heights tenant is the most secure way to do this, do you have the name and email of the users you need to share with?

Thanks,
Dalton Boothe

01/22/2024 8:25 AM UTC-05/ Dalton Boothe - Got the green light from Lewis to add the external user as a guest
Logged into O365
Getting info on the user from Matt

01/19/2024 9:57 AM UTC-05/ Dalton Boothe - Matt,

I am working with our project manager on the best way to share the files needed. As for the dial-in option, it appears that the licenses you all have do not support dial-in for Teams.

Thanks,
Dalton Boothe

01/19/2024 9:32 AM UTC-05/ They would only need to view only with the option available for them to download the file. On a different note, was there any way for you to give me the permissions to allow me to select the op

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sophospsmartbannerend

They would only need to view only with the option available for them to download the file.

On a different note, was there any way for you to give me the permissions to allow me to select the option to add a call in number for Teams meetings with people outside the organization?

Matthew Parker
Project Coordinator
Department of Public Works & Engineering
City of Colonial Heights, VA
parkerma@colonialheightsva.gov
(O) 804-524-8708 (F) 804-520-9237

01/19/2024 9:25 AM UTC-05/ Dalton Boothe - Matt,

Does the external user need to collaborate on the OneDrive files, or does it need to be view only?

Thanks,
Dalton Boothe

01/19/2024 9:22 AM UTC-05/ Dalton Boothe - Did some searching and found a way to manage OneDrive sharing on a user basis
Waiting on word if the external user needs to have edit access

01/19/2024 9:15 AM UTC-05/ Dalton Boothe - Matt,

Let me check with the team to see if there is a better way to do this since that change did not work. I will revert it so that it is back to the way it was set up.

Thanks,
Dalton Boothe

01/19/2024 9:15 AM UTC-05/ Dalton Boothe - Signed into O365
Reverted change
Getting with team for further ideas

01/18/2024 1:25 PM UTC-05/ Good afternoon Dalton, I am still unable to share with "Anyone." Is this option not allowed? "People you choose" does not allow for me to use the option "copy the link" to hyperlink into an ema

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

sophospsmartbannerend

Good afternoon Dalton,

I am still unable to share with "Anyone." Is this option not allowed? "People you choose" does not allow for me to use the option "copy the link" to hyperlink into an email.

Matthew Parker
Project Coordinator
Department of Public Works & Engineering
City of Colonial Heights, VA
parkerma@colonialheightsva.gov
(O) 804-524-8708 (F) 804-520-9237

01/18/2024 1:08 PM UTC-05/ Dalton Boothe - Matt,

If you could please, try and share out from OneDrive again.

Thanks,
Dalton Boothe

Notes
Logged into O365
Adjusted the following

Having user test

01/17/2024 4:17 PM UTC-05/ Afternoon,

Go ahead and make the change so that he's able to share on OneDrive.

Thanks,
Liz

01/17/2024 8:37 AM UTC-05/ Dalton Boothe - Liz,

Just checking to see if you had a chance to look over my last email. I just need the greenlight to make that change and we can test the OneDrive sharing.

Thanks,
Dalton Boothe

01/16/2024 1:44 PM UTC-05/ Dalton Boothe - Liz,

Gotcha, would you like me to try and set it to "new and existing guests"? This will allow them to share out, but the 3rd party will have to sign in to view.

Thanks,
Dalton Boothe

01/16/2024 11:14 AM UTC-05/ I doubt that the users are created as guests as I just created the first couple last week. Thanks! Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technolog

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

sophospsmartbannerend

I doubt that the users are created as guests as I just created the first couple last week.

Thanks!

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

01/16/2024 9:04 AM UTC-05/ Dalton Boothe - Liz,

I was able to find that SharePoint is set only to share to "Existing guests:
Only guests already in your organization's directory." Are the users in question in the directory? As for the teams dial-in, I believe there may be a way to enable from his side, I will be reaching out for further testing. Wanted to see if you knew about the SharePoint users first!

Thanks,
Dalton Boothe

Notes
Logged into O365 to begin looking into the settings
I started by investigating the dial-in number missing from the Outlook email
I did some looking and found nothing saying it was disabled
I found there is a way to enable from the meeting itself
I then found that Sharepoint is set to only be able to share with "Existing guests
Only guests already in your organization's directory."
I am going to get with Liz to see if the party in question is in the directory

01/16/2024 9:02 AM UTC-05/ User - Matt Parker 804-524-8708

01/16/2024 9:02 AM UTC-05/ User is unable to share documents from onedrive account to outside agency.

User also has questions about not having a dial in option when setting up a teams meeting.

When did you notice the problem?
Friday, January 12, 2024 at 9:01 AM EST

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:
IMG_8090.jpg, IMG_8089.jpg

Internal: 02/27/2024 2:33 PM UTC-05/ Dalton Boothe - Closing due to lack of response.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	01/23/2024 [10:09 AM - 10:11 AM]	CCH AIS	NC	Remote	Technician	0.03
Boothe, Dalton	01/22/2024 [8:25 AM - 8:36 AM]	CCH AIS	NC	Remote	Technician	0.18
Boothe, Dalton	01/19/2024 [9:22 AM - 9:29 AM]	CCH AIS	NC	Remote	Technician	0.12
Boothe, Dalton	01/19/2024 [9:15 AM - 9:18 AM]	CCH AIS	NC	Remote	Technician	0.05
Boothe, Dalton	01/18/2024 [1:08 PM - 1:12 PM]	CCH AIS	NC	Remote	Technician	0.07
Boothe, Dalton	01/16/2024 [9:04 AM - 9:27 AM]	CCH AIS	NB	Remote	Technician	0.38

Ticket# 36106
02/27/2024

I see where Microsoft Access is included in some Office Subscriptions but don't see it available in
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

03/01/2024
Closed By: Andrew Blais

Discussion: 02/27/2024 2:01 PM UTC-05/ Tatiana Humphrey - Remoted into CH-MJ0A5MND
Assisted Theresa with uninstalling old office version and rebooting
Installed her office from her office.com
Had her log in and ensure everything was accessible

02/27/2024 1:48 PM UTC-05/ Hi Tatiana, Yes please. Theresa Born – CH-MJ0A5MND – and maybe her laptop – CH-6QT4Y33. She is our new Assessor. I logged in to my account at Office.com but didn't see it – t

This sender is trusted.

sophospsmartbannerend

Hi Tatiana,

Yes please. Theresa Born – CH-MJ0A5MND – and maybe her laptop – CH-6QT4Y33.

She is our new Assessor. I logged in to my account at Office.com but didn't see it – then again, that doesn't necessarily mean anything.

Thank you again!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/27/2024 11:31 AM UTC-05/ Tatiana Humphrey - Lewis,

Yes, Microsoft Access should be included in the G3 licensing. Let me know if you would like me to take a look at the specific user's PC.

Thanks,
Tatiana Humphrey

Notes
Did some research and verified Access should be apart of their G3 licensing

02/27/2024 11:21 AM UTC-05/ I see where Microsoft Access is included in some Office Subscriptions but don't see it available in our G3 licensing. Do you know if it is included. If not, are we able to do an add on or would we have to purchase this separately. Our Assessor would like to have it.

When did you notice the problem?
Tuesday, February 27, 2024 at 11:21 AM EST

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
Humphrey, Tatiana	02/27/2024 [2:01 PM - 2:35 PM]	CCH AIS	NC	Remote	Technician	0.57
Humphrey, Tatiana	02/27/2024 [11:31 AM - 11:41 AM]	CCH AIS	NC	Remote	Technician	0.17

Ticket# 36068
02/26/2024
by Javon Harper

Munis User
City of Colonial Heights
Chelsea Murrell
8045209333
murrellc@colonialheightsva.onmicrosoft.com

Headquarter
Support

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

02/27/2024
Closed By: Andrew Blais

Discussion: 02/26/2024 9:51 AM UTC-05/ Javon Harper - Munis User

02/26/2024 9:51 AM UTC-05/ Javon Harper - Nick Horton called in to get some insight on Chelsea Munis issue
Went over with Nick the changes to her email I did and fixed her email issue
Informed Nick that if he needs me on call with Munis to reach out
Verified the user was in the correct Munis group on O365 and and server
Informed Nick to remove Chelsea from Munis and re-add her back
Nick stated he will reach out if he needs any further assistance
I will reopen the ticket if need be

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/26/2024 [9:51 AM - 10:04 AM]	CCH AIS	NC	Remote	Technician	0.22

Ticket# 35351
01/11/2024

I've received several complaints in regards to the City Hall and Public Safety WiFi. Users are repor
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/27/2024
Closed By: Andrew Blais

Discussion: 02/23/2024 1:43 PM UTC-05/ Ok. Thanks. Let's go ahead and leave it in place. I'm just confused as to why I can get G-mail when connected to WiFi in the building but others can't.
Lewis Arc

This sender is trusted.

sophospsmartbannerend

Ok. Thanks. Let's go ahead and leave it in place. I'm just confused as to why I can get G-mail when connected to WiFi in the building but others can't.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/23/2024 1:25 PM UTC-05/ Dalton Boothe - Lewis,

I'm going to proceed with marking this as complete, please reach out and reference ticket #35351 if further assistance is needed.

Thanks,
Dalton Boothe

02/21/2024 8:55 AM UTC-05/ Dalton Boothe - Lewis,

How would you like me to proceed with the NonExchangeMail rule?

Thanks,
Dalton Boothe

02/15/2024 9:45 AM UTC-05/ Dalton Boothe - Lewis,

Just checking in, due to the nature of the rule it was most likely put in place for a reason. We can see about disabling it or removing it so we can see if users will get Gmail. Or if you would like we can leave it in place.

Thanks,
Dalton Boothe

02/14/2024 2:16 PM UTC-05/ That's weird because the test I sent came thru. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www

This sender is trusted.

sophospsmartbannerend

That's weird because the test I sent came thru.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/14/2024 2:11 PM UTC-05/ Dalton Boothe - Lewis,

I see it blocking yours as well

Thanks,
Dalton Boothe

Notes
Checked the logs on the firewall
Found that it was blocking Lewis' as well

02/14/2024 2:00 PM UTC-05/ Quick Question. I'm connected to Employees Devices with an IP of 50.146. I just sent an e-mail to my gmail and it came thru on my phone. Lewis Archileti Director of In

This sender is trusted.

sophospsmartbannerend

Quick Question. I'm connected to Employees Devices with an IP of 50.146. I just sent an e-mail to my gmail and it came thru on my phone.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/14/2024 1:46 PM UTC-05/ Dalton Boothe - Lewis,

I found that it is being blocked by a rule called "NonExchangeMail." Do you still want this rule to be in place? Or would you like me to see about turning it off?

Thanks,
Dalton Boothe

02/14/2024 1:29 PM UTC-05/ Dalton Boothe - Logged into the firewall
Filtered by IP
Found the following

It was being blocked by a rule called NonExchangeMail
Getting with Kyle to edit the rule so they can get mail

02/14/2024 1:20 PM UTC-05/ 192.168.50.181 on Employee Devices He was connected and as a test, disconnected then got a Gmail. Lewis Archileti Director of Information Technology City of Colonial

This sender is trusted.

sophospsmartbannerend

192.168.50.181 on Employee Devices

He was connected and as a test, disconnected then got a Gmail.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/13/2024 3:21 PM UTC-05/ Dalton Boothe - Got with Kyle to see what info to look for tomorrow
He ran through a test with me
Showed me things to filter by

02/13/2024 3:06 PM UTC-05/ Ok. I'll make sure he is connected to WiFi and get the IP info for you tomorrow. Thx. Lewis Archileti Director of Information Technology City of Colonial Heights, VA

This sender is trusted.

sophospsmartbannerend

Ok. I'll make sure he is connected to WiFi and get the IP info for you tomorrow.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/13/2024 3:00 PM UTC-05/ Dalton Boothe - Lewis,

We will need the IP address of his phone, that way we can try and see what is blocking gmail from coming through.

Thanks,
Dalton Boothe

02/13/2024 2:58 PM UTC-05/ Yes. He should be working tomorrow. Lt. Jared Brandeberry. What info do you need from him? Lewis Archileti Director of Information Technology City of Colonial Heights

This sender is trusted.

sophospsmartbannerend

Yes. He should be working tomorrow. Lt. Jared Brandeberry.

What info do you need from him?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/13/2024 1:10 PM UTC-05/ Dalton Boothe - Lewis,

Just checking in again, do you have a user in mind we can monitor?

Thanks,
Dalton Boothe

02/06/2024 8:07 AM UTC-05/ Dalton Boothe - Lewis,

Just checking in, have you located a user we can monitor?

Thanks,
Dalton Boothe

02/02/2024 1:57 PM UTC-05/ Dalton Boothe - Lewis,

Have you located a user having the issues that we can monitor?

Thanks,
Dalton Boothe

01/24/2024 9:30 AM UTC-05/ Sounds good. I will locate someone who is having problems. I know one of the Patrol Lt's is the one who has an issue but he is out with some family medical issues. Will let you know

This sender is trusted.

sophospsmartbannerend

Sounds good. I will locate someone who is having problems. I know one of the Patrol Lt's is the one who has an issue but he is out with some family medical issues.

Will let you know.

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/24/2024 8:56 AM UTC-05/ Kyle Newman - I looked at this with Dalton.

What he was showing me did not seem to be the issue. I checked the LAN-WAN rule and do not see any application blocking policys in place. I recommended he go onsite with a phone that has a gmail account setup in the mail app on the wifi so I can look at the firewall logs and determine what the issue is. Dalton will reach out and schedule an onsite.

01/24/2024 8:55 AM UTC-05/ Dalton Boothe - Lewis,

Kyle assisted me in looking at this. It appears that my theory with the application filter is not the issue. The filter is created but not applied anywhere, so it is not blocking it. For further testing we would need a phone onsite with gmail set up in an app, and the IP of the phone. This way Kyle can monitor the logs to see what exactly is blocking the mail. Please let me know your thoughts.

Thanks,
Dalton Boothe

Notes
Worked with Kyle
He showed me that the application rules were not active so it was not the application filter
We looked at the logs
Tried to filter by SMTP protocol
Nothing
Kyle then tested accessing gmail from CH-DC1
He was able to sign in
He stated for further testing he would need someone onsite with a phone
Gmail configured in an app
The IP of the phone
Access to the log viewer
I am informing Lewis to see how he would like to proceed

01/23/2024 9:56 AM UTC-05/ Ok. Thanks for the update! Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheights

This sender is trusted.

sophospsmartbannerend

Ok. Thanks for the update!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[https://na.myconnectwise.net/v4_6_release/api/inlineimages/pim/fda5d39f-0963-4c70-bd8f-87e3fd4622fc]

01/23/2024 9:12 AM UTC-05/ Dalton Boothe - Lewis,

Yes sir, I believe Tatiana is looking into that ticket. I did not see an iPhone app listed. But will double check.

Thanks,
Dalton Boothe

01/23/2024 9:12 AM UTC-05/ Dalton Boothe - Lewis,

Kyle is going to assist me in unblocking this tomorrow as it appears that it may be blocked in multiple policies. Wanted to make sure you were updated.

Thanks,
Dalton Boothe

Notes
Found that the app is blocked as well as web mail in general
I got with Kyle and he is going to assist me tomorrow
Informing Lewis and will schedule a time with Kyle to go over this

01/23/2024 9:09 AM UTC-05/ Yes. That's fine. Is there a iPhone Gmail App which just isn't turned on? I need to go back and check with the ones who complained to see if they have iPhones or Androids. Since we o

This sender is trusted.

sophospsmartbannerend

Yes. That's fine. Is there a iPhone Gmail App which just isn't turned on? I need to go back and check with the ones who complained to see if they have iPhones or Androids. Since we only distribute iPhones, I'm thinking they don't have Androids.

I was out yesterday but Liz notified me she was putting a ticket in regarding WiFi Connectivity for Public Safety. I know I get a lot of complaints – especially regarding Employee Devices. Often, when people need to connect with their Laptops, etc. and can't thru Employee Devices, I will set them up on CH-IT but hate doing so since it takes an internal IP Address.

Just wanted to throw that out there.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/23/2024 8:41 AM UTC-05/ Dalton Boothe - Lewis,

Checking in again, would you like me to go ahead and see about removing the app from the policy?

Thanks,
Dalton Boothe

01/22/2024 8:24 AM UTC-05/ Dalton Boothe - Lewis,

Just checking if you had a chance to go over my last email. I was able to find that the Gmail Android App is set to deny through one of the application policies on the firewall. I just need the green light from you and I can go ahead and see about changing the policy to see if that affects their mail.

Thanks,
Dalton Boothe

01/15/2024 8:15 AM UTC-05/ Dalton Boothe - Lewis,

I was able to find that the Gmail Android App is set to deny through one of the application policies on the firewall. I am going to see about removing this to see if affects their mail flow at all. Just wanted verification from you first, then I can see about changing the policy.

Thanks,
Dalton Boothe

Notes
Looked into Sophos
Combed through AP and SSID settings
Nothing found
Looked into the firewall
Found some application filters
Found Gmail Android App in one of the policies
Informing Lewis and asking the team about changing this policy

01/11/2024 4:03 PM UTC-05/ Dalton Boothe - Lewis,

I will start looking into this, I will let you know if we find anything!

Thanks,
Dalton Boothe

01/11/2024 3:09 PM UTC-05/ I've received several complaints in regards to the City Hall and Public Safety WiFi. Users are reporting they do not receive their G-Mail when connected to the City WiFi - (Employee Devices, CH-IT) at both locations. Not sure about other city buildings. They say when they turn off WiFi and go to cellular, they suddenly start receiving messages in their g-mail accounts.

When did you notice the problem?
Thursday, January 11, 2024 at 3:09 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 02/23/2024 1:25 PM UTC-05/ Dalton Boothe - Marking complete due to lack of response.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	02/14/2024 [2:11 PM - 2:14 PM]	CCH AIS	NC	Remote	Technician	0.05
Boothe, Dalton	02/14/2024 [1:29 PM - 1:43 PM]	CCH AIS	NC	Remote	Technician	0.23
Boothe, Dalton	02/13/2024 [3:21 PM - 3:31 PM]	CCH AIS	NC	Remote	Technician	0.17
Newman, Kyle	01/24/2024 [8:56 AM - 9:20 AM]	CCH AIS	NC	Remote	Technician	0.40
Boothe, Dalton	01/24/2024 [8:55 AM - 9:29 AM]	CCH AIS	NC	Remote	Technician	0.57
Boothe, Dalton	01/23/2024 [9:12 AM - 9:29 AM]	CCH AIS	NC	Remote	Technician	0.28
Boothe, Dalton	01/15/2024 [8:15 AM - 8:30 AM]	CCH AIS	NB	Remote	Technician	0.25

Ticket# 36052
02/23/2024
by Javon Harper

One Drive issue
City of Colonial Heights
Karla Ramsey
8045209269
ramseyk@colonialheightsva.gov

Headquarter
Support

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

02/27/2024
Closed By: Andrew Blais

Discussion: 02/23/2024 10:29 AM UTC-05/ Javon Harper - One Drive issue

02/23/2024 10:29 AM UTC-05/ Javon Harper - Remoted into CH-MJ0A5MP1
Karla was having issues with OneDrive a a save OneDrive file
Remote in and noticed Karla was running office 2019 standard
Uninstalled office 2019 and rebooted the device
Karla logged back in and I began installing office 365
Once Office finished installing I made sure Office apps was running properly and activated
I began working on the one drive shared issue
Went to the one drive shared folder and copied it to Karla documents
Had Karla test a document and save it to OneDrive folder that was shared
OneDrive was having issues syncing
Ran task manger and force the app to close
Restarted OneDrive and had Karla save a document she needed to the shared folder in OneDrive
Document took a while to sync online
Opened document and saved document
Document saved successfully and was able to show online
Issue resolved

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/23/2024 [10:29 AM - 11:43 AM]	CCH AIS	NC	Remote	Technician	1.23

Ticket# 36044
02/23/2024

Need helping making user able to send emails to distribution group
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

02/27/2024
Closed By: Andrew Blais

Discussion: 02/23/2024 8:22 AM UTC-05/ Tatiana Humphrey - Worked with Liz trying to get the employees distro list to work
Tested updating her global list
Ensured she had correct permissions for the list
Did some research but was not showing up
Lewis stated to have her test sending an email just to the email employeess@colonialheightsva.gov instead of the actual distro list
Test email went through
She will send an email that way when needed

02/23/2024 8:00 AM UTC-05/ Liz Gegenheimer 804-586-3505

02/23/2024 7:59 AM UTC-05/ Need helping making user able to send emails to distribution group

When did you notice the problem?
Friday, February 23, 2024 at 7:59 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	02/23/2024 [8:22 AM - 9:01 AM]	CCH AIS	NC	Remote	Technician	0.65

Ticket# 35969
02/21/2024
by Javon Harper

Issue
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/22/2024
Closed By: Andrew Blais

Discussion: 02/21/2024 10:12 AM UTC-05/ Javon Harper - Issue

02/21/2024 10:12 AM UTC-05/ Javon Harper - Lewis needed assistance with accessing the user portal to install a vpn
While on the phone Lewis stated he was able to access the Website issue resolved
NO assistance was needed

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/21/2024 [10:12 AM - 10:17 AM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 35915
02/16/2024

New User (Leeco) needs G3 license assigned. Exiting employee pattisond needs license removed.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/16/2024 1:30 PM UTC-05/ Tatiana Humphrey - Liz,

A G3 license has been added to the requested user and the G1 license has been removed from the other user. Please let me know if there are any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Removed license for pattisond
No more g3 available
Added g3 in AppRiver and reduced g1 license total
Added g3 license to leeco

02/16/2024 1:24 PM UTC-05/ New User (Leeco) needs G3 license assigned.

