

Home

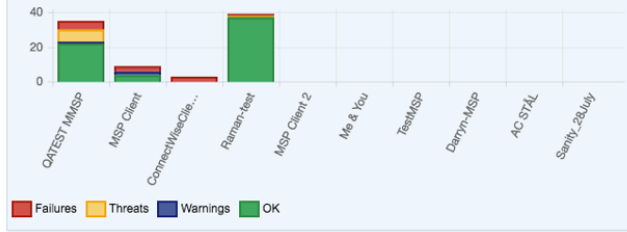


Home

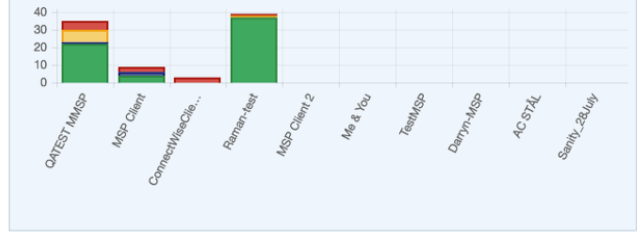
Enter Ticket ID



Tickets with SLA issues



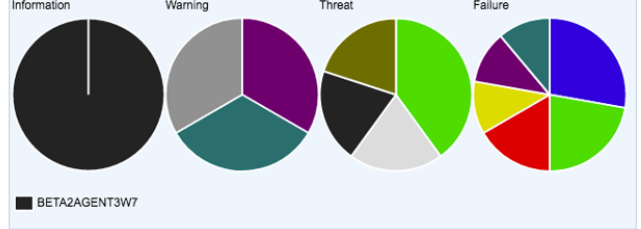
Devices with SLA issues



Dashboard added on 04/16/2018 12:12:41 PM



Dashboard added on 04/16/2018 12:13:08 PM



Devices



Home > Devices > 2017Sanity-std > WIN7YODA5-PC Details > Attributes

Enter Ticket ID



Device Details

<p>Host Name: ✗ centos2-localdomain</p> <p>FQDN:</p> <p>IP Address: 192.168.122.1, 192.168.87.12</p> <p>Ext IP Address: 43.243.63.231</p> <p>MAC Address: 0e-ec-b4-57-a9-6a, 00-50-56-a2-01-8b</p> <p>Up Time: N/A</p> <p>Security Center: ✗ No Alerting Configured</p> <p>Documentation: ✗ Site Documentation</p>	<p>Agent Status: ✗ Agent Disconnected. (Last connected: 102 Days, 1 Hour, 22 Minutes ago)</p> <p>SLA Status: ✗ The Device is not monitored</p> <p>Device Type:</p> <p>Agreement:</p> <p>Device Class:</p> <p>Current User: N/A (Disconnected)</p> <p>Last User: centos_1</p>	<p>Device Tasks: <input type="text" value="Please Select..."/></p> <p>Current NC: Global NC</p> <p>Default NC: <input type="text" value="Global NC"/></p> <p>Remote Control: <input type="checkbox"/> <input checked="" type="checkbox"/> Native...</p> <p>Task Manager:</p> <p>Agent Type: <input checked="" type="radio"/> Standard <input type="radio"/> Advanced</p> <p>Agent Version: 2017.3.0.1</p>
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Attributes Tickets Monitoring Audit Change Files Hardware Software

<p>Device Name: <input type="text" value="centos2-localdomain"/></p> <p>Description: <input type="text" value="N/A"/></p> <p>Supplier: <input type="text"/></p> <p>Warranty Type: <input type="text"/></p> <p>Purchase Date: <input type="text"/> <input type="button" value="Set"/> <input type="button" value="Clear"/></p> <p>Warranty Expiry: <input type="text"/> <input type="button" value="Set"/> <input type="button" value="Clear"/></p> <p>Lease Expiry: <input type="text"/> <input type="button" value="Set"/> <input type="button" value="Clear"/></p> <p>Service Tag: <input type="text" value="None"/></p> <p>Serial Number: <input type="text" value="VMware-42 22 57 22 92 b8 28 06-e5 5d 8f"/></p> <p>Logon UserName: <input type="text"/></p> <p>Logon Password: <input type="password"/></p>	<p>Owner: <input type="text"/></p> <p>Location: <input type="text"/></p> <p>Device Type: <input type="text"/></p> <p>Lifecycle State: <input type="text"/></p> <p>Device Class: <input type="text"/></p> <p>Manufacturer: <input type="text"/></p> <p>Model: <input type="text" value="None"/></p> <p>Agreement: <input type="text"/></p> <p>Business Systems: <input type="text" value="Business System"/> <input type="button" value="Select"/></p> <p>Third Party URL: <input type="text"/></p>
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Tickets

