

## NetCare™ Sample Executive Summary Report

### Overview

## Executive Report - Sample Customer



Report Period: 1/7/2007 - 1/14/2007

Report Created on: 1/14/2007 3:01:54 AM

### Sample Customer

|                               |
|-------------------------------|
| Street: 1234 Fallbrook Avenue |
| City: Fresno                  |
| Province: California          |
| Postal Code: 93711            |
| Country: US                   |

### Details of Sample Customer

### Alerts Summary

| Backups        |       |             |
|----------------|-------|-------------|
| Alert Category | Count | Self-Healed |
| Backups        | 0     | 0           |

| Device Down    |       |             |
|----------------|-------|-------------|
| Alert Category | Count | Self-Healed |
| Offline        | 0     | 0           |

| Events                        |       |             |
|-------------------------------|-------|-------------|
| Alert Category                | Count | Self-Healed |
| Windows Error Events          | 0     | 0           |
| Citrix                        | 0     | 0           |
| Terminal Services             | 0     | 0           |
| Windows Security Audit Events | 5     | 0           |
| Windows Information Events    | 0     | 0           |
| Windows Warning Events        | 0     | 0           |
| SNMP Traps                    | 0     | 0           |
| Syslog                        | 0     | 0           |

| Firewalls      |       |             |
|----------------|-------|-------------|
| Alert Category | Count | Self-Healed |
| Firewalls      | 0     | 0           |

| Hardware       |       |             |
|----------------|-------|-------------|
| Alert Category | Count | Self-Healed |
| Errors         | 0     | 0           |

| Network        |       |             |
|----------------|-------|-------------|
| Alert Category | Count | Self-Healed |
| Resources      | 0     | 0           |
| Errors         | 0     | 0           |
| Performance    | 0     | 0           |
| Resource       | 0     | 0           |

| Performance             |       |             |
|-------------------------|-------|-------------|
| Alert Category          | Count | Self-Healed |
| Exchange Server         | 0     | 0           |
| IIS                     | 0     | 0           |
| Citrix                  | 0     | 0           |
| Logical Disk Free Space | 0     | 0           |
| Memory                  | 0     | 6           |
| CPU                     | 0     | 0           |
| Terminal Services       | 0     | 0           |
| SQL Server              | 0     | 0           |
| Page File               | 0     | 0           |
| Other                   | 4     | 2           |
| Active Directory        | 0     | 0           |
| ISA Server              | 0     | 0           |
| Backup Exec             | 0     | 0           |

| Scripts        |       |             |
|----------------|-------|-------------|
| Alert Category | Count | Self-Healed |
| Script Alerts  | 0     | 0           |

| Security                 |       |             |
|--------------------------|-------|-------------|
| Alert Category           | Count | Self-Healed |
| Virus                    | 0     | 0           |
| MBSA Scan                | 2     | 0           |
| Firewall Security Events | 0     | 0           |
| Windows Success Audits   | 4     | 0           |
| Windows Failure Audits   | 2     | 0           |
| Trend Micro AV           | 0     | 0           |
| Firewall Event           | 0     | 0           |

| Services         |       |             |
|------------------|-------|-------------|
| Alert Category   | Count | Self-Healed |
| Windows Services | 0     | 0           |
| Network Services | 0     | 0           |

| SNMP           |       |             |
|----------------|-------|-------------|
| Alert Category | Count | Self-Healed |
| Traps          | 0     | 0           |

| Windows Error Events |       |             |
|----------------------|-------|-------------|
| Alert Category       | Count | Self-Healed |
| Events               | 0     | 0           |

| Alert Category | Count | Self-Healed |
|----------------|-------|-------------|
| Uncategorized  | 0     | 0           |