Exiting employee pattisond needs license removed.

When did you notice the problem?
Friday, February 16, 2024 at 1:23 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 02/16/2024 2:30 PM UTC-05/ Joey Musaitef - updated agreement

02/16/2024 1:41 PM UTC-05/ Tatiana Humphrey - 1 G3 added
1 G1 reduced in Appriver

Resolution: 02/16/2024 2:30 PM UTC-05/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	02/16/2024 [1:30 PM - 1:41 PM]	CCH AIS	B	Remote	Technician	0.18

Ticket# 35899
02/15/2024

Commonwealth Attorney is unable to install a label printer to her laptop. The install opens but cras
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

02/20/2024
Closed By: Andrew Blais

Discussion:

02/16/2024 9:01 AM UTC-05/ Dalton Boothe - Arrived onsite
Met with Noelle
Started looking at the label printer
Followed the instructions to install driver
Waited to plug in until it prompted me to do so
Powered on printer
Successfully installed
They stated she was missing the software
Installed P-Touch Editor from Brother site
Lucy tested to verify it was good to go
Success
Left site

02/16/2024 8:30 AM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

02/15/2024 1:42 PM UTC-05/ I'm letting them know now for you. Please call or text if you need anything while you're there. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Information Technol

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

sophospsmartbannerend

I'm letting them know now for you. Please call or text if you need anything while you're there.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

02/15/2024 1:35 PM UTC-05/ Dalton Boothe - Good afternoon,

I can be there at 9am for sure. Just as long as security knows I'm coming we should be good.

Thanks,
Dalton Boothe

02/15/2024 1:33 PM UTC-05/ Afternoon Dalton, If you need me there, I'm available between 0830 and 0930 tomorrow morning. Thanks, Liz Gegenheimer, Information Systems Coordinator Department of Information Te

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

sophospsmartbannerend

Afternoon Dalton,

If you need me there, I'm available between 0830 and 0930 tomorrow morning.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
Department of Information Technology
City of Colonial Heights, Virginia
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

02/15/2024 10:35 AM UTC-05/ Dalton Boothe - Good morning,

I was attempting to assist with installing Noelle's label printer. I believe an onsite may be required, what time works best for you all tomorrow morning? I know Noelle said she was good up until 2.

Thanks,
Dalton Boothe

Notes
Reached out Jessica
She stated Noelle was trying to install the label printer
She said she was away from the desk and I can take a look
Remoted into CH-MP2H457K
Checked printers and scanners
Printer was not listed
Attempted to install driver
Still not detected
Installed the tool to uninstall and reinstall the driver
It restarted the computer
Tried to install the P-Touch Editor according the manual
Would not detect
I saw in the manual it said not to connect until it prompts to do so when installing the driver
Had Noelle plug it in when prompted
No change
Device still not being recognized from the device
Scheduling an onsite

02/15/2024 10:22 AM UTC-05/ Commonwealth Attorney is unable to install a label printer to her laptop. The install opens but crashes mid way through - unable to get further than that.

Label Printer: Brother QL-720NW

Point of Contact: Jessica Moody 804-520-9293

When did you notice the problem?
Tuesday, February 13, 2024 at 10:22 AM EST

Is it preventing you from doing work?
Yes

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
Boothe, Dalton	02/16/2024 [9:01 AM - 9:32 AM]	CCH AIS	NC	Onsite	Technician	0.52
Boothe, Dalton	02/16/2024 [8:30 AM - 9:02 AM]	CCH AIS	NC	Travel	Technician	0.53
Boothe, Dalton	02/15/2024 [10:35 AM - 11:31 AM]	CCH AIS	NB	Remote	Technician	0.93

Ticket# 35854
02/13/2024

New User - Summer Brown (brownsu) needs microsoft license (G3)
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/15/2024 10:20 AM UTC-05/ Thank you. This case can be closed as well.

02/13/2024 8:53 AM UTC-05/ Tatiana Humphrey - Good Morning Liz

I have added the G3 license to Summer's account. Let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into office admin
Found summer account and noted no more license available
Logged into AppRiver and added G3 license as requested
Applied it to her account

02/13/2024 8:32 AM UTC-05/ New User - Summer Brown (brownsu) needs microsoft license (G3)

When did you notice the problem?
Tuesday, February 13, 2024 at 8:32 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 02/16/2024 8:34 AM UTC-05/ Joey Musaitef - updated agreement

02/13/2024 9:08 AM UTC-05/ Tatiana Humphrey - 1 G3 license added

Resolution: 02/16/2024 8:34 AM UTC-05/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	02/13/2024 [8:53 AM - 9:05 AM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 35869
02/14/2024

Please contact Yvette at804-520-9286. She won't be in until after Noon today. She is unable to print
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/14/2024 2:58 PM UTC-05/ Tatiana Humphrey - Remoted into CH-ABBY224
Went to the printer and noted the driver installed was a Microsoft driver
Had to download and install the canon printer driver and reboot
Took a while due to slowness of computer
Had her test print a flyer and verified it was printing color now

02/14/2024 8:06 AM UTC-05/ Please contact Yvette at804-520-9286. She won't be in until after Noon today. She is unable to print in color to the Mail Room Printer in City Hall. She has no option - just black and white.

When did you notice the problem?
Wednesday, February 14, 2024 at 8:06 AM EST

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
Humphrey, Tatiana	02/14/2024 [2:58 PM - 3:32 PM]	CCH AIS	NC	Remote	Technician	0.57

Ticket# 35879
02/14/2024

User (Drakej) showing up with email as drakej@colonialheightsva.onmicrosoft.com // however shows cor
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/14/2024 12:38 PM UTC-05/ Tatiana Humphrey - Liz

James' email has been synced correctly. Please let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Worked with Javon
We made more changes to the attribute editor (add smtp addresses to the proxy)
Had to do multiple syncs and changes finally reverted

02/14/2024 11:19 AM UTC-05/ Tatiana Humphrey - Remoted into the DC and went to James account
Checked over the attributes and made changes as noted (mail)
Ran manual syncs but still not showing correct
Gonna give it a a little time to see if it will sync correct

02/14/2024 11:14 AM UTC-05/ User (Drakej) showing up with email as drakej@colonialheightsva.onmicrosoft.com // however shows correctly in Active Directory

When did you notice the problem?
Wednesday, February 14, 2024 at 11:13 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
Drake.jpg

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	02/14/2024 [12:38 PM - 1:02 PM]	CCH AIS	NC	Remote	Technician	0.40
Humphrey, Tatiana	02/14/2024 [11:19 AM - 11:58 AM]	CCH AIS	NC	Remote	Technician	0.65

Ticket# 35587
01/26/2024

Chelsea Murrell in our Courts is having a problem with authentication when she logs into our Munis p
City of Colonial Heights
Lewis Archileti
8045209333
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/14/2024 10:38 AM UTC-05/ Javon Harper - Remoted into CH-MINORSLAPTOP
Looked at the issue with Chelsea Munis stating user email murrellc@colonialheightsva.mail.onmicrosoft.com but she signs in with the correct email @colonialheightsva.gov. Informed Lewis in which he stated he will work with Karla to fix the issue and reach out if he need assistance
Lewis stated to close the ticket

02/08/2024 3:45 PM UTC-05/ Sure thing. I know her and Juvenile Court were sharing a laptop and apparently it died. I'm in the process of finding a replacement. Thanks. Lewis Lewis Archile

This sender is trusted.

sophospsmartbannerend

Sure thing. I know her and Juvenile Court were sharing a laptop and apparently it died. I'm in the process of finding a replacement.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/08/2024 3:33 PM UTC-05/ Dalton Boothe - Lewis,

I checked and her email is no longer showing @colonialheightsva.gov.mail.onmicrosoft.com in O365. Can we have her test when she has her laptop?

Thanks,
Dalton Boothe

Notes
Left voicemail for Chelsea
As I was ending my time she called in
Stated she did not have her device
I asked that she called back in when she had it
I did check O365 and it appears her email synced and is no longer @colonialheightsva.gov.mail.onmicrosoft.com
She will test when she has her laptop

02/08/2024 2:57 PM UTC-05/ Tatiana Humphrey - Attempted to reach Chelsea but no answer and vm not available

01/31/2024 8:01 AM UTC-05/ Javon Harper - Closing ticket due to no response

01/31/2024 8:01 AM UTC-05/ Javon Harper - Lewis,

I am closing this ticket due to no response, and will reopen a new ticket once Chelsea reaches out.

Thanks,
Javon Harper

01/29/2024 5:38 PM UTC-05/ Hey Javon. I sent her an email to her state email address, asking her to call the main Proactive number option two and ask for you. Lewis A.Archileti Director of Information Technology City of Colonia

This sender is trusted.

sophospsmartbannerend

Hey Javon. I sent her an email to her state email address, asking her to call the main Proactive number option two and ask for you.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jan 29, 2024, at 4:49 PM, Javon Harper <helpdesk@proactive-info.com> wrote:

01/29/2024 4:49 PM UTC-05/ Javon Harper - Lewis,

Thank you!

Thanks,
Javon Harper

01/29/2024 3:21 PM UTC-05/ Yes. I'll try to get her and ask if she can call. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell ww

This sender is trusted.

sophospsmartbannerend

Yes. I'll try to get her and ask if she can call.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/29/2024 2:15 PM UTC-05/ Javon Harper - Lewis,

I have not been successful reaching out to Chelsea. I have tried email and by phone but no response. Is there anyway you can get her to reach out. If not we may have to close the case per our policy.

Thanks,
Javon Harper

01/29/2024 10:06 AM UTC-05/ Javon Harper - Chelsea,

Please give me a call when you get a chance. I can be reached at 804 299 5085

Thanks,
Javon Harper

Notes
Called Chelsea but was unable to leave a VM

01/26/2024 4:07 PM UTC-05/ Javon Harper - Chelsea,

I also made a few changes, when you get a chance can you test Munis again to see if you are able to get in.

Thanks,
Javon Harper

01/26/2024 3:45 PM UTC-05/ Javon Harper - Chelsea,

Please give me a call when you get a chance. I can be reached at 804 299 5085

Thanks,
Javon Harper

Notes
Called Chelsea but was unable to leave a VM

01/26/2024 3:44 PM UTC-05/ Chelsea L. Murrell, Clerk of Court Colonial Heights General District Court 550 Boulevard PO Box 3401 Colonial Heights, VA 23834 804-451-0253 (direct) 804-520-9370 (fax) Lewis Arch

This sender is trusted.

sophospsmartbannerend

Chelsea L. Murrell, Clerk of Court
Colonial Heights General District Court
550 Boulevard
PO Box 3401
Colonial Heights, VA 23834
804-451-0253 (direct)
804-520-9370 (fax)

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/26/2024 2:38 PM UTC-05/ Javon Harper - Lewis,

What is the best number I can reach Chelsea or device I can remote into?

Thanks,
Javon Harper

Notes
Logged into O365 ADMIN and CH-DC1 and verfied the user email is showing @colonialheightsva.gov
User is showing primary email address in O365 as murrellc@colonialheightsva.mail.onmicrosoft.com
Located user and changed attribute editor to show
murrellc@colonialheightsva.gov as primary email
Will need to remote into user pc to check the settings

01/26/2024 2:21 PM UTC-05/ Chelsea Murrell in our Courts is having a problem with authentication when she logs into our Munis problem. It authenticates using Microsoft but her e-mail address is showing @colonialheightsva.gov.mail.onmicrosoft.com. I've checked AD and everything seems fine there. See Attachment

When did you notice the problem?
Friday, January 26, 2024 at 2:21 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
chelsea.JPG

Internal: 02/08/2024 3:28 PM UTC-05/ Javon Harper - 804 524 8745

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/14/2024 [10:38 AM - 10:59 AM]	CCH AIS	NC	Remote	Technician	0.35
Boothe, Dalton	02/08/2024 [3:33 PM - 3:43 PM]	CCH AIS	NC	Remote	Technician	0.17
Humphrey, Tatiana	02/08/2024 [2:57 PM - 3:05 PM]	CCH AIS	NC	Remote	Technician	0.13
Harper, Javon	01/29/2024 [10:06 AM - 10:09 AM]	CCH AIS	NC	Remote	Technician	0.05
Harper, Javon	01/26/2024 [3:45 PM - 3:49 PM]	CCH AIS	NC	Remote	Technician	0.07
Harper, Javon	01/26/2024 [2:38 PM - 3:41 PM]	CCH AIS	NC	Remote	Technician	1.05

Ticket# 35875
02/14/2024

PD Laptop (Patrol37) unable to use Sophos VPN. Error message says "OpenVPN service is not available.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/14/2024 9:53 AM UTC-05/ Thanks for verifying ... You can close this close. Have a great day!

02/14/2024 9:44 AM UTC-05/ Tatiana Humphrey - Good Morning Liz

Yes, that is correct. Unfortunately, Sophos is no longer compatible with Windows 8, so it will not work.

Thanks,
Tatiana Humphrey

Notes
Verified Sophos is not compatible with Windows 8 anymore

02/14/2024 9:38 AM UTC-05/ PD Laptop (Patrol37) unable to use Sophos VPN. Error message says "OpenVPN service is not available."

I'm sitting with the computer if the tech wants to remote in and troubleshoot. This computer is a windows 8 and I think it may not be able to use this vpn.

When did you notice the problem?
Wednesday, February 14, 2024 at 9:37 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	02/14/2024 [9:44 AM - 9:52 AM]	CCH AIS	B	Remote	Technician	0.13

Ticket# 35849
02/13/2024
by Javon Harper

Sophos VPN access to Circuit Court Clerk's Office- Brian Robinson Logan Systems
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/13/2024 9:47 AM UTC-05/ Javon Harper - Remoted into Kerry PC using screen Connect
Walked user through installing Sophos Intercept App
Walked user through downloading and installing VPN config file
Made sure I gave the user his VPN credentials
No further assistance needed

02/13/2024 9:02 AM UTC-05/ Javon Harper - Went through Old notes to Find user Kerry Neubauer Sophos VPN Credentials
I will reach out to Brian Robinson to assist with installing the VPN

02/13/2024 7:49 AM UTC-05/ Javon Harper - Sophos VPN access to Circuit Court Clerk's Office- Brian Robinson Logan Systems

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/13/2024 [9:47 AM - 10:06 AM]	CCH AIS	NC	Remote	Technician	0.32

Harper, Javon	02/13/2024 [9:02 AM - 9:28 AM]	CCH AIS	NC	Remote	Technician	0.43

Ticket# 35783
02/07/2024
by Marissa Binck

City Hall ethernet connection issue,
City of Colonial Heights
Lloyd Hawthorne
8045209333
hawthornel@colonialheightsva.gov

Headquarter
Support

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

02/20/2024
Closed By: Andrew Blais

Discussion: 02/13/2024 8:46 AM UTC-05/ Dalton Boothe - No threats detected in the portal
Marking complete

02/08/2024 8:29 AM UTC-05/ Dalton Boothe - Attempted to reach out
Left name and number in voicemail

02/07/2024 12:28 PM UTC-05/ Dalton Boothe - Headed to City Hall
Met with Lloyd
Looked through Sophos
Saw the there were unresolved flags
Resolved them
He was able to browse the web
Started scan to be safe
Will check back in later to see results

02/07/2024 11:44 AM UTC-05/ Javon Harper - User stated he inputted a usb into the PC in which Sophos blocked the user internet access
I was able to reset the device status in Sophos but the user was still being blocked by sophos
I was unable to remote into user pc or send user emails due to internet being blocked
Dalton was onsite at the courthouse and is heading onsite

02/07/2024 11:34 AM UTC-05/ Marissa Binck - City Hall ethernet connection issue, 804-805-2864

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	02/13/2024 [8:46 AM - 8:48 AM]	CCH AIS	NC	Remote	Technician	0.03
Boothe, Dalton	02/08/2024 [8:29 AM - 8:34 AM]	CCH AIS	NC	Remote	Technician	0.08
Boothe, Dalton	02/07/2024 [12:28 PM - 12:52 PM]	CCH AIS	NB	Onsite	Technician	0.40
Harper, Javon	02/07/2024 [11:44 AM - 12:32 PM]	CCH AIS	NC	Remote	Technician	0.72

Ticket# 35845
02/12/2024

Please contact Prarthana Rao in Planning. Shei s having some type of browser problem. 804-520-9382
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/12/2024
Closed By: Marissa Binck

Discussion: 02/12/2024 2:28 PM UTC-05/ Javon Harper - Remoted into CH-MJ0963HX
Ran Windows and Systems update and rebooted the Device
After the bios update had user sign back and recreate the issue
The issue had been resolved after the windows update
No further action is needed
Issue resolved

02/12/2024 2:27 PM UTC-05/ Please contact Prarthana Rao in Planning. Shei s having some type of browser problem. 804-520-9382 -Every once in a while, in the past few weeks, my Google Chrome browser behaves weirdly where I am unable to close a window or add a new window.

When did you notice the problem?
Monday, February 12, 2024 at 2:27 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
rao.jpg

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/12/2024 [2:28 PM - 2:42 PM]	CCH AIS	NC	Remote	Technician	0.23

Ticket# 35590
01/29/2024

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/12/2024
Closed By: Marissa Binck

Discussion: 02/12/2024 9:15 AM UTC-05/ Joey Musaitef - 61.75 hours used in Jan
emailed lewis numbers
closing ticket
This time entry is marked No Charge

01/29/2024 1:38 AM UTC-05/ Lewis needs the hours that proactive worked on issue for CH

Internal: 01/29/2024 1:38 AM UTC-05/

Resolution: 02/12/2024 9:15 AM UTC-05/ Joey Musaitef - 61.75 hours used in Jan
emailed lewis numbers
closing ticket
This time entry is marked No Charge

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	02/12/2024 [9:15 AM - 9:30 AM]		NC	Remote	Technician	0.25

Ticket# 35791 02/07/2024	**We are having an issue with a possible malicious e-mail - A few staff members have reported receivin** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** >Closed **Type:** Remote Support **Location:** Remote **Source:** Portal Priority 3 - Medium **Team:** Tier 1	02/12/2024 Closed By: Marissa Binck

Discussion: 02/12/2024 8:45 AM UTC-05/ Dalton Boothe - No issues reported, marking complete.

02/07/2024 4:16 PM UTC-05/ Dalton Boothe - Lewis,

I added the subject to the keyword rule and set it to block it. Please let me know if you notice any changes.

Thanks,
Dalton Boothe

Notes
Cloned the base policy and added the subject as keywords
Set it to apply to the colonialheightsva.gov domain
Enforced the policy
Informing Lewis

02/07/2024 3:40 PM UTC-05/ Dalton Boothe - Lewis,

I see in Sophos there is a rule in the data control policy called "keywords", however it is disabled. Let me check with the team to verify that we can enable this and add the subject and not affect other mail flow.