Home > Tickets > All - All Queues > All Tickets (Select a View)

Enter Ticket ID 🔍

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All
All Queues
All Tickets (Select a View)
Edit Views
Select a Ticket Action
New Ticket

Edit	Status	Client	Ticket	Ticket Type	SLA Class	SLA Status	Device Name	Agreement	Client PR Status
	Archived	QATEST MMSP	1-4	Incident	Availability	?	Site Controller Agent	Term Agreement 1	Two
	Archived	QATEST MMSP	1-375	Incident	Support	?	(One or more Device/s)		Two
	Archived	QATEST MMSP	1-4	Incident	Availability	?	Site Controller Agent	Term Agreement 1	Two
	Archived	QATEST MMSP	1-375	Incident	Support	?	(One or more Device/s)		Two
	Archived	QATEST MMSP	1-373	Incident	Support	?	(One or more Device/s)		Two

Ticket Details

Trigger: kartest
 Assigned User: __SYSTEM_USER__
 Business Systems:
 Files:
 Actions:

First Alert: 07/09/2014 03:15:30 PM
 Last Update: 09/23/2015 05:02:19 PM
 Ticket Reference: 1-373
 Remote Control:

Ticket History. Show Public Notes Show Private Notes Show Time Show Expenses Show History

Edit	Date	User	Note Type	Status	SLA Status	Description	Billable	Occur
	08/04/2014 01:41:37 PM	__SYSTEM_USER__	History	Archived	Warning	The system auto archived the ticket after being closed for 3 day(s)		
	08/01/2014 12:38:15 PM	mmspuser	History	Closed	Warning	Notes:Please save and close it immediate. Ticket has been Closed by User mmspuser		
	07/09/2014 03:15:30 PM		History	Assigned	Warning	kartest		

Select Columns

	Archived	QATEST MMSP	1-2362	Incident	Support	✔	(One or more Device/s)		Two
	Archived	MSP Client	7-89	Incident	Support	?	(One or more Device/s)		Five
	Archived	MSP Client	7-88	Incident	Support	?	(One or more Device/s)		Five
	Archived	MSP Client	7-91	Incident	Support	?	(One or more Device/s)		Five
	Archived	QATEST MMSP	1-5505	Incident	Support	✔	(One or more Device/s)		Two
	Archived	QATEST MMSP	1-1269	Incident	Support	✔	Site Controller Agent	Term Agreement 1	Two

Select number of Tickets to display
Select Columns
Select Text Size
Page: 1 2 3 4 5 6 156 157 158 159 160 161

Clients

Client > Naverisk Support > Kartest

Enter Ticket ID 🔍

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Client Details

Client Name: AutoTask_SC Primary Contact: AutoTask_SC AutoTask_S... Secondary Contact:
 Description: Email: AutoTask_SC@t.com Email:
 PR Status: ❗ Five Phone: Phone:
 Industry: Mobile: Mobile:
 License: Standard

Billing Name:
 Street Address:
 Billing Address:
 Documentation: Site Documentation

🖨️ Devices
📄 Support Tickets
📁 Files
📄 Documents
📄 Standard Operating Procedures
👤 People
📄 Software Licensing
📄 Backups
🛡️ Security
🌐 Applications
🌐 Network
📍 Locations

Device Name	Logged in user	Last user	Client	Roles	Desc
AfterTLS1.2			AutoTask_SC		
AutoTaskSubclientDev1			AutoTask_SC		
MYAUTODevice			AutoTask_SC		
TEST7-PC	N/A	N/A (Disconnected)	AutoTask_SC		

Select number of Devices to display Select Columns