## Trouble Tickets Summary

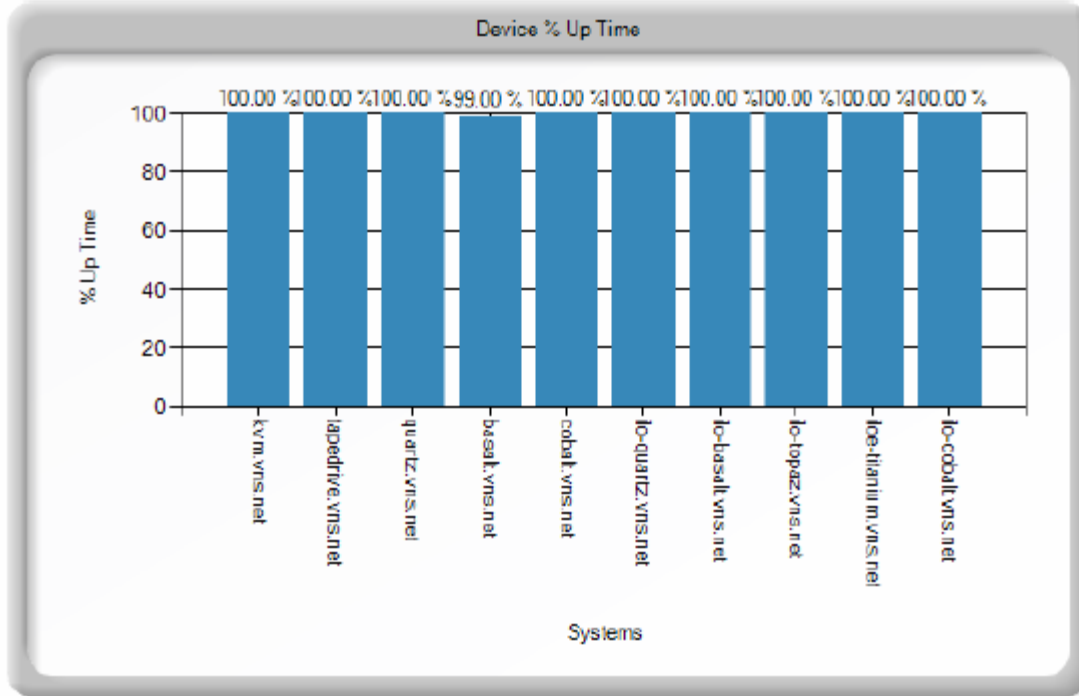
| Trouble Ticket Status | Count |
|-----------------------|-------|
| New and Opened        | 4     |
| Closed                | 0     |

| TicketID | Title   | Assigned To | Priority | Date Opened           | Category         | Status | Resolution Time |
|----------|---|-------------|----------|-----------------------|------------------|--------|-----------------|
| 38       | Forwarding email on Citrix server session locks up for 1-2 minutes            | vnsnoc      | Medium   | 1/9/2007 12:50:00 PM  | Service Requests | Opened | N/A             |
| 39       | Hp 4000TN: waste a page after every print job.                                | vnsnoc      | Medium   | 1/10/2007 11:51:00 AM | Service Requests | Opened | N/A             |
| 41       | SVCHOST.EXE repeatedly crashes  | vnsnoc      | Medium   | 1/12/2007 10:36:00 AM | Service Requests | Opened | N/A             |
| 45       | URANIUM HP insight agent not working and COBALT/ONYX fiber HBAs giving errors | vnsnoc      | Medium   | 1/12/2007 5:25:00 PM  | Service Requests | Opened | N/A             |

## Windows Events Summary

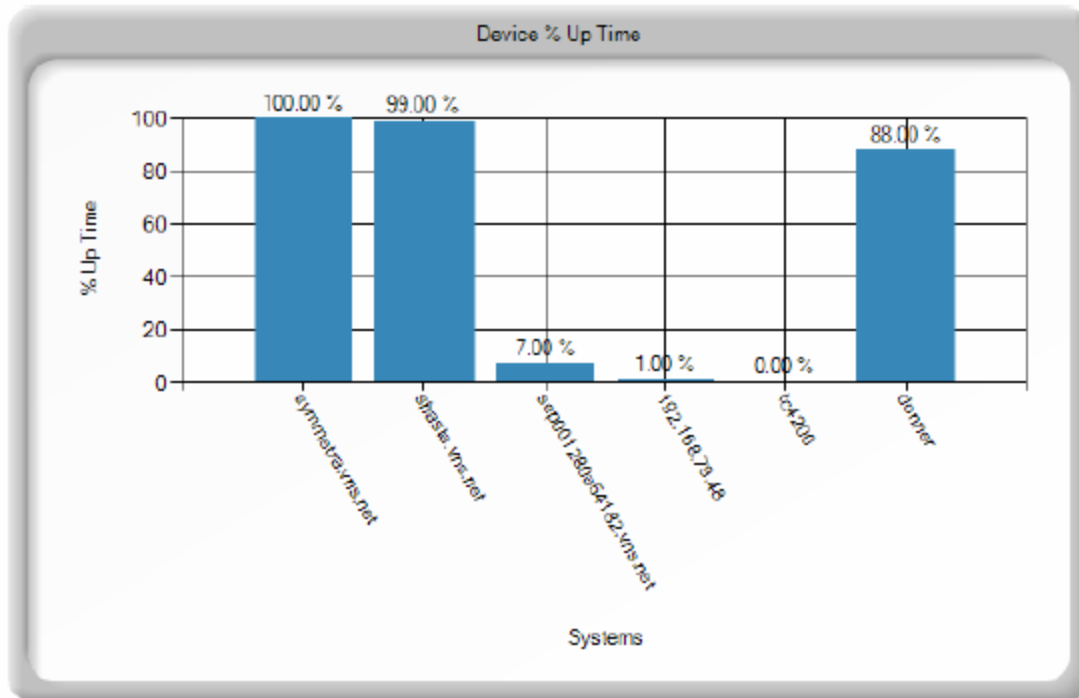
| Windows Event Log | Warning              | Error                |
|-------------------|----------------------|----------------------|
| Application       | 23                   | 43                   |
| System            | 18                   | 49                   |
|                   | <b>Failure Audit</b> | <b>Success Audit</b> |
| Security          | 188                  | 225089               |