Thanks,
Dalton Boothe

02/07/2024 3:25 PM UTC-05/ Dalton Boothe - Logged into Sophos
Looked around to see if there was an option to block by subject
Found there is a keywords rule in the data control policy
Getting with the team to see if we can turn this on

02/07/2024 2:19 PM UTC-05/ We are having an issue with a possible malicious e-mail - A few staff members have reported receiving an e-mail with the following Subject: Completed: Complete via DocsShare - Signature Required- DocsID ColonialheightsvaNV3498394N
There is an attached PDF. The Sender shows: Colonialheightsva_OnlineDocs_ but no e-mail address. I checked the archiver and it shows unspecified sender but I was able to retrieve the following domain info:
@office.hiroshima-u.sc.jp
@softbank.ne.jp
I've blocked both in Sophos but am assuming there are multiple addresses.
Are we able to block by subject or keywords?

When did you notice the problem?
Wednesday, February 7, 2024 at 2:19 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
spam email.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	02/07/2024 [4:16 PM - 4:23 PM]	CCH AIS	NB	Remote	Technician	0.12
Boothe, Dalton	02/07/2024 [3:25 PM - 3:42 PM]		NB	Remote	Technician	0.28

Ticket# 35737
02/05/2024

Sheriff's Office body worn camera docking station is having a networking error on multiple ports. Af
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

02/08/2024
Closed By: Marissa Binck

Discussion: 02/08/2024 9:33 AM UTC-05/ Dalton Boothe - Lewis,

Of course, glad we could help. I'll go ahead and mark this complete. Please let us know if there are any further issues.

Thanks,
Dalton Boothe

02/08/2024 9:32 AM UTC-05/ Good Morning Dalton, Thanks to you and Ray for taking a look and figuring out the issue. I haven't heard anything from the Commonwealth Attorney's Office so I can only assume it is workin

This sender is trusted.

sophospsmartbannerend

Good Morning Dalton,

Thanks to you and Ray for taking a look and figuring out the issue. I haven't heard anything from the Commonwealth Attorney's Office so I can only assume it is working.

Thanks again!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/08/2024 8:34 AM UTC-05/ Dalton Boothe - Lewis,

Good morning, just wanted to verify that all is still looking good over there in terms of this ethernet issue.

Thanks,
Dalton Boothe

02/07/2024 12:51 PM UTC-05/ Dalton Boothe - Travel From City of Colonial Heights

02/07/2024 10:10 AM UTC-05/ Ray Fulk - Dalton went onsite and tried connecting his laptop to the CH-IT SSID, and his computer failed to pull DHCP. I checked Sophos Central to see if I could find the MAC address for PIM-DBOOTHE-01 connected, and confirmed that it reports his computer connected to AP35. Strangely though, Sophos says his IP is 10.100.202.191, which is on the Library network.
I logged into the .3 switch, which sits between the router and the rest of the network, and confirmed that Dalton's computer is listed in the ARP cache on VLAN 1, which suggests that the Layer 2 connection is working and DHCP is failing to hand out addresses. We asked Lewis for permission to reset the DHCP service on the firewall, and he said to go ahead. I did that, then had Dalton try again both on the wifi and Ethernet, but he still isn't obtaining an IP address. I checked the system clock on the router, and saw it was off by about an hour. I corrected that and reset DHCP again, but it still isn't working. I see devices on the 192.168.47.0/24 network obtaining DHCP leases, but I don't see any leases for the 10.100.208.0/24 network.
I asked Dalton to assign himself a static IP of 10.100.208.14. When he did that, he was able to ping the LAN and Internet. This confirms the problem is with DHCP. I looked into this, and found that other users with similar issues were able to restore functionality by removing the affected pool from the configuration and adding it back. I saved the running config, and made a copy of it in Notepad. I then made the following config changes:
"no ip dhcp pool CH-COURTHOUSE" to remove the pool for the 10.100.208.0/24 network
"ip dhcp pool CH-COURTHOUSE
network 10.100.208.0 255.255.255.0
default-router 10.100.208.1
dns-server 10.100.200.6 10.100.200.21
lease 0 2"
to set the pool back up (I copied and pasted this from the backup copy of the config in Notepad).
After that, I checked the DHCP pool in the router and confirmed it is assigning addresses, so I asked Dalton to test DHCP on his computer. He confirmed it works now on both the wifi and wired. Dalton checked around to make sure the other affected computers were working. Once he confirmed that, I saved the config changes on the router.

02/07/2024 10:04 AM UTC-05/ Also, Circuit Court is reporting their Credit Card Machine has lost connectivity again. Thx. Lewis Archileti Director of Information Technology City of Colonial Heights, VA

This sender is trusted.

sophospsmartbannerend

Also, Circuit Court is reporting their Credit Card Machine has lost connectivity again.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/07/2024 9:56 AM UTC-05/ Dalton Boothe - Arrived onsite
Got with Sam
He provided me a guest card and key
Went to the closet
I attempted to connect to CH-IT
No internet
Informed Ray
He started checking things on his end
I assisted while onsite
Ray was able to get me connected
Got with Jessica from the commonwealth attorney's office
She stated there were 3 devices that had the issue
Checked on the 3
Verified they were connected to ethernet
Success
They then asked me to put two laptops on the domain
Success
I then set up VPNs for hintonb, cooperj, tannero, and armstrongs
Returned badge to Sam
Verified all was good to go
Left site to head to city hall

02/07/2024 9:25 AM UTC-05/ The one I was in yesterday was upstairs closest to the Commonwealth Attorney’s Office. That one supplies their office. I tried moving 2 of the offices to another switch in the closet with

This sender is trusted.

sophospsmartbannerend

The one I was in yesterday was upstairs closest to the Commonwealth Attorney’s Office. That one supplies their office. I tried moving 2 of the offices to another switch in the closet with no success in connecting. I was also in the closet downstairs off of the General District Clerk’s Office. When I moved the Sheriff’s Docking stations from the main switch to another switch, it did resolve their problem.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/07/2024 9:20 AM UTC-05/ Dalton Boothe - Lewis,

What closets appear to be having the issues? Where can I start looking when I get there?

Thanks,
Dalton Boothe

02/07/2024 9:20 AM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

02/07/2024 9:18 AM UTC-05/ Thanks so much. Commonwealth Attorney said they have 3 offices which are unable to connect via ethernet. As I mentioned yesterday, connecting directly to the switch didn't yield a connecti

This sender is trusted.

sophospsmartbannerend

Thanks so much. Commonwealth Attorney said they have 3 offices which are unable to connect via ethernet. As I mentioned yesterday, connecting directly to the switch didn't yield a connection either. If it were October, I would say we have a haunting going on! Maybe it is just Gremlins!

Thank you again!

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/07/2024 9:15 AM UTC-05/ Marissa Binck - Lewis,

I'm going to send Dalton down there to take a look at this and have Ray assist.

Thanks,
Marissa Binck

02/07/2024 9:08 AM UTC-05/ OK thanks. Is there anyway somebody from Proactive can come down today and go to the courthouse? I've already backed up on several things and I know I'm backed up tomorrow because Andrew's gonna be on

This sender is trusted.

sophospsmartbannerend

OK thanks. Is there anyway somebody from Proactive can come down today and go to the courthouse? I've already backed up on several things and I know I'm backed up tomorrow because Andrew's gonna be on site doing training with us and they're complaining asking about the status for the courthouse. Also, I really don't know what the issue is. My thought was we were out of IP addresses in the DHCP pool but obviously that's not the case.somethings preventing computers from connecting to the network and I'm not sure where to begin.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Feb 7, 2024, at 8:45 AM, Dalton Boothe <helpdesk@proactive-info.com> wrote:

02/07/2024 8:45 AM UTC-05/ Dalton Boothe - Lewis,

Are the two laptops from Noelle's office? If so I removed them from the domain.

Thanks,
Dalton Boothe

02/06/2024 4:30 PM UTC-05/ Sure. Also, one issue I am having is ProActive was the last to login to 2 of the laptops at the Courthouse. I am unable to change the user. Lewis Archileti Director of Infor

This sender is trusted.

sophospsmartbannerend

Sure. Also, one issue I am having is ProActive was the last to login to 2 of the laptops at the Courthouse. I am unable to change the user.

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City of Colonial Heights, VA
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[image]

02/06/2024 4:24 PM UTC-05/ Dalton Boothe - Lewis,

If possible tomorrow morning, can you provide the Mac address of some of the devices having troubles? We would like to check the switches for certain devices to see if we can pinpoint the issue.

Thanks,
Dalton Boothe

02/06/2024 3:55 PM UTC-05/ Ray Fulk - I logged into each of the switches at the courthouse to check CDP neighbors and MAC address tables, in order to confirm that the switches are communicating with each other and see endpoint devices connected on Layer 2. Everything looks good there, so I also checked the MAC address table and the DHCP leases on the router to confirm that devices are connecting to that. I checked Automate, and it looks like the only offline devices on the 10.100.208.0/24 network are CIVILPROCESS and CH-1P36Y33. The rest of the Courthouse devices are checking in with Automate. I let Dalton know that we may need to work with Lewis to get the MAC addresses of a few devices that are not connecting, in order to check the switches for those.

02/06/2024 3:46 PM UTC-05/ Dalton Boothe - Lewis,

Gotcha, I'm going to keep combing through some things to see I see anything out of place. I'll let you know if we can find anything.

Thanks,
Dalton Boothe

02/06/2024 3:45 PM UTC-05/ I'll have to go back in the morning and try that. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell w

This sender is trusted.

sophospsmartbannerend

I'll have to go back in the morning and try that.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
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[image]

02/06/2024 3:43 PM UTC-05/ Dalton Boothe - Lewis,

Is it possible to try connecting directly to the router to see if you get connection?

Thanks,
Dalton Boothe

02/06/2024 3:33 PM UTC-05/ Dalton Boothe - Lewis,

I'm not sure if we can reboot those Cisco switched remotely, I believe Ray is going to assist me in looking into this here soon. I will let you know what we can find.

Thanks,
Dalton Boothe

02/06/2024 3:11 PM UTC-05/ Yes. Can we possibly restart the switches and routers, etc. after hours tonight to see if it resolves the issue? I am having problems in the Commonwealth Attorney's office - at least

This sender is trusted.

sophospsmartbannerend

Yes. Can we possibly restart the switches and routers, etc. after hours tonight to see if it resolves the issue? I am having problems in the Commonwealth Attorney's office - at least 2 offices, Circuit Court Clerk's Office, Sheriff's Office – which are basically the city offices in that building. Also, I plug into the switch with no success.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
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www.colonialheightsva.gov
[image]

02/06/2024 3:07 PM UTC-05/ Dalton Boothe - Lewis was reporting that they are not getting ethernet from the Courthouse switches
I was able to ping the switches and combed through the firewall for any alerts or related settings
Asked Ray for assistance
Shadowed as he went through the switches and checked the CDP Neighbors and MAC tables
He checked the bindings on the router as well
Ray requested the Mac addresses of some of the devices having issues
Sending Lewis an email

02/06/2024 3:05 PM UTC-05/ Dalton Boothe - Lewis,

Just to verify, all of this is happening at just the courthouse correct?

Thanks,
Dalton Boothe

02/06/2024 2:50 PM UTC-05/ Thanks for checking. I'm having an issue connecting using ethernet. I connect to a wall port and get "Unidentified network" go directly to a switch (I tried several) and get the same

This sender is trusted.

sophospsmartbannerend

Thanks for checking. I'm having an issue connecting using ethernet. I connect to a wall port and get "Unidentified network" go directly to a switch (I tried several) and get the same.

Tried 2 different Laptops.

Not sure what the problem could be.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/06/2024 2:20 PM UTC-05/ Ray Fulk - Dalton asked if I could check on this, so I logged into CCH-DC1 with him where he had the Courthouse firewall pulled up. The primary 10.100.208.0/24 subnet has 254 host addresses, and 156 are excluded from DHCP for manual assignment, leaving 98 for DHCP to use. I then ran the command "sh ip dhcp pool" to view the DHCP statistics. It said only 54 addresses in the subnet were in use, so that should leave 44 available. Dalton is going to follow up with Lewis to let him know that DHCP is working and dis

02/06/2024 1:48 PM UTC-05/ Dalton Boothe - Lewis and Liz,

We found that there are 44 IP addresses still available in the pool.

Thanks,
Dalton Boothe

Notes
Looked into this with Will
We were able to SSH into the router
Ray took over from there
Shadowed as he figured out the number of IPs available

02/05/2024 3:58 PM UTC-05/ Dalton Boothe - Liz,

We are looking into the DHCP pool and I have some time set aside tomorrow with a project team member to look deeper into this. I will let you know if we find anything.

Thanks,
Dalton Boothe

Notes
Tried to figure out where DHCP is coming from for CCH
Will assisted me
Could not find it in the Sophos Firewalls or the Barracuda
Will is looking and we are going to reconvene tomorrow

02/05/2024 2:46 PM UTC-05/ They believe they may be out of ip addresses at the Courthouse causing the issue.

02/05/2024 2:32 PM UTC-05/ Dalton Boothe - Liz,

I verified with the projects team, no changes have been made.

Thanks,
Dalton Boothe

02/05/2024 10:58 AM UTC-05/ Dalton Boothe - Liz,

Looking at the email, no changes have occurred that I am aware of. While I verify that this is the case, have you all performed these steps? Located at the end of the "Network Errors" link.

If your IT department has confirmed that no changes have been made and all necessary firewall ports and IP addresses are correct, follow the troubleshooting steps below to identify if there is a potential camera issue:

Remove and re-seat the camera/controller and wait two minutes to see if the condition corrects itself.
If all the cameras/controllers in the Axon Dock are blinking red, yellow, and green, there is likely a network or service issue. Check with your agency IT for any network connectivity issues. If your network is functioning correctly, login to the Axon Dock and go to the Status page to check the device status. Also, check for any Axon service updates or announcements. If there are no errors, contact Axon Technical Support for any other questions.
If the camera/controller continues to blink red, yellow, and green, place a camera/controller that is operating normally in the dock and wait 2 minutes.
If the normal operating device blinks red, yellow, and green, there is a network or service issue. Check with your agency IT for any network connectivity issues. If your network is functioning correctly, login to the Axon Dock and go to the Status page to check the device status. Also, check for any Axon service updates or announcements. If there are no errors, contact Axon Technical Support for any other questions.
If the normal operating device is not blinking red, yellow, and green after 2 minutes, reconnect the original device, login to the Axon Dock, and go to the Status page to check the device status. If there are no errors, contact Axon Technical Support for any other questions.

Thanks,
Dalton Boothe

02/05/2024 10:52 AM UTC-05/ Dalton Boothe - Looked into the email Liz sent
Informed her that no network changes had occurred
Asked that they perform the steps at the end of the article while I verify that nothing has changed
Reached out to Will for verification

02/05/2024 10:24 AM UTC-05/ I have attached the email that was received.

02/05/2024 9:30 AM UTC-05/ Dalton Boothe - Liz,

No network changes have occurred that I am aware of. Can you forward the email so I can take a look at what they said?

Thanks,
Dalton Boothe

02/05/2024 8:43 AM UTC-05/ Sheriff's Office body worn camera docking station is having a networking error on multiple ports. After reaching out to vendor, the vendor wanted us to ensure there has been no network changes. I have an email from them as well. We have done a power cycle and unplugged and replugged the network cable.

When did you notice the problem?
Monday, February 5, 2024 at 8:43 AM EST

Is it preventing you from doing work?
Yes

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
Boothe, Dalton	02/07/2024 [12:51 PM - 1:28 PM]	CCH AIS	NC	Travel	Technician	0.62
Fulk, Ray	02/07/2024 [10:10 AM - 11:20 AM]	CCH AIS	NC	Remote	Technician	1.17
Boothe, Dalton	02/07/2024 [9:56 AM - 12:29 PM]	CCH AIS	NC	Onsite	Technician	2.55
Boothe, Dalton	02/07/2024 [9:20 AM - 9:57 AM]	CCH AIS	NC	Travel	Technician	0.62
Fulk, Ray	02/06/2024 [3:55 PM - 4:25 PM]	CCH AIS	NC	Remote	Technician	0.50
Boothe, Dalton	02/06/2024 [3:07 PM - 4:25 PM]	CCH AIS	NC	Remote	Technician	1.30
Fulk, Ray	02/06/2024 [2:20 PM - 2:30 PM]	CCH AIS	NC	Remote	Technician	0.17

Boothe, Dalton	02/06/2024 [1:48 PM - 2:35 PM]	CCH AIS	NC	Remote	Technician	0.78
Boothe, Dalton	02/05/2024 [3:58 PM - 4:46 PM]	CCH AIS	NB	Remote	Technician	0.80
Boothe, Dalton	02/05/2024 [10:52 AM - 11:04 AM]	CCH AIS	NB	Remote	Technician	0.20

Ticket# 35736
02/05/2024
by Dalton Boothe

Failed VEEAM backups
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/08/2024
Closed By: Marissa Binck

Discussion: 02/08/2024 8:50 AM UTC-05/ Dalton Boothe - Did some research into this
Found that the error can a one time issue, as the job may have taken longer to backup than the RPO check time
Checked alerts
Checked the VSPC
No warnings are errors related to the events
Marking complete

02/05/2024 7:32 AM UTC-05/ Dalton Boothe - Failed VEEAM backups

02/05/2024 7:32 AM UTC-05/ Dalton Boothe - The 2 DCs are getting the following errors
Backup copy RPO violation: CH-DC1 was not copied within 1 day 13 minutes
Processing finished with warnings at 2/4/2024 7:03:20 PM
Backup copy RPO violation: CH-DC2 was not copied within 1 day
Processing finished with warnings at 2/4/2024 7:04:27 PM

I remoted into DC1
Found nothing
Logged into VSphere
Found nothing
I am going to ask for assistance

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	02/08/2024 [8:50 AM - 8:59 AM]	CCH AIS	NC	Remote	Technician	0.15
Boothe, Dalton	02/05/2024 [7:32 AM - 7:42 AM]	CCH AIS	NB	Remote	Technician	0.17

Ticket# 35790
02/07/2024

Please Call Pam Wallace - having an issue opening attachments. 804-520-9260
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/08/2024
Closed By: Marissa Binck

Discussion: 02/07/2024 2:15 PM UTC-05/ Javon Harper - Remoted into CH-CITYCLERK239
Had user recreate the issue
User had Wavebroswer as a default browser and PDF Viewer
Changed default to Adobe & Google chrome
User was able to open attachments
Issue resolved

02/07/2024 2:14 PM UTC-05/ Please Call Pam Wallace - having an issue opening attachments.
804-520-9260

When did you notice the problem?
Wednesday, February 7, 2024 at 2:13 PM EST

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
Harper, Javon	02/07/2024 [2:15 PM - 2:23 PM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 35422
01/17/2024

Noelle Nochisaki of the Commonwealth Attorney's Office would like the laptop which was used by Ashle
City of Colonial Heights
Noelle Nochisaki
8045209333
nochisakin@colonialheightsva.gov

Headquarter
Support

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

02/06/2024
Closed By: Marissa Binck

Discussion: 02/06/2024 3:22 PM UTC-05/ Tatiana Humphrey - Noelle stated issue is resolved Closing ticket.

02/06/2024 1:32 PM UTC-05/ Tatiana Humphrey - Reached out to Noelle to see about troubleshooting tomorrow

02/02/2024 1:49 PM UTC-05/ Tatiana Humphrey - Noelle stated she needed to access her CH-FILEBOX but it was not available
Remoted in and cont. to attempt to add but internet kept cutting out
Was finally able to connect her to file-box
Will speak with team about onsite for internet connectivity issues

02/02/2024 1:45 PM UTC-05/ I think Tatiana is going to try to remote in to fix another issue she's been working on with me for a while - I can't access my file box when I'm not on the hardline, even with the VPN. No

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

sophospsmartbannerend

I think Tatiana is going to try to remote in to fix another issue she's been working on with me for a while - I can't access my file box when I'm not on the hardline, even with the VPN.

Noelle Nochisaki
Deputy Commonwealth's Attorney
City of Colonial Heights

02/02/2024 1:40 PM UTC-05/ Dalton Boothe - Noelle,

My apologies, I thought from my trip Wednesday it was only when it was plugged into the dock. Can I remote in and take a look?

Thanks,
Dalton Boothe

02/02/2024 1:38 PM UTC-05/ Thank you! What about the issue with the ethernet not working even when I plug it into my laptop directly? Noelle Nochisaki Deputy Commonwealth's Attorney City of Colonial Heights From: Dalton B

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

sophospsmartbannerend

Thank you! What about the issue with the ethernet not working even when I plug it into my laptop directly?

Noelle Nochisaki
Deputy Commonwealth's Attorney
City of Colonial Heights

02/02/2024 1:35 PM UTC-05/ Dalton Boothe - Noelle,

Lewis is going to be getting a quote to replace your dock, we believe it may be a compatibility issue.

Thanks,
Dalton Boothe

02/02/2024 9:35 AM UTC-05/ Dalton Boothe - Reached out to Noelle
Attempted to remote into CH-MP2H457K
Failed
I had her connect to the Court WiFi
Failed
I sent her a support link
Was able to remote in
Elevated my session
Restarted Screen Connect service
Was able to remote in via Automate
Recreated my steps from yesterday
No change
I got in contact with Lewis
He requested a quote for a Lenovo dock
Asked Marissa for quote

01/31/2024 12:32 PM UTC-05/ Dalton Boothe - Travel From City of Colonial Heights

01/31/2024 10:27 AM UTC-05/ Dalton Boothe - Arrived onsite
Was lead to Noelle's office
Began looking into her dock issue
Ethernet was working when connected directly to the laptop
Plugged into the dock
Nothing
I attempted to update the dock
The ethernet firmware update was installed already
I attempted to install the general firmware updater
Received an error
Logged into the domain proactive account
I checked for updates in Windows Update
Pushed all optional updates
No change
I saw a Dell Peripheral app
Installed
Once complete it only allowed settings for the mouse
Combed through and could not see anything regarding the dock
I started to do some research into the issue
It was a Dell WD15 dock
It appeared to be a common issue
One of the fixes suggested was to go to device manager, select the adapter, properties, advanced, disable "energy efficient ethernet"
No change
I checked the adapters and verified that the dock was using Ethernet 3
It was using the Realtek USB GBE Family Controller
I attempted to disable and reenable in the device manager
No change
I used the installer and repaired the driver
No change
I then used the installer and selected the uninstall option
The ethernet icon appeared
It had connected
I then took a look at her laptop
It was connected to the COURT SSID
She stated that she just needed it removed from the domain in that case
Ensured the local Proactive password matched in ITBoost
Removed CH-NOCHISAKIN from the domain
She also had a second laptop that needed to be removed from the domain
Repeated the above steps and removed CH-CA215 from the domain
Noelle had left for lunch
Called her cell and verified all was good to go
Marking complete

01/31/2024 9:41 AM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

01/29/2024 1:36 PM UTC-05/ Marissa Binck - CH-MP2H457K- Hub issue

CH-NOCHISAKIN- wifi issue

01/29/2024 11:24 AM UTC-05/ Tatiana Humphrey - Noelle stated she was having an issue connecting her her H drive when home on the vpn
I had her test connecting to her hotspot and rebooting the PC
I ensured no connections available and then had her connect to the vpn
All shared drives were showing accessible
She is going to test when home to see if it works now and let me know

01/24/2024 4:58 PM UTC-05/ Tatiana Humphrey - Noelle stated issue still persistent
Seeing if she would like onsite support to resolve

01/24/2024 11:34 AM UTC-05/ Tatiana Humphrey - Sent follow up email to see if issue is still persistent

01/19/2024 8:34 AM UTC-05/ Tatiana Humphrey - Was able to remote into her PC as admin via control
Uninstalled and reinstalled automate and was able to remote in through the app
The docking station appeared to be working now
She needed vpn set up
Worked on setting up VPN but had some issues logging in
She eventually was able to log in with the correct creds and I installed connect and the config file
Had her test log in and it was successful
She was also having issue where the ethernet was not working on the hub for the new laptop
Confirmed internet access when connected directly to the laptop
Worked on getting updated for the dell docking station and doing other troubleshooting but still not connecting
She had to go to a meeting but will reach out regarding next steps
Possible compatibility issue

01/18/2024 1:42 PM UTC-05/ Tatiana Humphrey - Noelle stated her docking station was no longer working with her laptop
Remoted in via control and attempted to troubleshoot but was having issues due to admin rights
Worked on trying to get automate back working on the laptop but service cont. to stop
Will have to remote in and troubleshoot when she is back from meeting so I can get in as admin

01/17/2024 3:13 PM UTC-05/ Tatiana Humphrey - Remoted into CH-MP2H457K
Assisted migrating data from CH-NOCHISAKIN to CH-MP2H457K
Reinstalled software as needed
Mirrored desktop
Ran updates which took time
Set up her Outlook and synced Google for bookmarks and passwords
Was having trouble accessing from automate after restoring from retire even though it was showing online
Did some troubleshooting (uninstall/reinstall, restarting services, repair) but still unable to remote in
Giving some time and will see about remoting in tomorrow

01/17/2024 1:24 PM UTC-05/ Tatiana Humphrey - Reached out to Noelle to schedule the laptop move

01/17/2024 11:15 AM UTC-05/ Noelle Nochisaki of the Commonwealth Attorney's Office would like the laptop which was used by Ashley Henderson cleaned-up and her data moved to that laptops so she can begin using it. Her contact information is:
Noelle Nochisaki
804-520-9293

When did you notice the problem?
Wednesday, January 17, 2024 at 11:15 AM EST

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
Humphrey, Tatiana	02/06/2024 [1:32 PM - 1:35 PM]	CCH AIS	NC	Remote	Technician	0.05
Humphrey, Tatiana	02/02/2024 [1:49 PM - 2:16 PM]	CCH AIS	NC	Remote	Technician	0.45
Boothe, Dalton	02/02/2024 [9:35 AM - 10:40 AM]	CCH AIS	NC	Remote	Technician	1.08
Boothe, Dalton	01/31/2024 [12:32 PM - 1:13 PM]	CCH AIS	NC	Travel	Technician	0.68
Boothe, Dalton	01/31/2024 [10:27 AM - 12:33 PM]	CCH AIS	NC	Onsite	Technician	2.10
Boothe, Dalton	01/31/2024 [9:41 AM - 10:24 AM]	CCH AIS	NC	Travel	Technician	0.72
Humphrey, Tatiana	01/29/2024 [11:24 AM - 11:49 AM]	CCH AIS	NC	Remote	Technician	0.42
Humphrey, Tatiana	01/24/2024 [4:58 PM - 5:03 PM]	CCH AIS	NC	Remote	Technician	0.08

Humphrey, Tatiana	01/24/2024 [11:34 AM - 11:37 AM]	CCH AIS	NC	Remote	Technician	0.05
Humphrey, Tatiana	01/19/2024 [8:34 AM - 9:53 AM]	CCH AIS	NC	Remote	Technician	1.32
Humphrey, Tatiana	01/18/2024 [1:42 PM - 2:24 PM]	CCH AIS	NC	Remote	Technician	0.70
Humphrey, Tatiana	01/17/2024 [3:13 PM - 5:02 PM]	CCH AIS	NC	Remote	Technician	1.82
Humphrey, Tatiana	01/17/2024 [1:24 PM - 1:33 PM]	CCH AIS	NC	Remote	Technician	0.15

Ticket# 35470
01/19/2024
by Ray Fulk

Courthouse NAS Offline
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/06/2024
Closed By: Marissa Binck

Discussion: 02/06/2024 12:25 PM UTC-05/ Ray Fulk - Lewis took another look and spoke with Javon to let him know that the network cable was unplugged from the NAS. I tested and confirmed I can get back in now. Closing ticket.

02/02/2024 8:53 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I'm writing to follow back up on this, as it looks like this NAS is still inaccessible.

Thank you,
Ray Fulk

01/30/2024 10:10 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I wanted to follow up and see if you've had a chance to check on the Courthouse NAS again. I tried accessing it this morning and it still isn't responding.

Thank you,
Ray Fulk

Notes
I logged back into CH-BACKUP and tried to access this NAS again, and it still isn't responding. I will follow up with Lewis about this.

01/26/2024 10:20 AM UTC-05/ Ray Fulk - I tried accessing the Courthouse NAS from CH-BACKUP again, but it is still inaccessible. I will wait to hear back from Lewis.

01/24/2024 9:35 AM UTC-05/ Hi Ray, I'll have to go back down and see what may have happened. I restarted it and I'm assuming it is a static device so should have the same IP as usual. Will let you know what I

This sender is trusted.

sophospsmartbannerend

Hi Ray,

I'll have to go back down and see what may have happened. I restarted it and I'm assuming it is a static device so should have the same IP as usual. Will let you know what I find.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/24/2024 8:58 AM UTC-05/ Ray Fulk - Lewis,

I double checked, and realized I had successfully pinged 10.100.200.138 from COCC-SERVER1. I cannot access 10.100.208.138 from that server either.

Thank you,
Ray Fulk

01/24/2024 8:51 AM UTC-05/ Ray Fulk - Lewis,

I tried connecting again, but I still can't reach it from CH-BACKUP. Is the IP address still 10.100.208.138? I can ping that from COCC-SERVER1, but the NAS dashboard isn't accessible from a web browser.

Thank you,
Ray Fulk

01/24/2024 8:22 AM UTC-05/ Good morning Ray. I'm down at the courthouse and have restarted the NA box down here. It looks like it's back online, so let me know if you have any issues or problems. Thank you. Lewis A.Archileti Di

This sender is trusted.

sophospsmartbannerend

Good morning Ray. I'm down at the courthouse and have restarted the NA box down here. It looks like it's back online, so let me know if you have any issues or problems. Thank you.

Lewis A.Archileti

Director of Information Technology

City of Colonial Heights, VA

(804)520-9309 Office

(804)731-7002 Cell
www.colonialheightsva.gov

On Jan 23, 2024, at 1:59 PM, Lewis Archileti <archiletil@colonialheightsva.gov> wrote:

I'm sorry Ray. I was out of the office Thursday and Friday at a Department Head Retreat and off yesterday to accompany my wife to the hospital for tests.

I should get there first thing tomorrow morning or maybe even later today.

Will let you know.

Thx for the reminder.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov

<image001.jpg>

01/23/2024 1:59 PM UTC-05/ I'm sorry Ray. I was out of the office Thursday and Friday at a Department Head Retreat and off yesterday to accompany my wife to the hospital for tests. I should get there first thing to

This sender is trusted.

sophospsmartbannerend

I'm sorry Ray. I was out of the office Thursday and Friday at a Department Head Retreat and off yesterday to accompany my wife to the hospital for tests.

I should get there first thing tomorrow morning or maybe even later today.

Will let you know.

Thx for the reminder.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/23/2024 1:55 PM UTC-05/ Ray Fulk - Lewis,

Good afternoon, I checked on this NAS again, but it is still offline, so I wanted to see if anyone had a chance to look at it yet.

Thank you,
Ray Fulk

01/19/2024 11:04 AM UTC-05/ Thanks Ray. I'm out in training today but will see if someone can get by there to restart it. Lewis Lewis Archileti Director of Information Technology City of Colonial Heights, VA

This sender is trusted.

sophospsmartbannerend

Thanks Ray. I'm out in training today but will see if someone can get by there to restart it.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/19/2024 10:57 AM UTC-05/ Ray Fulk - While checking on customer storage arrays, I found that the Courthouse NAS at 10.100.208.138 is offline. I will email Lewis to let him know, as it likely needs to be power cycled.

01/19/2024 10:55 AM UTC-05/ Ray Fulk - Lewis,

Good morning, I wanted to let you know that while I was checking on storage arrays, I noticed that the Synology NAS at the Courthouse (10.100.208.138) is offline and may need to be rebooted.

Thank you,
Ray Fulk

Notes
I logged into CH-BACKUP and confirmed that the NAS was still inaccessible before opening this ticket. I will email Lewis to let him know.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	01/30/2024 [10:10 AM - 10:15 AM]	CCH AIS	NC	Remote	Technician	0.08
Fulk, Ray	01/26/2024 [10:20 AM - 10:25 AM]	CCH AIS	NC	Remote	Technician	0.08
Fulk, Ray	01/19/2024 [10:55 AM - 11:00 AM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 35733
02/03/2024

Go Daddy SSL Cert Renewal for mail.colonialheightsva.gov
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/07/2024
Closed By: Marissa Binck

Discussion: 02/06/2024 11:20 AM UTC-05/ Dalton Boothe - iconnect is still being used, did not cancel autorenew. Marking complete.

02/06/2024 9:35 AM UTC-05/ Yes we are currently using the iConnect for the time being and I just accessed and it appears to be working. Lewis Archileti Director of Information Technology City of Colonial He

This sender is trusted.

sophospsmartbannerend

Yes we are currently using the iConnect for the time being and I just accessed and it appears to be working.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

02/06/2024 8:59 AM UTC-05/ Dalton Boothe - Lewis,

After discussing with Kyle, I was going to disable autorenew for the SSL certificate that used to tied to the Exchange server. In doing so, Ray informed me that iconnect.colonialheightsva.gov is still active. Just wanted to see if this was in use and if it was active.

Thanks,
Dalton Boothe

Notes
Went in to verify auto-renew is off
Confirmed with Ray
Asking Lewis about iconnect.colonialheightsva.gov as it seems to be still active

02/05/2024 7:54 AM UTC-05/ Dalton Boothe - Logged into Go Daddy
Looked at the SSL certificates
Appeared to be ending in July and December of this year
I am going to verify this info with the team

02/03/2024 1:37 AM UTC-05/ Please go into Colonial Heights' Go Daddy account and verify the certificate is set to renew. On the day of February 6th, please verify the certificate on the Exchange Administrative Center updates for another year. If not, import the new certificate off of Go Daddy into the EAC.

Internal: 02/03/2024 1:37 AM UTC-05/

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	02/06/2024 [8:59 AM - 9:16 AM]	CCH AIS	NC	Remote	Technician	0.28

Boothe, Dalton	02/05/2024 [7:54 AM - 8:01 AM]	CCH AIS	NB	Remote	Technician	0.12

Ticket# 35757
02/06/2024

Can you please check the DHCP Pool at the Courthouse. I've received complaints of devices not being
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

02/08/2024
Closed By: Marissa Binck

Discussion: 02/06/2024 8:15 AM UTC-05/ Can you please check the DHCP Pool at the Courthouse. I've received complaints of devices not being able to connect or having intermittent connections - Sheriff's Axon Camera Dock will not connect and CC machine in the Circuit Court Clerk's Office is currently offline. Happens often then will connect later in the afternoon.

When did you notice the problem?
Tuesday, February 6, 2024 at 8:15 AM EST

Is it preventing you from doing work?
Yes

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# 35747
02/05/2024
by Javon Harper

Issue with with new user and LDAP
City of Colonial Heights
Karla Ramsey
8045209269
ramseyk@colonialheightsva.gov

Headquarter Support

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

02/05/2024
Closed By: Marissa Binck

Discussion: 02/05/2024 3:06 PM UTC-05/ Javon Harper - Remoted into CH-DC1
Looked up new user Maria Saunders
Karla stated the user is not showing up in the LDAP for munis
Added Maria to the Munis user group and Karla was able to find the user
Issue resolved

02/05/2024 11:53 AM UTC-05/ Javon Harper - Karla,

Please give me a call back when you get a chance

Thanks,
Javon Harper

Notes
Called and Left a VM for Karla to return my call

02/05/2024 11:50 AM UTC-05/ Javon Harper - Issue with with new user and LDAP

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	02/05/2024 [3:06 PM - 3:15 PM]	CCH AIS	NC	Remote	Technician	0.15
Harper, Javon	02/05/2024 [11:53 AM - 11:57 AM]		NC	Remote	Technician	0.07

Ticket# 35742
02/05/2024

Please contact CJ Fisher in the Planning Department at (804)520-9221. He's unable to get his mail in
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

02/08/2024
Closed By: Marissa Binck

Discussion: 02/05/2024 2:56 PM UTC-05/ Tatiana Humphrey - CJ reached back out and confirmed issue is resolved. Closing ticket

02/05/2024 11:00 AM UTC-05/ Tatiana Humphrey - Reached out to assist
Left VM

02/05/2024 10:20 AM UTC-05/ Please contact CJ Fisher in the Planning Department at (804)520-9221. He's unable to get his mail inbox to update.

When did you notice the problem?
Thursday, February 1, 2024 at 10:19 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	02/05/2024 [11:00 AM - 11:03 AM]	CCH AIS	B	Remote	Technician	0.05

Ticket# 35359
01/12/2024
by Marissa Binck

Order #1079: CCH- Library Staff
City of Colonial Heights
Brook Hopper
8045209333
hopperb@colonialheightsva.gov

Headquarter
Support

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

02/02/2024
Closed By: Marissa Binck

Discussion: 02/01/2024 3:21 PM UTC-05/ Dalton Boothe - Travel From City of Colonial Heights

02/01/2024 8:59 AM UTC-05/ Dalton Boothe - Arrived onsite
Met with Brook
Unloaded the machines and monitors
Began on Ava's machine
Backed up data
Unplugged old machine
Assembled monitor
Unboxed device
Plugged in all cables
Added to the domain
The user was not there today
She is going to reach out when she is available
Started on Bruce's 1st device
Backed up all data
Unplugged old all in one
Assembled monitor
Plugged in new device
Added to the domain
Had Bruce sign in
Attempted to install Office
Failed
Error code 30183-2016(403)

I did some research into the error
Tried all recommended steps to remedy
Ran SFC scan
Switched networks
Uninstalled Sophos
Disabled Windows Firewall
Attempted to run the scrub tool
Failed
Got with the team for assistance
I ended up having to sign into Local Admin
Run the scrub tool
Use the tool to install Office
Once this was done I transferred data
Moved on to Cassandra's as Bruce was out to lunch
Checked the device for data
No user data (documents, desktop, pictures, etc.) found
Unplugged device
Assembled monitor
Plugged in new device
Went and immediately ran the scrub tool
Once done I installed Office
Added to the domain
Had user sign in
Set up Office
Verified all was good to go
Started on Bruce's next device
Backed up all data
Unplugged old device
Assembled monitor
Plugged in new device
Ran scrub tool
Installed Office
Added to domain
Had user sign in
Transferred all data
Set up Office
Verified all was good to go
I also looked at a printer
It appeared to be a hardware issue
Informed Brook we did not service those issues
He stated it was fine
Verified all was good to go
Left site

02/01/2024 8:17 AM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

01/30/2024 1:00 PM UTC-05/ Marissa Binck - Brook,

Any specific software that the staff we can preload on these devices before delivery?

Best,
Marissa Binck

01/30/2024 10:35 AM UTC-05/ Marissa Binck - RepBrook- 1 monitor
Ann Dawson- 1 monitor

Bruce Hanson- 2 device 2 monitors (one up front, one in office)
Cassandra McBride- 1 device 1 monitor
Ava Fulkrod- 1 device 1 monitor

01/30/2024 9:17 AM UTC-05/ Good morning everyone, Sorry I didn't have the chance to get back to either of you yesterday! Marissa, I'll give you a call this afternoon to confirm where the computers will be going and what softwar

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

sophospsmartbannerend

Good morning everyone,

Sorry I didn't have the chance to get back to either of you yesterday! Marissa, I'll give you a call this afternoon to confirm where the computers will be going and what software they'll need. Thank you for your patience!

Brook Hopper (they/he)
Colonial Heights Public Library
Digital Resources Specialist & Junior Supervisor
(804) 520-9384 (ext: 1003)

From: Lewis Archileti <archiletil@colonialheightsva.gov>

Sent: Monday, January 29, 2024 9:53 AM

To: Marissa Binck <helpdesk@proactive-info.com>

Cc: Brook Hopper <hopperb@colonialheightsva.gov>

Subject: RE: Ticket#35359/CCH001/Order #1079: CCH- Library Staff -- has been updated

I'm going to let Brook answer in regards to who the computers are going to and what software they need.

Brook, can you also pass along the info about Dalton planning on being at the Library this coming Thursday.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/29/2024 9:53 AM UTC-05/ I'm going to let Brook answer in regards to who the computers are going to and what software they need. Brook, can you also pass along the info about Dalton planning on being at the Libra

This sender is trusted.

sophospsmartbannerend

I'm going to let Brook answer in regards to who the computers are going to and what software they need.