## Availability And Up Time (%Up Time)



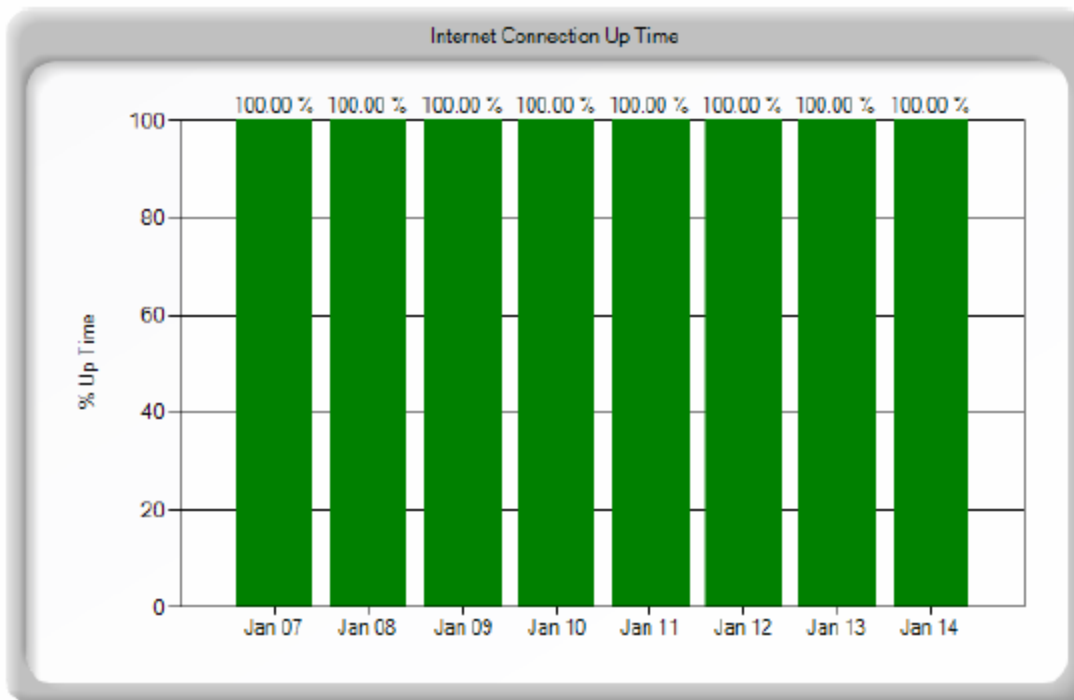
| Device Name          | % Up Time |
|----------------------|-----------|
| kvm.vns.net          | 100       |
| tapedrive.vns.net    | 100       |
| quartz.vns.net       | 100       |
| basalt.vns.net       | 99        |
| cobalt.vns.net       | 100       |
| ilo-quartz.vns.net   | 100       |
| ilo-basalt.vns.net   | 100       |
| ilo-topaz.vns.net    | 100       |
| ilo-titanium.vns.net | 100       |
| ilo-cobalt.vns.net   | 100       |

## Availability And Up Time (%Up Time)



| Device Name             | % Up Time |
|-------------------------|-----------|
| symmetra.vns.net        | 100       |
| shasta.vns.net          | 99        |
| sep001280a54182.vns.net | 7         |
| 192.168.79.48           | 1         |
| tc4200                  | 0         |
| donner                  | 88        |