Brook, can you also pass along the info about Dalton planning on being at the Library this coming Thursday.

Thanks.

Lewis

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/29/2024 9:47 AM UTC-05/ Joey Musaitef - I will be out of office and will return 02/12/2024.

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

If you are in need of quotes or procurement inquiries please reach out to mbinck@proactive-info.com.

Thank you

01/29/2024 9:42 AM UTC-05/ Marissa Binck - Lewis,

Good morning. Do you have a list of users that getting these new devices? Anything extra that these devices need (software, apps, bookmarks?) other than the usual prep? Are we going to be doing a data transfer onsite or are they currently using their OneDrive?

Ideally this will be finished by Wednesday and I'd like to schedule Dalton onsite this Thursday. Would that be a good day at the library? Please let me know you're thoughts and we will schedule out from there.

Best,
Marissa Binck

01/25/2024 8:09 AM UTC-05/ Dalton Boothe - Update later

01/24/2024 1:05 PM UTC-05/ Dalton Boothe - Finished 3 devices

01/24/2024 11:22 AM UTC-05/ Dalton Boothe - Swapped SSD
Got Windows and NIC drivers installed
Pushed updates
Finishing after lunch

01/12/2024 10:34 AM UTC-05/ Marissa Binck - 2 monitors for one user, reach out to Lewis/Brook for users once devices come in. This is expected first week of February

Internal: 01/19/2024 10:21 AM UTC-05/ Marissa Binck - install 512 ssd to desktops

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	02/01/2024 [3:21 PM - 4:19 PM]	CCH AIS	NC	Travel	Technician	0.97
Boothe, Dalton	02/01/2024 [8:59 AM - 3:21 PM]	CCH AIS	NC	Onsite	Technician	6.37
Boothe, Dalton	02/01/2024 [8:17 AM - 9:00 AM]	CCH AIS	NC	Travel	Technician	0.72

Boothe, Dalton	01/25/2024 [8:09 AM - 9:36 AM]	CCH AIS	NC	Remote	Technician	1.45
Boothe, Dalton	01/24/2024 [1:05 PM - 4:35 PM]	CCH AIS	NC	Remote	Technician	3.47
Boothe, Dalton	01/24/2024 [11:22 AM - 12:28 PM]	CCH AIS	NC	Remote	Technician	1.10

Ticket# 35687
02/01/2024
by Marissa Binck

Short cuts not working on CH-MJ09S9V4
City of Colonial Heights
Freddie Ross
8045209374
rossf@colonialheightsva.gov

Headquarter
Support

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

02/01/2024
Closed By: Marissa Binck

Discussion: 02/01/2024 10:44 AM UTC-05/ Tatiana Humphrey - Remoted into CH-MJ09S9V4
He showed me the shortcuts which were access files
I opened access and tested opening the file from there but got error
I noted the file was coming from the shared filebox drive
I went to file explorer and attempted to access
It asked for his credentials which stated expired
I signed him out of his domain account and had him test signing in to confirm expired
He was able to reset his PC and once changed filebox was showing connected and the shortcuts were working

02/01/2024 9:57 AM UTC-05/ Marissa Binck - Short cuts not working CH-MJ09S9V4 8045209375

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	02/01/2024 [10:44 AM - 10:59 AM]	CCH AIS	NC	Remote	Technician	0.25

Ticket# 35686
02/01/2024

New User - Maria Saunders: Created in AD, needs a G3 license
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

02/01/2024
Closed By: Marissa Binck

Discussion: 02/01/2024 9:55 AM UTC-05/ Javon Harper - Liz,

I have added a G3 License to Maria Saunders email account

Thanks,
Javon Harper

Notes
Added G3 License to Maria Saunders
Email address was incorrect showing primary email as user@colonialheightsva.onmicrosoft
Changed setting in attribute editor
Pushed Delta Sync

02/01/2024 9:54 AM UTC-05/ New User - Maria Saunders: Created in AD, needs a G3 license

When did you notice the problem?
Thursday, February 1, 2024 at 9:54 AM EST

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
Harper, Javon	02/01/2024 [9:55 AM - 10:23 AM]	CCH AIS	NC	Remote	Technician	0.47

Ticket# 35677
01/31/2024

Please create a G3 License and mailbox for our new City Assessor - Theresa Born (bornt@colonialheigh
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

02/02/2024
Closed By: Marissa Binck

Discussion: 02/01/2024 8:35 AM UTC-05/ Javon Harper - Lewis,

I have added a G3 License to Theresa Born account.

Thanks,
Javon Harper

Notes
Ask AIS client if the user needs to be added, removed, or changed.
Add/remove/change license and notify joey for all licenses/user quantity changes.
Check to see if the client has 2FA set-up at the user level. Make sure 2FA is enforced for new users under AIS
Once new user(s) is created. Add the product id to the ticket. MSP-AIS-OTF
Log into the manage app to get to product tab.
Once in Manage go to service ticket. 4 tabs down is the products tab. Click products tab.
Click the + sign in the products tab.
In the product ID drop down box type:
MSP-AIS-OTF and push enter.
change the quantity only if you are adding/removing/changing more than 1 user.
Click save and close once done added quantity of users.
Close ticket as normal

01/31/2024 5:00 PM UTC-05/ Please create a G3 License and mailbox for our new City Assessor - Theresa Born (bornt@colonialheightsva.gov).
Thanks.

When did you notice the problem?
Wednesday, January 31, 2024 at 4:59 PM EST

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
Harper, Javon	02/01/2024 [8:35 AM - 8:39 AM]	CCH AIS	NC	Remote	Technician	0.07

Ticket# 35656
01/31/2024

Please call Franklin McQuage at 804-520-9314. He continues to have issues with losing internet conne
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/05/2024
Closed By: Marissa Binck

Discussion: 01/31/2024 1:10 PM UTC-05/ Tatiana Humphrey - Remoted into CH-MJ0KR869
He showed me the screenshot error he was getting sporadically stating please connect to the internet
Checked his internet speed and connection properties
Disabled wifi completely
Ran hardware scans and checked for updates
Had a lot of updates so installed those
Did a reboot and he will monitor to see if the issue still persists

01/31/2024 12:42 PM UTC-05/ Please call Franklin McQuage at 804-520-9314. He continues to have issues with losing internet connectivity on his desktop.

Thx.

When did you notice the problem?
Wednesday, January 31, 2024 at 12:42 PM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	01/31/2024 [1:10 PM - 1:43 PM]	CCH AIS	NC	Remote	Technician	0.55

Ticket# 35644
01/31/2024

Please contact Rita Williamson at Colonial Heights Senior Center - attempting to load software but n
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

02/01/2024
Closed By: Marissa Binck

Discussion: 01/31/2024 10:24 AM UTC-05/ Javon Harper - Remoted into CH-CLCPY33
User needed admin creds to install a Karaoke application
Assisted user with installing application
No further assistance needed

01/31/2024 10:04 AM UTC-05/ Javon Harper - Called Rita and was informed she was busy at the moment
Left user my number to call back when she became available

01/31/2024 9:39 AM UTC-05/ Please contact Rita Williamson at Colonial Heights Senior Center - attempting to load software but needs admin assistance. 804-520-9220. Thx.

When did you notice the problem?
Wednesday, January 31, 2024 at 9:39 AM EST

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
Harper, Javon	01/31/2024 [10:24 AM - 10:30 AM]	CCH AIS	NC	Remote	Technician	0.10
Harper, Javon	01/31/2024 [10:04 AM - 10:08 AM]	CCH AIS	NC	Remote	Technician	0.07

Ticket# 35614
01/30/2024
by Dalton Boothe

[Warning] ERPAPP (1 objects)
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

Status: >Closed
Type: Alerts
Location: Remote
Source: Email Connector
Priority 4 - Low
Team: Tier 1

01/31/2024
Closed By: Marissa Binck

Discussion: 01/30/2024 1:09 PM UTC-05/ Tatiana Humphrey - Alert stating disk space getting low
Nothing needed now will cont. to monitor when free space is lower

01/30/2024 7:27 AM UTC-05/ Dalton Boothe - Backup location nfs3://10.100.200.248:/volume1/Veeam is getting low on free disk space (3 TB free of 31.4 TB).

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	01/30/2024 [1:09 PM - 1:14 PM]	COLONIAL HEIGHTS VEEAM BACKUP SOLUTION	NC	Remote	Technician	0.08

Ticket# 35583
01/26/2024

Please have someone contact Bond, Aaron Bond in Planning - 804-324-5496. He is having issues with 2
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/30/2024
Closed By: Marissa Binck

Discussion: 01/29/2024 10:08 AM UTC-05/ Javon Harper - Called Aaron in which he stated the issue resolved itself and was most likely due to him working from home the previous day

01/26/2024 12:10 PM UTC-05/ Javon Harper - Called out to Aaron Bond and left a VM for a return call

01/26/2024 11:51 AM UTC-05/ Please have someone contact Bond, Aaron Bond in Planning - 804-324-5496. He is having issues with 2 of his mapped drives - not able to access any longer.
CH-MJ0A5MN6

When did you notice the problem?
Friday, January 26, 2024 at 11:51 AM EST

Is it preventing you from doing work?
Yes

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
Harper, Javon	01/29/2024 [10:08 AM - 10:11 AM]	CCH AIS	NC	Remote	Technician	0.05
Harper, Javon	01/26/2024 [12:10 PM - 12:13 PM]	CCH AIS	NC	Remote	Technician	0.05

Ticket# 35595
01/29/2024

Mail from Thomas West (westt@yorkcounty.gov) continues to get caught up in the spam filter. Domain a
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

02/01/2024
Closed By: Marissa Binck

Discussion: 01/29/2024 9:56 AM UTC-05/ Thanks so much! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov Fr

This sender is trusted.

sophospsmartbannerend

Thanks so much!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/29/2024 9:40 AM UTC-05/ Tatiana Humphrey - Good Morning Lewis

I have made a change on our end so please let me know if the user is still having issues with this specific email address.

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos and looked into this issue
Looked at the logs and noted being blocked by sender authentication
I noted other emails coming through successfully with @yorkcounty.gov domain
I am testing removing sender authentication from the westt@ address in the allow/block list to see if still receives error

01/29/2024 9:30 AM UTC-05/ Mail from Thomas West (westt@yorkcounty.gov) continues to get caught up in the spam filter. Domain and specific address have been whitelisted (see picture).

When did you notice the problem?
Monday, January 29, 2024 at 9:29 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
york.JPG, york county.jpg

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	01/29/2024 [9:40 AM - 9:53 AM]	CCH AIS	NC	Remote	Technician	0.22

Ticket# 35596
01/29/2024

New User (Jason Cowan) needed microsoft license. Please assign G1 license. User has been created in

Headquarter Support

City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

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

01/30/2024
Closed By: Marissa Binck

Discussion: 01/29/2024 9:47 AM UTC-05/ Javon Harper - Liz,

I have added 1 G1 License to Jason email account.

Thanks,
Javon Harper

Notes
Ask AIS client if the user needs to be added, removed, or changed.
Add/remove/change license and notify joey for all licenses/user quantity changes.
Check to see if the client has 2FA set-up at the user level. Make sure 2FA is enforced for new users under AIS
Once new user(s) is created. Add the product id to the ticket. MSP-AIS-OTF
Log into the manage app to get to product tab.
Once in Manage go to service ticket. 4 tabs down is the products tab. Click products tab.
Click the + sign in the products tab.
In the product ID drop down box type:
MSP-AIS-OTF and push enter.
change the quantity only if you are adding/removing/changing more than 1 user.
Click save and close once done added quantity of users.
Close ticket as normal

01/29/2024 9:46 AM UTC-05/ New User (Jason Cowan) needed microsoft license. Please assign G1 license. User has been created in AD

When did you notice the problem?
Monday, January 29, 2024 at 9:45 AM EST

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
Harper, Javon	01/29/2024 [9:47 AM - 10:06 AM]	CCH AIS	B	Remote	Technician	0.32

Ticket# 35593
01/29/2024

Our Finance Director, Tina Sadler, is having problems creating a signature in her Outlook. Please r
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/29/2024
Closed By: Marissa Binck

Discussion: 01/29/2024 8:45 AM UTC-05/ Javon Harper - Remoted into CH-MJ0963HZ
Tina Sadler was having issues with her Outlook signatures
Checked the version of office she was running and noticed she was running 2019 version Office
Uninstalled the application and rebooted the PC
Once the PC was on, installed Office 365
Made sure Tina was able to access Office apps and signature in outlook
Issue resolved

01/29/2024 8:43 AM UTC-05/ Our Finance Director, Tina Sadler, is having problems creating a signature in her Outlook. Please reach out to her at 804-520-9261.
Thanks.

When did you notice the problem?
Monday, January 29, 2024 at 8:43 AM EST

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
Harper, Javon	01/29/2024 [8:45 AM - 9:15 AM]	CCH AIS	NC	Remote	Technician	0.50

Ticket# 35558
01/25/2024

Please create a new G3 License and Mailbox for a new attorney in the Commonwealth Attorney's Office
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/29/2024
Closed By: Marissa Binck

Discussion: 01/25/2024 1:05 PM UTC-05/ Tatiana Humphrey - Good Afternoon Lewis

A G3 account has been added to this account. Let me know if any issues.

Thanks,
Tatiana Humphrey

01/25/2024 12:58 PM UTC-05/ Tatiana Humphrey - Logged into office admin
Went to Brittany account and added a G3 license to her account as requested

01/25/2024 12:51 PM UTC-05/ Please create a new G3 License and Mailbox for a new attorney in the Commonwealth Attorney's Office - Brittany Hinton - hintonb@colonialheightsva.gov.

When did you notice the problem?
Thursday, January 25, 2024 at 12:51 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 01/26/2024 10:05 AM UTC-05/ Joey Musaitef - updated agreement

01/25/2024 2:02 PM UTC-05/ Tatiana Humphrey - 1 Office G3 added

Resolution: 01/26/2024 10:05 AM UTC-05/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	01/25/2024 [12:58 PM - 1:05 PM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 35550
01/25/2024

Need new users given office accounts. They have already been created in active directory: - Chandle
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

01/29/2024
Closed By: Marissa Binck

Discussion: 01/25/2024 2:41 PM UTC-05/ Thanks, This ticket can be closed now. Liz From: Tatiana Humphrey Sent: Thursday, January 25, 2024 12:15 PM To: Liz Gegenheimer Subject: Ticket#35550/CCH001/Need new users given office account

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

sophospsmartbannerend

Thanks,

This ticket can be closed now.

Liz

01/25/2024 12:07 PM UTC-05/ Tatiana Humphrey - Liz

Ok, that user is disabled in office and sign-in blocked. Let me know if any more issues.

Thanks,
Tatiana Humphrey

Notes
Checked on meecej
He is disabled in the AD and office

01/25/2024 10:19 AM UTC-05/ Hey there, Last thing - I promise. The user to get rid of is meecej ►► From: Tatiana Humphrey Sent: Thursday, January 25, 2024 10:05 AM To: Liz Gegenheimer Subject: Ticket#35550/CCH001/Need new user

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

sophospsmartbannerend

Hey there,

Last thing - I promise. The user to get rid of is meecej

►►

01/25/2024 9:53 AM UTC-05/ Tatiana Humphrey - Liz

James has been given a G3 license and added to the requested groups. I also changed Devan's name and the user meadej is not showing on our end. Let me know if any more issues.

Thanks,
Tatiana Humphrey

Notes
Logged back into office admin
Added available G3 license to James Drake
Logged into the DC and added him to requested groups
Changed Devon name to Devan
Ensured user meadej was not showing in the AD or office

01/25/2024 9:48 AM UTC-05/ James Drake (drakej) G3 license and added to Employees, City Hall Staff mailing groups.

Also, can you make sure user meadej has been removed? I'll check AD to disable his account there.

01/25/2024 9:46 AM UTC-05/ Tatiana Humphrey - Liz

Yes you can!

Thanks,
Tatiana Humphrey

01/25/2024 9:33 AM UTC-05/ Correct spelling is Devan Dyer. It is the same person. I have one more user - can I just add it to this case really quickly? Thank you, Liz Gegenheimer, Information Systems Coordinator City of Colonia

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

sophospsmartbannerend

Correct spelling is Devan Dyer. It is the same person.

I have one more user - can I just add it to this case really quickly?

Thank you,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

01/25/2024 8:56 AM UTC-05/ Tatiana Humphrey - Good Afternoon Liz

I have added the G1 license and group membership to the requested users. It appears Devan already had an account created and a license applied. His first name is spelled Devon on our side so I want to confirm that is the right person and which spelling is correct?

Thanks,
Tatiana Humphrey

Notes
Logged into office admin and confirmed accounts available
Noted Devan already had an account with a license created
Logged into AppRiver and added 3 G1 license
Applied them to requested users
Added the to the email groups
Had to log into the DC and add to Fire &EMS Volunteers group from the AD

01/25/2024 8:48 AM UTC-05/ Need new users given office accounts. They have already been created in active directory:

- Chandler Giacherio (giacherioc) : G1 License and placed in CHPD All Personnel, CHPD Sworn Personnel, Employees email groups
- Devan Dyer (dyerd): G1 License and placed in Employees & Fire &EMS Volunteers email groups.
- John Lewis (lewisj): G1 License and placed in Employees & Fire &EMS Volunteers email groups.
- Edward Bish (bishe): G1 License and placed in Employees & Fire &EMS Volunteers email groups.

When did you notice the problem?
Thursday, January 25, 2024 at 8:48 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Morning

Internal: 01/26/2024 10:04 AM UTC-05/ Joey Musaitef - updated agreement

01/25/2024 9:15 AM UTC-05/ Tatiana Humphrey - 3 Office 365 G1 GCC added and assigned.

Resolution: 01/26/2024 10:04 AM UTC-05/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	01/25/2024 [12:07 PM - 12:16 PM]	CCH AIS	NC	Remote	Technician	0.15
Humphrey, Tatiana	01/25/2024 [9:53 AM - 10:06 AM]	CCH AIS	NC	Remote	Technician	0.22
Humphrey, Tatiana	01/25/2024 [8:56 AM - 9:15 AM]	CCH AIS	NC	Remote	Technician	0.32

Ticket# 35471
01/19/2024
by Marissa Binck

Order #1086: Nicholas Horton PC Replacement
City of Colonial Heights
Larry Melvin
8045209333
melvinl@colonialheightsva.gov

Headquarter
Support

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

01/25/2024
Closed By: Marissa Binck

Discussion: 01/25/2024 10:14 AM UTC-05/ Javon Harper - Travel From City of Colonial Heights

01/25/2024 8:39 AM UTC-05/ Javon Harper - Arrived onsite
Logged into CH-PW087T14 as admin
Added Pc to Domain and restarted the PC
Signed user into Windows and Installed Office 365
Added Mailroom Printer 10.100.200.210
Made sure user file box was mapped correctly
Installed Canon Generic Plus UFR II driver for printer and printed test page
Signed user into outlook and OneDrive
Installed Sophos Connect and user config file and made sure VPN connected
Got confirmation from Lewis to map user to Finance folder
Mapped Nicholas to Finance Folder on Filebox

01/25/2024 8:07 AM UTC-05/ Javon Harper - Travel To City of Colonial Heights

01/22/2024 3:50 PM UTC-05/ Javon Harper - Doubled check Device to make sure prep was completed correctly

01/22/2024 12:02 PM UTC-05/ Javon Harper - The client has requested we set up a new machine.

01/22/2024 11:35 AM UTC-05/ Javon Harper - The workstation was 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.
Renamed the device to the client's preferred choice.
Placed a label on the workstation with device name.
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.
Asked client if they needed any additional software/apps installed during prep

01/19/2024 11:05 AM UTC-05/ Marissa Binck - Estimated delivery 1/24/24

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	01/25/2024 [10:14 AM - 10:46 AM]	CCH AIS	NC	Travel	Technician	0.53
Harper, Javon	01/25/2024 [8:39 AM - 10:15 AM]	CCH AIS	NC	Onsite	Technician	1.60
Harper, Javon	01/25/2024 [8:07 AM - 8:40 AM]	CCH AIS	NC	Travel	Technician	0.55
Harper, Javon	01/22/2024 [3:50 PM - 4:02 PM]	CCH AIS	NC	Remote	Technician	0.10

Harper, Javon	01/22/2024 [11:35 AM - 2:07 PM]	CCH AIS	B	Remote	Technician	1.00

Ticket# 35119
12/21/2023

I'm sure you are aware but I received 2 Dragnet notices. Attached.
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/25/2024
Closed By: Marissa Binck

Discussion: 01/24/2024 4:04 PM UTC-05/ Dalton Boothe - Lewis,

Sorry for the delay. We had some issues with the DragNet portal. After reviewing the alerts with Andrew, they appear to be false positives when Kyle was working with the director.

Thanks,
Dalton Boothe

Notes
Was able to access the portal
Saw both alerts
Andrew stated to mark both as false positive

12/21/2023 10:10 AM UTC-05/ Dalton Boothe - Reached out to Kyle to see if this was triggered by accident
Ran into issues signing into Dragnet site
Waiting on word from Kyle and Andrew

12/21/2023 10:08 AM UTC-05/ Kyle is working on an issue with our new Finance Director so could be related to that.

12/21/2023 10:03 AM UTC-05/ I'm sure you are aware but I received 2 Dragnet notices. Attached.

When did you notice the problem?
Thursday, December 21, 2023 at 10:03 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
dragnet 2.JPG, Dragnet1.JPG

Internal: 01/08/2024 2:40 PM UTC-05/ Marissa Binck - Waiting on response from Chris Mochella

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	01/24/2024 [4:04 PM - 4:11 PM]	CCH AIS	NC	Remote	Technician	0.12
Boothe, Dalton	12/21/2023 [10:10 AM - 10:18 AM]	CCH AIS	NB	Remote	Technician	0.13

Ticket# 35492
01/22/2024

Wifi throughout the Public Safety Building is reported as unreliable, slow, and not efficient. Unabl
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

01/24/2024
Closed By: Marissa Binck

Discussion: 01/24/2024 1:16 PM UTC-05/ I just checked with the fire stations again and they're able to connect now. Thanks for looking into this - the ticket can be closed. Thanks, Liz Gegenheimer, Information Systems Coordinator City of C

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

sophospsmartbannerend

I just checked with the fire stations again and they're able to connect now.

Thanks for looking into this - the ticket can be closed.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

01/24/2024 11:32 AM UTC-05/ Tatiana Humphrey - Liz

What is happening when user try to connect?

Thanks,
Tatiana Humphrey

01/24/2024 10:48 AM UTC-05/ Good Morning - We're still unable to get connected to wifi networks. Thanks, Liz Gegenheimer, Information Systems Coordinator City of Colonial Heights Information Technology 201 James Ave Coloni

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

sophospsmartbannerend

Good Morning -

We're still unable to get connected to wifi networks.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

01/22/2024 10:45 AM UTC-05/ Tatiana Humphrey - Liz

I rebooted the Public Safety Building APs which ran updates as well. Please have users test connecting to those SSIDs and monitor the connection now.

Thanks,
Tatiana Humphrey

Notes
Logged into Sophos
Rebooted each PSB AP which ran updates as well
Ensured they all came back up successfully

01/22/2024 10:29 AM UTC-05/ Wifi throughout the Public Safety Building is reported as unreliable, slow, and not efficient. Unable to connect to CH-Employee Device and Fire Devices

When did you notice the problem?
Monday, January 22, 2024 at 8:00 AM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
Yes

When is the best time to contact you?
Morning

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	01/22/2024 [10:45 AM - 11:01 AM]	CCH AIS	NC	Remote	Technician	0.27

Ticket# 35511
01/23/2024

Chip Fisher (City Attorney) called and is again having issues with his e-mail. Yesterday Tatiana was
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/23/2024
Closed By: Marissa Binck

Discussion: 01/23/2024 9:40 AM UTC-05/ Tatiana Humphrey - Reached out to Chip
Remoted into CH-MJ0HF3P9
Searched for outlook and opened
Emails working fine
Created a shortcut on the desktop

01/23/2024 9:19 AM UTC-05/ Chip Fisher (City Attorney) called and is again having issues with his e-mail. Yesterday Tatiana was able to help him but he said this morning, the icon is missing off of his desktop and he is unable to access Outlook. 804-520-9315

When did you notice the problem?
Tuesday, January 23, 2024 at 9:19 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	01/23/2024 [9:40 AM - 9:47 AM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 35491
01/22/2024

User is unable to get email to sync on his desktop - Error message shows "Attempting to connect" //
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

01/22/2024
Closed By: Marissa Binck

Discussion: 01/22/2024 11:23 AM UTC-05/ Tatiana Humphrey - Remoted into Liz PC and she was remoted into Chip
Noted it saying disconnected and was not sending/recieving
Tested closing outlook and reopening, running office repair, sfc /scan which found corrupt files
I also tested creating a new profile but cont. to get error

I uninstalled and reinstalled office and would not let him sign in giving license error
I attempted to add account through accounts in windows settings but got domain error
I did a reboot of the PC and had him log back in
Opened outlook which appeared to be working now
Verified he could access and send emails

01/22/2024 11:03 AM UTC-05/ 804-586-3505

01/22/2024 10:35 AM UTC-05/ Tatiana Humphrey - Liz

Whats a good number to reach you at now?

Thanks,
Tatiana Humphrey

01/22/2024 10:24 AM UTC-05/ You can contact me and we'll connect onto the computer

01/22/2024 10:24 AM UTC-05/ User is unable to get email to sync on his desktop - Error message shows "Attempting to connect" // is able to view email on phone, online version as well.

When did you notice the problem?
Monday, January 22, 2024 at 10:24 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	01/22/2024 [11:23 AM - 12:21 PM]	CCH AIS	NC	Remote	Technician	0.97

Ticket# 35437
01/17/2024

Nicholas Horton is having an issue with his laptop - makes a beeping noise then he has to shut it of
City of Colonial Heights
Nicholas Horton
8045209333
hortonn@colonialheightsva.gov

Headquarter Support

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

01/22/2024
Closed By: Marissa Binck

Discussion: 01/22/2024 8:22 AM UTC-05/ Dalton Boothe - New laptop tracked in ticket #35471.

01/18/2024 2:02 PM UTC-05/ Dalton Boothe - Travel From City of Colonial Heights

01/18/2024 1:57 PM UTC-05/ Dalton Boothe - Dropped off device with officers desk as requested by Nicholas
Left site

01/18/2024 1:21 PM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

01/18/2024 12:56 PM UTC-05/ Dalton Boothe - Spoke with Karla and Nicholas
Had Nicholas sign into another device to check if his files were saved to filebox or onedrive
Only some files were present
Karla is reaching out to Lewis to see how to proceed

01/18/2024 9:37 AM UTC-05/ Dalton Boothe - Arrived at the office
Opened laptop
Reseated M2 card
Put back on
Attempted to boot
It froze at the log in page
I powered the device off
Booted again
Blue screened and gave the hard drive not installed error
I opened it again
Attempted to reset the M2
Put back on
Attempted to boot
It was able to boot
Signed into Nicholas' account
Began running updates and SFC scan
Device blue screened and gave hard drive error
I attempted to pull data off of M2
Would not populate using the adapter
I reached out to the team for further steps
I tried to boot into Safe Mode
Blue screen
Same error
I attempted to boot into safe mode again
Started to update Bios
Once done it blue screened again
Code critical process died
Joey stated it was shot
Marissa reached out to Liz for further instruction
Waiting on response

01/18/2024 9:00 AM UTC-05/ Dalton Boothe - Travel From City of Colonial Heights

01/18/2024 8:48 AM UTC-05/ Dalton Boothe - Arrived onsite
Met with Nicholas
He stated he wanted me to take device offsite to troubleshoot
Received device
Headed back to office to troubleshoot

01/18/2024 8:16 AM UTC-05/ Dalton Boothe - Travel To City of Colonial Heights

01/17/2024 2:54 PM UTC-05/ Javon Harper - HAd Nicholas turn on the device but he was unable to log in to check for ios update to which it went to a screen stating hard drive is not installed
Reaching out to Marissa to schedule an onsite

01/17/2024 2:48 PM UTC-05/ Javon Harper - Nicholas,

Please give me a call back when you get a chance regarding your laptop. I can be reached at 804 299 5085.

Thanks,
Javon Harper

Notes
Called and left a message for Nicholas Horton to return my call

01/17/2024 2:44 PM UTC-05/ Nicholas Horton
Financial Systems Analyst
City of Colonial Heights
Office: (804)-520-9264

01/17/2024 2:44 PM UTC-05/ Nicholas Horton is having an issue with his laptop - makes a beeping noise then he has to shut it off and back on. Appears to be a hard drive issue - maybe needs a BIOS update or hard drive reseated. Unfortunately, I'm out of the office until next Tuesday. Screen Shot Attached.

When did you notice the problem?
Wednesday, January 17, 2024 at 2:43 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
horton.JPG

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	01/18/2024 [2:02 PM - 3:11 PM]	CCH AIS	NC	Travel	Technician	1.15
Boothe, Dalton	01/18/2024 [1:57 PM - 2:03 PM]	CCH AIS	NC	Onsite	Technician	0.10
Boothe, Dalton	01/18/2024 [1:21 PM - 1:58 PM]	CCH AIS	NC	Travel	Technician	0.62
Boothe, Dalton	01/18/2024 [12:56 PM - 1:01 PM]	CCH AIS	NC	Remote	Technician	0.08
Boothe, Dalton	01/18/2024 [9:37 AM - 12:36 PM]	CCH AIS	NC	Remote	Technician	2.82
Boothe, Dalton	01/18/2024 [9:00 AM - 9:35 AM]	CCH AIS	NC	Travel	Technician	0.58
Boothe, Dalton	01/18/2024 [8:48 AM - 9:01 AM]	CCH AIS	NC	Onsite	Technician	0.22
Boothe, Dalton	01/18/2024 [8:16 AM - 8:49 AM]	CCH AIS	NC	Travel	Technician	0.55
Harper, Javon	01/17/2024 [2:54 PM - 3:04 PM]	CCH AIS	NC	Remote	Technician	0.17
Harper, Javon	01/17/2024 [2:48 PM - 2:52 PM]	CCH AIS	NC	Remote	Technician	0.07

Ticket# 35449
01/18/2024
by Javon Harper

Video unable to use video media player
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

01/22/2024
Closed By: Marissa Binck

Discussion: 01/22/2024 8:20 AM UTC-05/ Javon Harper - Liz,

Sounds good thank you for the response!

Thanks,
Javon Harper

01/22/2024 8:18 AM UTC-05/ Good Morning Javon, We're good to close this ticket - I haven't heard anything from the Police Department so I'm going to assume all is well. Thanks, Liz Gegenheimer, Information Systems Coordinator C

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

sophospsmartbannerend

Good Morning Javon,

We're good to close this ticket - I haven't heard anything from the Police Department so I'm going to assume all is well.

Thanks,

Liz Gegenheimer, Information Systems Coordinator
City of Colonial Heights Information Technology
201 James Ave
Colonial Heights, Virginia 23834
Office – (804) 520-9317
Cell – (804) 586-3505
gegenheimerl@colonialheightsva.gov
www.colonialheightsva.gov

01/22/2024 8:15 AM UTC-05/ Javon Harper - Liz,

Good Morning, Please let me know if you need further assistance.

Thanks,
Javon Harper

01/19/2024 8:05 AM UTC-05/ Javon Harper - Liz,

Good Morning, Please let me know if you need further assistance.

Thanks,
Javon Harper

01/18/2024 9:50 AM UTC-05/ Javon Harper - LIz needed assistance with a issue she is having regarding a user uploading a video to website
The user uploaded the video player exe file instead of the correct file type
The user also uploaded the wrong file type to play on the video player
Liz informed me the user comes back tomorrow so we can look at how the user uploads video files

01/18/2024 9:46 AM UTC-05/ Javon Harper - Video unable to use video media player

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	01/18/2024 [9:50 AM - 10:17 AM]	CCH AIS	NC	Remote	Technician	0.45

Ticket# 35476
01/19/2024
by Javon Harper

Steven Hoke called in for Log in issues
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/22/2024
Closed By: Marissa Binck

Discussion: 01/19/2024 4:09 PM UTC-05/ Javon Harper - Reset Password for User

01/19/2024 4:03 PM UTC-05/ Javon Harper - Steven Hoke called in for Log in issues

01/19/2024 4:03 PM UTC-05/ 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.
Reset Jeremy Lorton Password
Help user sign into Office.com and booked mark outlook

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	01/19/2024 [4:03 PM - 4:20 PM]	CCH AIS	NC	Remote	Technician	0.28

Ticket# 35472
01/19/2024

I have the 2015 version of Adobe Acrobat Pro DC. It is no longer converting pdfs to word docs. Whe
City of Colonial Heights
Jeri-Ann Tomlin
8045209316
tomlinj@colonialheightsva.gov

Headquarter
Support

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

01/19/2024
Closed By: Marissa Binck

Discussion: 01/19/2024 11:53 AM UTC-05/ Javon Harper - Jeri-Ann,

Have a great weekend as well!

Thanks,
Javon Harper

01/19/2024 11:52 AM UTC-05/ Javon, I was afraid you were going to say that. Thank you for checking into this for me. Have a good weekend, Jeri-Ann Jeri-Ann F. Tomlin Senior Paralegal/Deputy City Clerk

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

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Javon,

I was afraid you were going to say that. Thank you for checking into this for me.

Have a good weekend,
Jeri-Ann

Jeri-Ann F. Tomlin
Senior Paralegal/Deputy City Clerk
FOIA Officer
City Attorney's Office
City of Colonial Heights
201 James Avenue
Colonial Heights, VA 23834
Telephone (804) 520-9316
Fax (804) 520-9398
www.colonialheightsva.gov
[cid:image001.png@01D476AF.31FB63A0]
This message is confidential and may be protected by the attorney-client privilege and/or work product doctrine. If you believe that it has been sent to you in error, do not read it. Please reply to the sender that you have received the message in error, then delete it. Thank you.

01/19/2024 11:41 AM UTC-05/ Javon Harper - Jeri-Ann,

Due to the version you are running has been discontinued and the end of life for the application ended on July 7, 2020, there is no fix per adobe. Listed below is a reminder from adobe. Please let me know if you need assistance with installing the upgraded version once purchased.

Support for Adobe Acrobat 2015 is no longer available.

As outlined in the Adobe Support Lifecycle Policy, technical and product support for Acrobat 2015 has been discontinued as of July 7, 2020.

You may continue to use Acrobat 2015, but Adobe will no longer provide any updates, address any existing bugs, security issues, or provide technical support. By upgrading to the newest version of Acrobat, you will benefit from the latest functional enhancements and improved security measures.

Thanks,
Javon Harper

Notes
Conducted research on the 2015 Adobe Acrobat Pro DC
While conducting research I found the application EOL was 2020 in which per Adobe:
Support for Adobe Acrobat 2015 is no longer available.

As outlined in the Adobe Support Lifecycle Policy, technical and product support for Acrobat 2015 has been discontinued as of July 7, 2020.

You may continue to use Acrobat 2015, but Adobe will no longer provide any updates, address any existing bugs, security issues, or provide technical support. By upgrading to the newest version of Acrobat, you will benefit from the latest functional enhancements and improved security measures.

01/19/2024 11:36 AM UTC-05/ I have the 2015 version of Adobe Acrobat Pro DC. It is no longer converting pdfs to word docs. When I click the Export button, it shows the process bar at the bottom of the page, then the screen just goes momentarily blank then back to the original pdf doc as if nothing was done. Is this something that can be fixed or is it because the version is so old that it no longer works?

When did you notice the problem?
Friday, January 19, 2024 at 11:33 AM EST

Is it preventing you from doing work?
Yes

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
Harper, Javon	01/19/2024 [11:41 AM - 11:49 AM]	CCH AIS	NC	Remote	Technician	0.13

Ticket# 35436
01/17/2024

Nicholas Horton is having an issue with his laptop - makes a beeping noise then he has to shut it of
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/18/2024
Closed By: Marissa Binck

Discussion: 01/17/2024 2:47 PM UTC-05/ Javon Harper - Duplicate to Ticket #35437
Closing ticket

01/17/2024 2:43 PM UTC-05/ Nicholas Horton is having an issue with his laptop - makes a beeping noise then he has to shut it off and back on. Appears to be a hard drive issue - maybe needs a BIOS update or hard drive reseated. Unfortunately, I'm out of the office until next Tuesday. Screen Shot Attached.

When did you notice the problem?
Wednesday, January 17, 2024 at 2:43 PM EST

Is it preventing you from doing work?
Yes

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Attachments:
ytbdcubj1o471.webp

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	01/17/2024 [2:47 PM - 2:49 PM]		NC	Remote	Technician	0.03

Ticket# 35398
01/16/2024

Brook from the Library is reporting the WiFi is down. Can someone please check and reach out to Bro
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/17/2024
Closed By: Marissa Binck

Discussion: 01/16/2024 11:45 AM UTC-05/ Ray Fulk - Javon asked me to check on this. I remoted into CH-LIB-IM and checked the switches, and found that port 1/1/49, which plugs into the firewalls, did not have any VLANs configured. I pulled up a backup of the configuration of that switch and confirmed that it should, then copied the VLAN config from the backup to the switch. After that, I monitored for a bit to confirm that the lab computers were coming back online. I needed to restart the ScreenConnect services on a few of those before they came back online in Control. I saved the configs on both switches, and took new backups of those to put in ITBoost.

01/16/2024 11:18 AM UTC-05/ Javon Harper - Brook informed me the ethernet was down for the lab computers
Remoted into CH-LIB-IM server
I was able to log into the switches
Reached out to Ray for assistance
Verified Lab Devices came back online

01/16/2024 11:09 AM UTC-05/ Brook from the Library is reporting the WiFi is down. Can someone please check and reach out to Brook. 804-520-9384. Thx.

When did you notice the problem?
Tuesday, January 16, 2024 at 11:09 AM EST

Is it preventing you from doing work?
Yes

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
Fulk, Ray	01/16/2024 [11:45 AM - 12:25 PM]	CCH AIS	NC	Remote	Technician	0.67
Harper, Javon	01/16/2024 [11:18 AM - 12:18 PM]	CCH AIS	NC	Remote	Technician	0.32

Ticket# 35396
01/16/2024

New computer on domain wont allow active directory log in.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

01/16/2024
Closed By: Marissa Binck

Discussion: 01/16/2024 10:13 AM UTC-05/ Javon Harper - Remoted into Device
Pushed Windows updates and installed Intel Wi-Fi update assistant
Rebooted PC and logged back in as Proactive admin
Liz also was able to log into domain account
Liz also stated a Wi-Fi issue
I was able to connect to CH-IT and Liz MiFi but unable to connect to Employee devices
I will open up another ticket to look into this issue further

01/16/2024 9:53 AM UTC-05/ New computer on domain wont allow active directory log in.

When did you notice the problem?
Tuesday, January 16, 2024 at 9:53 AM EST

Is it preventing you from doing work?
Yes

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
Harper, Javon	01/16/2024 [10:13 AM - 12:06 PM]	CCH AIS	NC	Remote	Technician	0.67

Ticket# 35247
01/05/2024

Wanted to check on our Legacy Finance Server - CH-FINAPP - 10.100.200.13. Is this server being back
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/15/2024
Closed By: Marissa Binck

Discussion: 01/11/2024 8:39 AM UTC-05/ Dalton Boothe - Lewis,

Just checking in, is there anything else we can help with regarding this?

Thanks,
Dalton Boothe

01/08/2024 9:03 AM UTC-05/ Dalton Boothe - Lewis,

I checked with Will on the projects team, it looks like the server is being backed up through VEEAM. He also believes that it should take an hour or two in the event that something happens.

Thanks,
Dalton Boothe

01/05/2024 1:51 PM UTC-05/ Thanks. It's not an emergency (I hope) Just wanted to check as if it goes down, we don't get paid. Lewis Archileti Director of Information Technology City of Coloni

This sender is trusted.

sophospsmartbannerend

Thanks. It's not an emergency (I hope) Just wanted to check as if it goes down, we don't get paid.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/05/2024 1:26 PM UTC-05/ Dalton Boothe - Lewis,

I do not know this information off the top of my head. Let me do some digging and see if I can figure out some answers for you.