## Internet Connectivity



## Remote Management Summary

| User | Host Device | Host IP | Client Device | Client IP | Host Port | Protocol | Session Started Time | Session Ended Time | Termination Reason |
|------|-------------|---------|---------------|-----------|-----------|----------|----------------------|--------------------|--------------------|
|      |             |         |               |           |           |          |                      |                    |                    |

## Patch Summary

| Device             | Installed | Needed | Not Needed | Unknown | Failed | Last Updated         |
|--------------------|-----------|--------|------------|---------|--------|----------------------|
| sierra.vns.net     | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 4:52:14 PM |
| willamette.vns.net | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 6:26:12 PM |
| brighton.vns.net   | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 5:46:29 PM |
| bigbear.vns.net    | 102       | 1      | 1478       | 0       | 0      | 1/13/2007 5:01:59 PM |
| cascade.vns.net    | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 2:51:49 PM |
| sequoia.vns.net    | 121       | 1      | 1459       | 0       | 0      | 1/13/2007 4:04:47 PM |
| blacktail.vns.net  | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 6:47:39 PM |
| northwood.vns.net  | 121       | 3      | 1456       | 0       | 1      | 1/13/2007 3:50:50 PM |
| tahoe.vns.net      | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 5:19:08 PM |
| yosemite.vns.net   | 113       | 1      | 1467       | 0       | 0      | 1/12/2007 6:41:34 PM |
| teton.vns.net      | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 5:31:38 PM |
| brookdale.vns.net  | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 2:53:41 PM |
| thera.vns.net      | 102       | 1      | 1478       | 0       | 0      | 1/13/2007 5:01:59 PM |
| almador.vns.net    | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 5:00:17 PM |
| whitney.vns.net    | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 5:48:05 PM |
| palomar.vns.net    | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 5:11:11 PM |
| shasta.vns.net     | 122       | 1      | 1458       | 0       | 0      | 1/13/2007 4:35:26 PM |

## O/S

Total Count: 28

| Count | Operating System   |
|-------|--|
| 18    | Microsoft Windows XP Professional                          |
| 5     | Microsoft(R) Windows(R) Server 2003, Enterprise Edition    |
| 4     | Microsoft(R) Windows(R) Server 2003 Enterprise x64 Edition |
| 1     |  |

## CPU

Total Count: 56

| Count | CPU Type                          |
|-------|-----------------------------------|
| 22    | Intel(R) Pentium(R) 4 CPU 2.60GHz |
| 14    | Intel(R) Xeon(TM) CPU 3.40GHz     |
| 6     | AMD Opteron(tm) Processor 252     |
| 4     | Intel(R) Xeon(TM) CPU 3.06GHz     |
| 3     | Intel(R) Pentium(R) 4 CPU 3.00GHz |
| 2     | Intel(R) Pentium(R) 4 CPU 2.80GHz |
| 2     | AMD Opteron (tm) Processor 850    |
| 1     | AMD Opteron(tm) Processor 250     |
| 1     | Intel(R) Pentium(R) 4 CPU 2.40GHz |
| 1     | Intel(R) Pentium(R) 4 CPU 2.66GHz |

## Hard Drives

Total Count: 34

| Count | Capacity Range          |
|-------|-------------------------|
| 20    | Between 40GB and 80GB   |
| 7     | Between 20GB and 40GB   |
| 3     | Greater than 350GB      |
| 2     | Between 80GB and 120GB  |
| 1     | Between 120GB and 240GB |
| 1     | Between 5GB and 10GB    |

## Memory

Total Count: 28

| Count | Capacity Range          |
|-------|-------------------------|
| 13    | Between 256MB and 512MB |
| 10    | Between 1GB and 2GB     |
| 4     | Between 512MB and 1GB   |
| 1     | Less than 32MB          |

## Video Cards

Total Count: 27

| Count | Video Card                                |
|-------|---|
| 15    | Intel(R) 82865G Graphics Controller       |
| 5     | RAGE XL PCI                               |
| 4     | RAGE XL PCI (Microsoft Corporation)       |
| 1     | NVIDIA Quadro NVS (Microsoft Corporation) |
| 1     | NVIDIA Quadro NVS with AGP8X              |
| 1     | NVIDIA Quadro PCI-E Series NVS 280        |

## Sound Cards

Total Count: 19

| Count | Sound Card                        |
|-------|-----------------------------------|
| 17    | SoundMAX Integrated Digital Audio |
| 1     | USB Audio Device                  |
| 1     | Creative SB Live! Value (WDM)     |