Thanks,
Dalton Boothe

01/05/2024 12:47 PM UTC-05/ Wanted to check on our Legacy Finance Server - CH-FINAPP - 10.100.200.13. Is this server being backed-up? Should it crash, how long would it take to bring up another server to take it's place. This server is currently responsible for the City's payroll so it is of extreme importance. Possible to have a discussion regarding disaster recover specifically for this server?

When did you notice the problem?
Friday, January 5, 2024 at 12:47 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 01/15/2024 7:54 AM UTC-05/ Dalton Boothe - Closing due to lack of response.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 35252
01/08/2024
by Ray Fulk

Renew Wildcard Certificate for NWPS Servers
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

01/15/2024
Closed By: Marissa Binck

Discussion: 01/08/2024 10:45 AM UTC-05/ Ray Fulk - Liz,

Good morning, I finished creating the new wildcard certificate, and will send you and Lewis an encrypted email in a moment with the password for that.

Thank you,
Ray Fulk

Notes
I logged into CH-RADIUS and followed the guide that Liz forwarded from Tyler support, which can also be found at: https://pim.itboost.com/app/company/2c5fecce-b3db-40a2-be70-56fbb40e380d/documents/knowledgebase/view/bf3f2cc2-8718-4a68-91eb-8ef1fe3a2347. Once I had the certificate set up and exported, I copied the .PFX file to "\CH-FILEBOX\ITShare \Wildcard2024.pfx". I will send Liz and Lewis an encrypted email with the password for the exported certificate.

01/08/2024 8:18 AM UTC-05/ Ray Fulk - It is time to renew the wildcard certificate for the NWPS servers. Liz forwarded the documentation Tyler provided, and let me know they would be applying the renewed certificate to the servers on 1/10 and 1/11.

Internal: 01/12/2024 5:04 PM UTC-05/ Ray Fulk - I kept this open in case Liz or Lewis needed anything further, and since I haven't heard back about this, I will close the ticket.

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Fulk, Ray	01/08/2024 [10:45 AM - 11:10 AM]	CCH AIS	NC	Remote	Technician	0.42

Ticket# 35358
01/12/2024

User / Keili Loran resigned - account needs to be deleted.
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

01/12/2024
Closed By: Marissa Binck

Discussion: 01/12/2024 10:18 AM UTC-05/ Javon Harper - Logged into DC
Keili Loran account was already disabled
Logged into Office 365 admin
Signed user out of sessions, Blocked sign in and removed G3 License
No further action is needed

01/12/2024 9:47 AM UTC-05/ User / Keili Loran resigned - account needs to be deleted.

When did you notice the problem?
Friday, January 12, 2024 at 9:47 AM EST

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
Harper, Javon	01/12/2024 [10:18 AM - 10:23 AM]	CCH AIS	NC	Remote	Technician	0.08

Ticket# 35357 01/12/2024	**Please reach out to Olivia Tanner in the Commonwealth Attorney's Office. She is a new Attorney and** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>Closed Remote Support Remote Portal Priority 3 - Medium Tier 1	01/12/2024 Closed By: Marissa Binck

Discussion: 01/12/2024 9:55 AM UTC-05/ Javon Harper - Lewis,

No Problem!

Thanks,
Javon Harper

01/12/2024 9:53 AM UTC-05/ Thanks. I had a few minutes to remote in and figure out what was going on . Thanks again! Lewis Archileti Director of Information Technology City of Colonial Heights,

This sender is trusted.

sophospsmartbannerend

Thanks. I had a few minutes to remote in and figure out what was going on .

Thanks again!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/12/2024 9:52 AM UTC-05/ Javon Harper - Lewis,

I will close the ticket

Thanks,
Javon Harper

01/12/2024 9:51 AM UTC-05/ Javon Harper - Lewis stated to disregard the ticket , Closing ticket

01/12/2024 9:50 AM UTC-05/ Disregard this ticket.

01/12/2024 9:24 AM UTC-05/ Please reach out to Olivia Tanner in the Commonwealth Attorney's Office. She is a new Attorney and having some computer problems - especially opening files from Evidence.com. Could be an access issue. Computer Name is: CH-CA214. Her contact information is:
Olivia Tanner
Assistant Commonwealth's Attorney
Commonwealth's Attorney's Office
City of Colonial Heights
550 Boulevard
Colonial Heights, Virginia 23834
Main Office Telephone: (804) 520-9293
Direct Line: (804) 524-8792
Thank you !

When did you notice the problem?
Friday, January 12, 2024 at 9:24 AM EST

Is it preventing you from doing work?
Yes

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
Harper, Javon	01/12/2024 [9:51 AM - 9:53 AM]	CCH AIS	NC	Remote	Technician	0.03

Ticket# 35315
01/10/2024
by Javon Harper

Alert for Sophos Central [City of Colonial Heights]: Device does not support Azure Code Signing
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/12/2024
Closed By: Marissa Binck

Discussion: 01/11/2024 12:51 PM UTC-05/ Javon Harper - Lewis,

I will proceed to close this ticket, if you have any issues and need assistance please respond to this thread?

Thanks,
Javon Harper

01/11/2024 9:23 AM UTC-05/ Javon Harper - Lewis,

Thank you, Do you want me to close the ticket?

Thanks,
Javon Harper

01/11/2024 9:22 AM UTC-05/ Ok. Thanks. I'll try to remote in from home this evening or over the weekend and take care of it on those 3 computers. Lewis Archileti Director of Information Technology Cit

This sender is trusted.

sophospsmartbannerend

Ok. Thanks. I'll try to remote in from home this evening or over the weekend and take care of it on those 3 computers.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/11/2024 9:19 AM UTC-05/ Javon Harper - Lewis,

Yes Windows needs to be updated so Sophos can work properly

Thanks,
Javon Harper

01/11/2024 9:10 AM UTC-05/ Windows updates? Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov From: Ja

This sender is trusted.

sophospsmartbannerend

Windows updates?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/11/2024 7:52 AM UTC-05/ Javon Harper - Lewis,

Lewis,

The following devices need OS update in order for Sophos to update and work properly, Please let me know if you need assistance with updating the devices:

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: CH-MJ0ADD0N
User associated with device: ch911
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: trespc0053
User associated with device: trespc0053\State Treasury PC
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: CH-MJ0ANHE4
User associated with device: Ashley Qualls
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Thanks,
Javon Harper

01/10/2024 9:43 AM UTC-05/ Javon Harper - Lewis,

The following devices need OS update in order for Sophos to update and work properly, Please let me know if you need assistance with updating the devices:

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: CH-MJ0ADD0N
User associated with device: ch911
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: trespc0053
User associated with device: trespc0053\State Treasury PC
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: CH-MJ0ANHE4
User associated with device: Ashley Qualls
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Thanks,
Javon Harper

01/10/2024 7:49 AM UTC-05/ Javon Harper - Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: CH-MJ0ADD0N
User associated with device: ch911
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: trespc0053
User associated with device: trespc0053\State Treasury PC
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

Sophos Central Event Details for City of Colonial Heights
What happened: Device failed to update because it does not support Azure Code Signing. See knowledge base article 45019.
Where it happened: CH-MJ0ANHE4
User associated with device: Ashley Qualls
How severe it is: Medium
What Sophos has done so far: n/a
What you need to do: Update the device to allow Sophos updates to continue

01/10/2024 7:47 AM UTC-05/ Javon Harper - Alert for Sophos Central City of Colonial Heights: Device does not support Azure Code Signing

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 35081
12/18/2023

Fire Department's computer (CHFD02) unable to connect to wifi. Attempted to forget networks, connect
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

01/12/2024
Closed By: Marissa Binck

Discussion: 01/11/2024 9:30 AM UTC-05/ Javon Harper - Cradlepoint 933 was not connecting to the laptop
Liz logged into the admin portal for cradlepoint and noticed the device is online
HAd liz walk to the cruiser and connect
Device was able to connect
Closing ticket

01/09/2024 9:56 AM UTC-05/ 9:30am okay with you? Thanks, Liz From: Javon Harper Sent: Tuesday, January 9, 2024 9:54 AM To: Liz Gegenheimer Subject: Ticket#35081/CCH001/Fire Department's computer (CHFD02) unable to connect to

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9:30am okay with you?

Thanks,

Liz

01/09/2024 9:54 AM UTC-05/ Javon Harper - Liz,

I can schedule for Thursday morning. What is the best time for you?

Thanks,
Javon Harper

01/09/2024 9:52 AM UTC-05/ Good Morning - I'm available Thursday morning or all day Friday to continue troubleshooting this. Thanks, Liz From: Javon Harper Sent: Tuesday, January 9, 2024 9:49 AM To: Liz Gegenheimer Subj

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Good Morning -

I'm available Thursday morning or all day Friday to continue troubleshooting this.

Thanks,

Liz

01/09/2024 9:49 AM UTC-05/ Javon Harper - Liz,

Can we schedule sometime I can remote into CHFD02 and see if it can connect to the cradlepoint, also do you have to connect to the cradlepoint with credentials

Thanks,
Javon Harper

01/08/2024 2:38 PM UTC-05/ Javon Harper - Liz,

Can we schedule sometime I can remote into CHFD02 and see if it can connect to the cradlepoint, also do you have to connect to the cradlepoint with credentials

Thanks,
Javon Harper

01/08/2024 2:35 PM UTC-05/ Thanks for being patient Javon - I was on vacation last week. Does this have the information you need? Liz From: Javon Harper Sent: Monday, January 8, 2024 8:02 AM To: Liz Gegenheimer Su

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Thanks for being patient Javon - I was on vacation last week. Does this have the information you need?

Liz

[image]

01/08/2024 11:05 AM UTC-05/ Marissa Binck - Liz,

Good morning. I wanted to follow up on this ticket to let you know we will be closing this ticket due to lack of response/action. Whenever you're ready to proceed please respond to this thread or open a new ticket.

Thanks,
Marissa Binck

01/08/2024 8:02 AM UTC-05/ Javon Harper - Liz,

Good Morning Liz any updates on this issue?

Thanks,
Javon Harper

01/04/2024 8:08 AM UTC-05/ Javon Harper - Liz,

Good Morning Liz any updates on this issue?

Thanks,
Javon Harper

01/03/2024 8:02 AM UTC-05/ Javon Harper - Liz,

Good Morning Liz any updates on this issue?

Thanks,
Javon Harper

01/02/2024 10:47 AM UTC-05/ Javon Harper - Liz,

Happy New Year, Any updates on this issue?

Thanks,
Javon Harper

12/27/2023 1:51 PM UTC-05/ Javon Harper - Liz,

Will do !

Thanks,
Javon Harper

12/27/2023 1:50 PM UTC-05/ Hey Javon - I'm still looking for this information - please leave the ticket open until I can locate it. Thanks, Liz From: Javon Harper Sent: Tuesday, December 19, 2023 11:08 AM To:

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Hey Javon -

I'm still looking for this information - please leave the ticket open until I can locate it.

Thanks,

Liz

12/27/2023 11:32 AM UTC-05/ Javon Harper - Liz,

Please let me know when you have information on the cradlepoint the device connects to or do we need to close this ticket?

Thanks,
Javon Harper

12/26/2023 7:59 AM UTC-05/ Javon Harper - Liz,

Please let me know when you have information on the cradlepoint the device connects to.

Thanks,
Javon Harper

12/19/2023 11:08 AM UTC-05/ Javon Harper - Liz,

Please let me know when you have information on the cradlepoint the device connects to.

Thanks,
Javon Harper

12/19/2023 9:00 AM UTC-05/ Javon Harper - Remoted into CHFD02
Ran windows updates and installed intel update assistant
Installed new drivers and rebooted PC
PC was still not able to connect to Wi-Fi but SSID was showing
Whitelisted the Mac address of the PC in Sophos but device still could not connect to wifi
I was able to connect device to public, so I tried to connect it to CH-IT
I was able to connect and informed Liz to disconnect ethernet
PC stayed on CH-IT and connected successfully
Liz informed me of a cradlepoint the device usually is connected to
Waiting on Liz to give me the SSID and credentials to make sure device can connect
Liz stated she will do some digging and get back to me

12/19/2023 8:44 AM UTC-05/ Javon Harper - Liz,

Please let me know if you are still available at 9am to work on the Wi-Fi issue.

Thanks,
Javon Harper

12/18/2023 3:24 PM UTC-05/ Javon Harper - Liz,

Yes that works, I will get it scheduled!

Thanks,
Javon Harper

12/18/2023 3:23 PM UTC-05/ Does tomorrow at 9am work for you? Thanks, Liz From: Javon Harper Sent: Monday, December 18, 2023 3:21 PM To: Liz Gegenheimer Subject: Ticket#35081/CCH001/Fire Department's computer (CHFD02) u

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Does tomorrow at 9am work for you?

Thanks,

Liz

12/18/2023 3:21 PM UTC-05/ Javon Harper - Liz,

I will have to work with you when you are near the device, what is the best time to reach out to work on this device?

Thanks,
Javon Harper

12/18/2023 3:12 PM UTC-05/ Fire Department's computer (CHFD02) unable to connect to wifi. Attempted to forget networks, connect to multiple different available wifis, restart, disable wifi and reenable - all with no change.

Computer is currently connected via ethernet and able to be remoted into if you'd like. I'll be available tomorrow morning if needed.

When did you notice the problem?
Friday, December 15, 2023 at 3:12 PM EST

Is it preventing you from doing work?
Yes

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
Harper, Javon	01/11/2024 [9:30 AM - 10:20 AM]	CCH AIS	NC	Remote	Technician	0.32
Harper, Javon	12/19/2023 [9:00 AM - 11:02 AM]	CCH AIS	NC	Remote	Technician	1.06

Ticket# 35316 01/10/2024 by Javon Harper	**[MEDIUM] Alert for Sophos Central [City of Colonial Heights]** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** **Type:** **Location:** **Source:** **Team:**	>Closed Alerts Remote Email Connector Priority 3 - Medium Tier 1	01/12/2024 Closed By: Marissa Binck

Discussion: 01/11/2024 9:20 AM UTC-05/ Javon Harper - Logged into Sophos and rebooted the AP27
Verified AP came back online
Status is now showing red anymore, a configuration update was needed

01/11/2024 9:15 AM UTC-05/ Sure. Reboot away! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov

This sender is trusted.

sophospsmartbannerend

Sure. Reboot away!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/11/2024 9:10 AM UTC-05/ Javon Harper - Lewis,

Public safety

Thanks,
Javon Harper

01/11/2024 9:09 AM UTC-05/ Yes. Feel free. Where is AP 27? Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva

This sender is trusted.

sophospsmartbannerend

Yes. Feel free. Where is AP 27?

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/11/2024 8:55 AM UTC-05/ Javon Harper - Lewis,

We are getting notified that AP27 keeps stating unreachable but is online, is it possible I can reboot the AP?

Thanks,
Javon Harper

01/10/2024 7:57 AM UTC-05/ Javon Harper - What happened: Access Point "AP27-PSB-4C:3C-PPAP3-SW4.43" radius server 10.100.200.164 : 1812 is unreachable

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	01/11/2024 [9:20 AM - 9:28 AM]	CCH AIS	NC	Remote	Technician	0.06

Ticket# 35131
12/21/2023

Worked with Tyler Support on the ERP Side this afternoon. Billing has been having terrible issues wh
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/12/2024
Closed By: Marissa Binck

Discussion: 01/09/2024 8:11 AM UTC-05/ Marissa Binck - Lewis,

Following up one last time to be sure you're no longer having these printing issues. If you are please respond to this thread or call our support line when you have time to work on this, 804-897-8347 option 2.

Best,
Marissa Binck

01/08/2024 9:04 AM UTC-05/ Dalton Boothe - Lewis,

Just checking in again, has the printing been any better?

Thanks,
Dalton Boothe

01/05/2024 8:05 AM UTC-05/ Dalton Boothe - Lewis,

Just checking in, how is it going after the meeting with Tyler? Anything else we can assist with?

Thanks,
Dalton Boothe

12/27/2023 11:59 AM UTC-05/ Dalton Boothe - Lewis,

I verified that the exceptions were added according to the list you sent over.

Thanks,
Dalton Boothe

Notes
Verified exclusions were added
Informing Lewis

12/27/2023 11:00 AM UTC-05/ Ray Fulk - Dalton forwarded a request from Lewis to increase the RAM on ERPAPP from 68 GB to 80 GB. I remoted in, and it looks like Tyler support are still working on the database. I got permission to shut down the server, then put ERPAPP in maintenance mode and shut it down. From there, I increased the RAM to 80 GB and powered the VM back on. I monitored to make sure the VM came back up in Control and that Lewis and Tyler support were able to get back in.

12/27/2023 9:49 AM UTC-05/ Dalton Boothe - Attended Teams meeting with Lewis and Tyler Support
Used tamper protection password to overwrite Sophos temporarily on ERPAPP and ERPSTRUCT
I am going to verify exceptions are added for Tyler and inform Lewis when complete

12/26/2023 8:41 AM UTC-05/ Dalton Boothe - Lewis,

I can attend the meeting.

Thanks,
Dalton Boothe

12/21/2023 3:59 PM UTC-05/ Worked with Tyler Support on the ERP Side this afternoon. Billing has been having terrible issues when compiling and printing bills. 3000 bills can take upwards of 10 hours to print. Support believes the problem is 2 fold - once caused by SQL but thinks Sophos is also creating a problem - seeing the file created, grabbing it, scanning and finally releasing. We are scheduled for a Teams Meeting at 10 AM Wednesday Morning (12/27). Would it be possible for someone from ProActive to be available to attend? I can forward the Teams invite from Tyler once received.

When did you notice the problem?
Thursday, December 21, 2023 at 3:59 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 01/11/2024 8:13 AM UTC-05/ Dalton Boothe - Marking complete, lack of response

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Boothe, Dalton	12/27/2023 [11:59 AM - 12:03 PM]	CCH AIS	NC	Remote	Technician	0.07
Fulk, Ray	12/27/2023 [11:00 AM - 11:10 AM]	CCH AIS	NC	Remote	Technician	0.17
Boothe, Dalton	12/27/2023 [9:49 AM - 11:38 AM]	CCH AIS	NC	Remote	Technician	1.82

Ticket# 35298
01/09/2024
by Marissa Binck

Help adding outside person to teams channel
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter
Support

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

01/09/2024
Closed By: Marissa Binck

Discussion: 01/09/2024 11:00 AM UTC-05/ Javon Harper - Logged into Office 365 Admin
Liz stated to turn on external access to add external user to teams channel
Turned on external access
Created user : krogers@chesterfieldva.gov in guest users
Added user to CH-Emergency Management
Remoted into Liz PC
Added the user to the storm channel
Showed Liz how to add more users as more users will need to be added
Issue resolved

01/09/2024 9:59 AM UTC-05/ Javon Harper - Liz,

I can be reached at 804 299 5085 and ok sounds great.

Thanks,
Javon Harper

01/09/2024 9:58 AM UTC-05/ Is your cell phone okay or do you have another number that's better? I have a 10am meeting and then I'll call you. Thanks Javon! Liz From: Javon Harper Sent: Tuesday, January 9, 2024 9:54 AM To

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Is your cell phone okay or do you have another number that's better? I have a 10am meeting and then I'll call you.

Thanks Javon!

Liz

01/09/2024 9:54 AM UTC-05/ Javon Harper - Liz,

Please give me a call when you get a chance so I can assist with adding external user to teams channel.