## Monitors

Total Count: 56

| Count | Monitor                     |
|-------|-----------------------------|
| 14    | hp L1702 flat panel monitor |
| 7     | Plug and Play Monitor       |
| 6     | Default Monitor             |

## Applications

| Count | Application  |
|-------|--|
| 26    | Windows Rights Management Client Backwards Compatibility SP2 |
| 24    | MSXML 4.0 SP2 (KB927978)                                     |
| 23    | Security Update for Microsoft .NET Framework 2.0 (KB917283)  |
| 23    | Security Update for Microsoft .NET Framework 2.0 (KB922770)  |
| 23    | Security Update for Windows Media Player 6.4 (KB925398)      |
| 23    | Microsoft .NET Framework 2.0                                 |
| 23    | Microsoft Internationalized Domain Names Mitigation APIs     |
| 23    | Microsoft National Language Support Downlevel APIs           |
| 23    | CA eTrust Antivirus  |
| 23    | Windows Rights Management Client with Service Pack 2         |
| 23    | Windows Internet Explorer 7                                  |
| 20    | Security Update for Windows Internet Explorer 7 (KB929969)   |
| 20    | MSXML 6.0 Parser (KB927977)                                  |
| 19    | Microsoft Office Communicator 2005                           |
| 19    | Microsoft .NET Framework 1.1 Hotfix (KB886903)               |
| 19    | Microsoft .NET Framework 1.1                                 |
| 19    | GFI FAXmaker Client 12                                       |
| 19    | Java(TM) SE Runtime Environment 6                            |
| 19    |  |
| 18    | Security Update for Windows XP (KB917422)                    |
| 18    | Security Update for Windows XP (KB923884)                    |
| 18    | Security Update for Windows XP (KB923880)                    |
| 18    | Security Update for Windows XP (KB924270)                    |
| 18    | Security Update for Windows XP (KB926247)                    |
| 18    | Security Update for Windows XP (KB926255)                    |
| 18    | Update for Windows XP (KB894391)                             |
| 18    | Update for Windows XP (KB908521)                             |
| 18    | Update for Windows XP (KB925878)                             |
| 18    | Security Update for Windows XP (KB896424)                    |
| 18    | Security Update for Windows XP (KB899587)                    |
| 18    | Security Update for Windows XP (KB900725)                    |
| 18    | Security Update for Windows XP (KB902400)                    |
| 18    | Security Update for Windows XP (KB904706)                    |
| 18    | Security Update for Windows XP (KB912919)                    |
| 18    | Security Update for Windows XP (KB914389)                    |
| 18    | Security Update for Windows XP (KB920213)                    |
| 18    | Windows Installer 3.1 (KB893803)                             |
| 18    | Windows Media Format 11 runtime                              |

## SNMP

Total Count: 20

| Count | SNMP Device Description                            |
|-------|--|
| 2     | Hardware: x86 Family 15 Model 3 Stepping 4 AT/AT C |
| 2     | Hardware: x86 Family 15 Model 37 Stepping 1 AT/AT  |
| 2     | APC Web/SNMP Management Card (MB:v3.8.6 PF:v3.3.0) |
| 2     | Hardware: EM64T Family 15 Model 3 Stepping 4 AT/AT |
| 1     | Hardware: x86 Family 15 Model 2 Stepping 9 AT/AT C |
| 1     | APC Web/SNMP Management Card (MB:v3.8.6 PF:v3.3.1) |
| 1     | Cisco IOS Software, 2800 Software (C2800NM-ADVIPSE |
| 1     | Cisco IOS Software, C1200 Software (C1200-K9W7-M), |
| 1     | Hardware: AMD64 Family 15 Model 5 Stepping 10 AT/A |
| 1     | HP ETHERNET MULTI-ENVIRONMENT,ROM C.25.80,JETDIREC |
| 1     | HP ETHERNET MULTI-ENVIRONMENT,ROM none,JETDIRECT,J |
| 1     | HP ETHERNET MULTI-ENVIRONMENT,ROM R.22.01,JETDIREC |
| 1     | HP MSA 1000 8-port Fibre Channel Switch            |
| 1     | IP-Console-Switch-1x1x16 03.00.11                  |
| 1     | Linux wallbotz500 2.4.26 #1 Tue Jun 13 17:53:42 CD |
| 1     | ProCurve J8697A Switch 5406zl, revision K.11.17, R |

## Websites Up Time Report

Website Title: VNS

Home Page URL: <http://www.vns.net>

Monitored URL: <http://www.vns.net:80/>