Thanks,
Javon Harper

01/09/2024 9:45 AM UTC-05/ Marissa Binck - Help adding outside person to teams channel

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	01/09/2024 [11:00 AM - 11:17 AM]	CCH AIS	NC	Remote	Technician	0.28

Ticket# 35204
01/03/2024

Please create license for the following: G1 - Kaitlyn Underwood (underwoodk@colonialheightsva.gov)
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/08/2024
Closed By: Marissa Binck

Discussion: 01/03/2024 10:33 AM UTC-05/ Javon Harper - Logged into Office 365 Admin & AppRiver
Added 2 G1 & 1 G3 License
Added the correct license to the users listed below
G1 - Kaitlyn Underwood (underwoodk@colonialheightsva.gov)
G1 - Breonia Taylor (taylorb@colonialheightsva.gov)
G3 - Cassandra McBryde - (mcbrydec@colonialheightsva.gov)
Made sure emails was being prepared
No further action is needed

01/03/2024 10:29 AM UTC-05/ Please create license for the following:

G1 - Kaitlyn Underwood (underwoodk@colonialheightsva.gov)
G1 - Breonia Taylor (taylorb@colonialheightsva.gov)
G3 - Cassandra McBryde - (mcbrydec@colonialheightsva.gov)

All in AD and UPN changed to @colonialheightsva.gov

When did you notice the problem?
Wednesday, January 3, 2024 at 10:29 AM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 01/08/2024 8:35 AM UTC-05/ Joey Musaitef - updated agreement

Resolution: 01/08/2024 8:35 AM UTC-05/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Harper, Javon	01/03/2024 [10:33 AM - 10:42 AM]	CCH AIS	NC	Remote	Technician	0.15

Ticket# 35091
12/19/2023

Please contact Jennifer Carpenter - 804-524-8749 - she is having an issue of her default PDF program
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/08/2024
Closed By: Marissa Binck

Discussion: 01/08/2024 7:58 AM UTC-05/ Dalton Boothe - Jennifer,

Sounds good! I will go ahead and mark this complete, please let one of us know if you have further issues.

Thanks,
Dalton Boothe

01/05/2024 6:03 PM UTC-05/ Dalton, No problems so far. Hopefully it has been resolved. Thanks! Jennifer Newsom Carpenter Director of Human Resources City of Colonial Heights 201 James Avenue P.O. Box

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Dalton,

No problems so far. Hopefully it has been resolved.

Thanks!

Jennifer Newsom Carpenter
Director of Human Resources
City of Colonial Heights
201 James Avenue
P.O. Box 3401
Colonial Heights, VA 23834
Office: (804) 524-8749
Fax: (804) 524-8766
www.colonialheightsva.gov

01/05/2024 8:06 AM UTC-05/ Dalton Boothe - Jennifer,

Good morning, just checking in. Has your default pdf app changed again?

Thanks,
Dalton Boothe

12/26/2023 10:01 AM UTC-05/ Thank you for your email. I will be out of the office December 23, 2023 - January 1, 2024 with limited email access until I return on Tuesday, January 2nd. If you need immediate ass

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Thank you for your email. I will be out of the office December 23, 2023 - January 1, 2024 with limited email access until I return on Tuesday, January 2nd.

If you need immediate assistance, please contact Alexis Staley at staleya@colonialheightsva.gov or (804) 518-5073.

Happy Holidays!

Jennifer Newsom Carpenter
Director of Human Resources

City of Colonial Heights

P.O. Box 3401

Colonial Heights, VA 23834

(804) 524-8749

www.colonialheightsva.gov

12/26/2023 9:59 AM UTC-05/ Dalton Boothe - Jennifer,

Just checking in, has the default pdf program switched again?

Thanks,
Dalton Boothe

12/20/2023 10:02 AM UTC-05/ Dalton Boothe - Reached out to Jennifer
She stated she had set the defaults back last night
Remoted into CH-MJ0ANHDS
Verified defaults for pdf were set to Adobe
They all appeared to correct
Checked her saved files and verified they were using Adobe
She is going to see if it changes back to Edge
Leaving ticket open for monitoring

12/19/2023 3:56 PM UTC-05/ Dalton Boothe - Called back attempting to reach Jennifer
Scheduled call for 10 tomorrow

12/19/2023 1:35 PM UTC-05/ Dalton Boothe - Was informed Jennifer had left for lunch
Was asked to call back around 3:30

12/19/2023 1:33 PM UTC-05/ Please contact Jennifer Carpenter - 804-524-8749 - she is having an issue of her default PDF program switching back to Microsoft Edge.

When did you notice the problem?
Tuesday, December 19, 2023 at 1:33 PM EST

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
Boothe, Dalton	12/20/2023 [10:02 AM - 10:11 AM]	CCH AIS	NB	Remote	Technician	0.15
Boothe, Dalton	12/19/2023 [3:56 PM - 3:59 PM]		NB	Remote	Technician	0.05
Boothe, Dalton	12/19/2023 [1:35 PM - 1:38 PM]		NB	Remote	Technician	0.05

Ticket# 35180
12/29/2023

DESKTOP-NMIVMDO will not connect to any wifi giving the following error message: "We can't sign you
City of Colonial Heights
Liz Gegenheimer
8045209333
gegenheimerl@colonialheightsva.gov

Headquarter Support

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

01/08/2024
Closed By: Marissa Binck

Discussion: 01/05/2024 4:59 PM UTC-05/ Tatiana Humphrey - Have not heard back regarding further assistance for this issue. Closing ticket.

01/05/2024 10:36 AM UTC-05/ Tatiana Humphrey - Good Morning Liz

Just want to confirm if this issue is resolved or assistance is still needed?

Thanks,
Tatiana Humphrey

01/02/2024 4:09 PM UTC-05/ Tatiana Humphrey - Good Afternoon Liz

Is this still an ongoing issue? If so, can we get something scheduled so I can remote in and take a look? I am unable to access through out automate system so will need to set up a web remote session.

Thanks,
Tatiana Humphrey

12/29/2023 4:41 PM UTC-05/ Tatiana Humphrey - Liz

Its still showing offline on our side and not allowing me in. Can you try to reboot?

Thanks,
Tatiana Humphrey

12/29/2023 4:05 PM UTC-05/ It's logged in now. Liz From: Tatiana Humphrey Sent: Friday, December 29, 2023 12:29 PM To: Liz Gegenheimer Subject: Ticket#35180/CCH001/DESKTOP-NMIVMDO will not connect to any wifi givi

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It's logged in now.

Liz

12/29/2023 12:23 PM UTC-05/ Tatiana Humphrey - Good Afternoon Liz

I attempted to remote into that PC but it is not allowing me. Can you please put in the website https://pim.hostedrmm.com:8040/ and code 48731 so I can access it remotely please?

Thanks,
Tatiana Humphrey

Notes
Attempted to remote in but giving error
Will try to connect via control

12/29/2023 11:33 AM UTC-05/ Marissa Binck - I will be out of office 12/29. Please @ me or call me if you need me.

12/29/2023 11:32 AM UTC-05/ DESKTOP-NMIVMDO will not connect to any wifi giving the following error message:

"We can't sign you in with this credential because your domain isn't available"

It is currently connected to ethernet and ready to be remoted into.

When did you notice the problem?
Friday, December 29, 2023 at 11:32 AM EST

Is it preventing you from doing work?
Yes

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
Humphrey, Tatiana	12/29/2023 [12:23 PM - 12:30 PM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 35197
01/02/2024

From Alexis in Human Resources: Any chance you can unblock the link below? I get a "not secure" me
City of Colonial Heights
Alexis Gwaltney
8045185073
StaleyA@colonialheightsva.gov

Headquarter Support

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

01/05/2024
Closed By: Marissa Binck

Discussion: 01/05/2024 11:30 AM UTC-05/ Javon Harper - Alexis,

Yes I will close the ticket

Thanks,
Javon Harper

01/05/2024 11:23 AM UTC-05/ Good morning Javon, I was able to get the form elsewhere and bypass the link I put a ticket in for. For now, can we clear this ticket? If I need to use the link in future and have i

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Good morning Javon,

I was able to get the form elsewhere and bypass the link I put a ticket in for. For now, can we clear this ticket? If I need to use the link in future and have issues again, I will contact you all for support.

Best Regards,

Alexis Staley
Human Resources Specialist
City of Colonial Heights
Colonial Heights, VA 23834
Office: (804) 518-5073
Fax: (804) 524-8766
Staleya@colonialheightsva.gov

01/05/2024 11:17 AM UTC-05/ Javon Harper - Alexis,

Can we schedule some time for me to remote in and take a look at this issue?

Thanks,
Javon Harper

01/04/2024 8:05 AM UTC-05/ Javon Harper - Alexis,

Can we schedule some time for me to remote in and take a look at this issue?

Thanks,
Javon Harper

01/03/2024 8:17 AM UTC-05/ Javon Harper - Alexis,

Can we schedule some time for me to remote in and take a look at this issue?

Thanks,
Javon Harper

01/02/2024 3:48 PM UTC-05/ From Alexis in Human Resources:

Any chance you can unblock the link below? I get a "not secure" message when I type it in. This is a Mission Square url that our rep told me to use to access forms for employees.

http://msqplanservices.org/myplan/302531

Best Regards,

Alexis Staley
Human Resources Specialist
City of Colonial Heights
Colonial Heights, VA 23834
Office: (804) 518-5073
Fax: (804) 524-8766
Staleya@colonialheightsva.gov

When did you notice the problem?
Tuesday, January 2, 2024 at 3:48 PM EST

Is it preventing you from doing work?
Yes

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# 35237
01/04/2024

City Attorney's Assistant is using the App River Archiver to retrieve e-mails for a FOIA due tomorro
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/04/2024
Closed By: Marissa Binck

Discussion: 01/04/2024 4:26 PM UTC-05/ Javon Harper - Remoted into CH-JERIANN238
Had user sign out and back in
Jeri-Ann was able to access emails after signing back in
Had her try another and search was successful
Issue resolved

01/04/2024 4:14 PM UTC-05/ City Attorney's Assistant is using the App River Archiver to retrieve e-mails for a FOIA due tomorrow. She is able to search but when she clicks to open the searched e-mails, she get "access denied."

Jeri-Ann Tomlin - 804-520-9316

When did you notice the problem?
Thursday, January 4, 2024 at 4:14 PM EST

Is it preventing you from doing work?
Yes

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
Harper, Javon	01/04/2024 [4:26 PM - 4:33 PM]	CCH AIS	NC	Remote	Technician	0.12

Ticket# 35235
01/04/2024

I need a G3 License/mailbox for a new assistant Commonwealth Attorney. Jessica Cooper (cooperj@colon
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter Support

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

01/04/2024
Closed By: Marissa Binck

Discussion: 01/04/2024 2:59 PM UTC-05/ Javon Harper - Lewis,

You are welcome!

Thanks,
Javon Harper

01/04/2024 2:58 PM UTC-05/ Thanks so much Javon! Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov Fro

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Thanks so much Javon!

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/04/2024 2:46 PM UTC-05/ Javon Harper - Lewis,

Jessica Cooper Mailbox has been created.

Thanks,
Javon Harper

Notes
Logged into O365 Admin & Appriver
Added a G3 license and added it to Jessica Moody Office 365 account
Made sure mailbox was created

01/04/2024 2:40 PM UTC-05/ I need a G3 License/mailbox for a new assistant Commonwealth Attorney.
Jessica Cooper (cooperj@colonialheightsva.gov). Set up in AD already.
Due to resignations in that office -
Ashley Henderson's mailbox can be deleted.
I converted Erin Barr, Zach Livesay and Raychel Webster to Shared Mailboxes and will remove in 60 days.

When did you notice the problem?
Thursday, January 4, 2024 at 2:39 PM EST

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
Harper, Javon	01/04/2024 [2:46 PM - 2:58 PM]	CCH AIS	NC	Remote	Technician	0.20

Ticket# 35209
01/03/2024

Yvette Hawthorne is having problems with her computer freezing up and having to restart daily due to
City of Colonial Heights
Yvette Hawthorne
8045209333
hawthorney@colonialheightsva.gov

Headquarter Support

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

01/04/2024
Closed By: Marissa Binck

Discussion: 01/04/2024 9:14 AM UTC-05/ Javon Harper - Yvette,

Thank you for your response, please let me know if you have any issues?

Thanks,
Javon Harper

01/04/2024 8:50 AM UTC-05/ Good morning Javon, So far everything seems good. No freezing. Google opened up fine and did not take a long time opening new tabs. Thank you, Yvette Hawthorne BSW, QMHP-C Yo

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

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Good morning Javon,

So far everything seems good. No freezing. Google opened up fine and did not take a long time opening new tabs.

Thank you,

Yvette Hawthorne BSW, QMHP-C
Youth Program Coordinator
Office On Youth & Human Services
City of Colonial Heights
201 James Avenue, City Hall
Colonial Heights VA, 23834
(804) 520-9289
hawthorney@colonialheightsva.gov

[https://icons.iconarchive.com/icons/yootheme/social-bookmark/32/social-facebook-box-blue-icon.png] [https://icons.iconarchive.com/icons/graphics-vibe/classic-3d-social/32/youtube-icon.png] [Back to Home]

Everyday the sun won't shine, but that's why I love tomorrow-GloRilla

01/04/2024 8:05 AM UTC-05/ Javon Harper - Yvette,

Good Morning, checking in to see how your pc is doing after the updates?

Thanks,
Javon Harper

01/03/2024 2:36 PM UTC-05/ 804-520-9289 or 804-520-9286 Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheightsva.gov &nb

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804-520-9289 or 804-520-9286

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

01/03/2024 1:17 PM UTC-05/ Javon Harper - Remoted into CH-ABBY224
Yvette stated her PC keeps freezing and rebooting
Checked the specs in which they are:
512 GB Storage
8GB Ram/ I5- 7400CPU
2018 Device was purchased and warranty is expired
89 % Memory usage, 99 Disk Usage and Fluctuating CPU ranging from 28-100%
Ran Windows updates to update the system, firmware and OS patch and informed user to reboot at the end of the day
The device is an outdated all in one
I will inform Lewis of the findings to see what he will like to do next
I will reach out to user before I reach out to Lewis for a permanent Fix

01/03/2024 1:15 PM UTC-05/ Javon Harper - Lewis,

Do you have a contact number Yvette Hawthorne?

Thanks,
Javon Harper

01/03/2024 1:09 PM UTC-05/ Yvette Hawthorne is having problems with her computer freezing up and having to restart daily due to the freeze. Can someone please assist her? Thank you! :-)

When did you notice the problem?
Wednesday, January 3, 2024 at 1:08 PM EST

Is it preventing you from doing work?
Yes

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
Harper, Javon	01/03/2024 [1:17 PM - 1:31 PM]	CCH AIS	NC	Remote	Technician	0.23

Ticket# 35139
12/25/2023

Number of Hours for the Previous Month
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/02/2024
Closed By: Marissa Binck

Discussion: 01/02/2024 2:00 PM UTC-05/ Joey Musaitef - This time entry is marked No Charge

emailed lewis numbers for december 30.50

12/25/2023 1:41 AM UTC-05/ Lewis needs the hours that proactive worked on issue for CH

Internal: 12/25/2023 1:41 AM UTC-05/

Resolution: 01/02/2024 2:00 PM UTC-05/ Joey Musaitef - This time entry is marked No Charge

emailed lewis numbers for december 30.50

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Musaitef, Joey	01/02/2024 [2:00 PM - 2:15 PM]	CCH AIS	NC	Remote	Technician	0.25

Ticket# 35174
12/28/2023

please create G1 license and mailbox for: munis@colonialheightsva.gov - already set up in AD and UPN
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/02/2024
Closed By: Marissa Binck

Discussion: 12/28/2023 1:58 PM UTC-05/ Tatiana Humphrey - Good Afternoon Lewis

I have added a G1 license to that account. Let me know if any issues.

Thanks,
Tatiana Humphrey

Notes
Logged into Appriver
Added G1 license
Logged into office admin
Applied it to munis email account

12/28/2023 1:29 PM UTC-05/ please create G1 license and mailbox for: munis@colonialheightsva.gov - already set up in AD and UPN has been changed to colonialheightsva.gov

When did you notice the problem?
Thursday, December 28, 2023 at 1:29 PM EST

Is it preventing you from doing work?
No

Is anyone else experiencing the problem?
No

When is the best time to contact you?
Anytime

Internal: 01/02/2024 1:56 PM UTC-05/ Joey Musaitef - updated agreement

Resolution: 01/02/2024 1:56 PM UTC-05/ Joey Musaitef - updated agreement

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs
Humphrey, Tatiana	12/28/2023 [1:58 PM - 2:08 PM]	CCH AIS O365	NC	Remote	Technician	0.17

Ticket# 35156
12/27/2023
by Marissa Binck

10AM With Tyler
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/12/2024
Closed By: Marissa Binck

Discussion: 12/27/2023 9:42 AM UTC-05/ Thanks so much. You should have received the Teams invite along with another e-mail from Tyler with 2 links. Lewis Archileti Director of Information Technology City of Colon

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Thanks so much. You should have received the Teams invite along with another e-mail from Tyler with 2 links.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

12/27/2023 9:40 AM UTC-05/ Dalton Boothe - Lewis,

Yes, sir.

Thanks,
Dalton Boothe

12/27/2023 9:39 AM UTC-05/ Good Morning Dalton, I saw your response in regards to my ticket. Are you going to be able to jump into the 10AM with Tyler? Thanks. Lewis Archileti Director of Information

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Good Morning Dalton,

I saw your response in regards to my ticket. Are you going to be able to jump into the 10AM with Tyler?

Thanks.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 35157 12/27/2023 by Marissa Binck	**FW: Colonial Heights E-Mails** City of Colonial Heights Lewis Archileti 8045209309 ArchiletiL@colonialheightsva.gov	Headquarter Support	**Status:** >Closed **Type:** Remote Support **Location:** Remote **Source:** Email Connector Priority 3 - Medium **Team:** Tier 1		01/12/2024 Closed By: Marissa Binck

Discussion: 12/27/2023 9:41 AM UTC-05/ Please see below articles Dalton. Thx. Lewis Archileti Director of Information Technology City of Colonial Heights, VA (804) 520-9309 Office (804) 731-7002 Cell www.colonialheights

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Please see below articles Dalton.

Thx.

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

From: Pinto, Chris <chris.pinto@tylertech.com>

Sent: Wednesday, December 27, 2023 9:40 AM

To: Lewis Archileti <archiletil@colonialheightsva.gov>

Subject:RE: Colonial Heights E-Mails

Here are 2 articles that I got from TSM that can assist. The first is the AV exclusion that we talked about and the second could be the munis program we saw using a the memory on the APP server.

sophospsmartbannerend

Here are 2 articles that I got from TSM that can assist. The first is the AV exclusion that we talked about and the second could be the munis program we saw using a the memory on the APP server.

https://tylernow.atlassian.net/wiki/spaces/KA/pages/547618995/Antivirus+Exclusion+List+For+Munis+Servers
https://tylernow.atlassian.net/wiki/spaces/KA/pages/590839843/Server+Resources+Spiking+After+Daylight+Savings+Changeover

Thanks,
Chris

Chris Pinto, HDI-CSR

Software Support Analyst – Tyler Forms
Tyler Technologies, Inc.

From: Lewis Archileti <archiletil@colonialheightsva.gov>

Sent: Thursday, December 21, 2023 3:21 PM

To: Pinto, Chris <chris.pinto@tylertech.com>

Subject:Colonial Heights E-Mails

Karla – ramseyk@colonialheightsva.gov
Lewis – archiletil@colonialheightsva.gov

Lewis Archileti
Director of Information Technology
City of Colonial Heights, VA
(804) 520-9309 Office
(804) 731-7002 Cell
www.colonialheightsva.gov
[image]

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Ticket# 35155
12/27/2023
by Marissa Binck

FW: Server Review
City of Colonial Heights
Lewis Archileti
8045209309
ArchiletiL@colonialheightsva.gov

Headquarter
Support

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

01/12/2024
Closed By: Marissa Binck

Discussion: 12/27/2023 9:38 AM UTC-05/ -----Original Appointment----- From: Pinto, Chris Sent: Wednesday, December 27, 2023 9:31 AM To: Pinto, Chris; Kayla Bessant; Karla Ramsey; Lewis Archileti Cc: Simpson, Dean Subject: Se

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-----Original Appointment-----
From: Pinto, Chris <Chris.Pinto@tylertech.com>
Sent: Wednesday, December 27, 2023 9:31 AM
To: Pinto, Chris; Kayla Bessant; Karla Ramsey; Lewis Archileti
Cc: Simpson, Dean
Subject: Server Review
When: Wednesday, December 27, 2023 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where: Microsoft Teams Meeting

_____ Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting

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_____

Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting

Meeting ID:268 841 215 568
Passcode:GKsfmd

Download Teams | Join on the web

Or call in (audio only)

+1 347-352-7305,,973127488# United States, New York City

Phone Conference ID:973 127 488#

Find a local number | Reset PIN

Learn More | Meeting options

_____

Time Entries:

Member	Date	Agreement	Bill	Work Type	Work Role	Actual Hrs

Total Services: 415