



MANDALA

- IT-KONZEPTE
- NETZWERKE
- INTERNET
- *Regio*[📶]Wave

Das Unternehmen

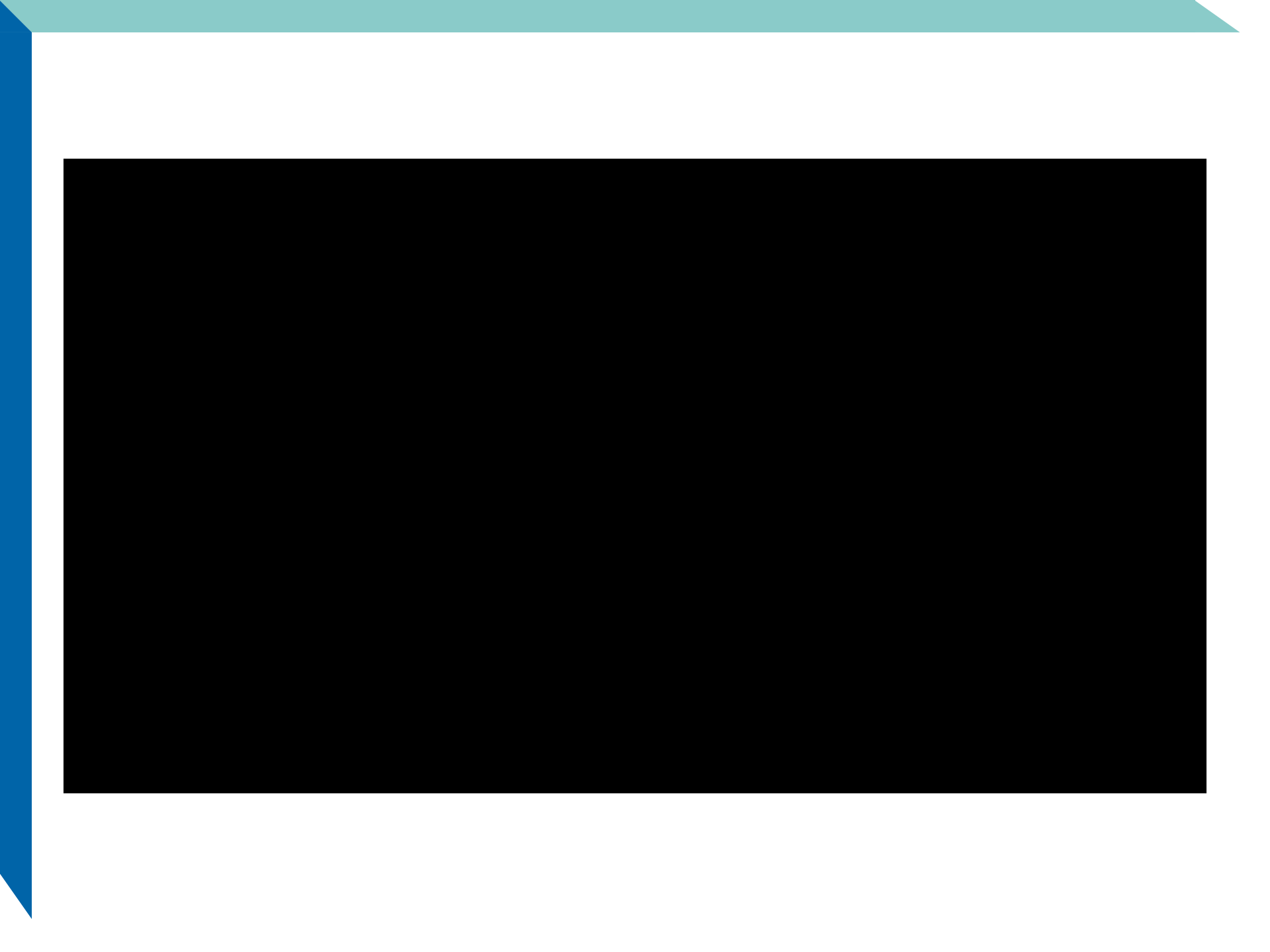
11 Mitarbeiter-/Innen

seit 1996 am Markt tätig

EDV-Systemhaus

Internet-Service-Provider

motiviert – flexibel – leistungsfähig



IT ENTLASTER



WIR SIND SCHON DA
BEVOR ETWAS PASSIERT

Dienste werden ständig überprüft

EXCH2007 (218) Phone: Time: 14:02

Self Collection Detected Roles

Welcome Info LTBackup Hardware Devices Drives Network Printers Processes Software Services Commands Tools, Tasks & Groups Patching Logs Startup Monitors

Name	Host	Service	Status	Duration	Last Check	Next Check	Reliability	Status Information
SVC-MSSQLSERVER	Service	MSSQLSERVER	Failure	99d 4h 34m 36s	21.04.2016 14:02:18	0h 0m 23s	0%	Service MSSQLSERVER is Missing
Disk - C: Drive Space Critical-EXCH2007(218)	Disk	C:	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	Success - 85719781376
EV - 15002 Exchange Backpressure	Event	*0MSExchangeTransport15002*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15002 Exchange Backpressure	Event	*0MSExchangeTransport15002*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15002 Exchange Backpressure	Event	*0MSExchangeTransport15002*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15004 Exchange Backpressure	Event	*0MSExchangeTransport15004*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15004 Exchange Backpressure	Event	*0MSExchangeTransport15004*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15004 Exchange Backpressure	Event	*0MSExchangeTransport15004*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15006 Exchange Backpressure	Event	*0MSExchangeTransport15006*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15006 Exchange Backpressure	Event	*0MSExchangeTransport15006*	Monitoring	N/A	N/A	Filtered	100%	N/A
EV - 15006 Exchange Backpressure	Event	*0MSExchangeTransport15006*	Monitoring	N/A	N/A	Filtered	100%	N/A
LT - Perf Monitors Enable	File	%SystemRoot%\noperf	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	File C:\Windows\LTSc\noperf Missing
Perf - File Directory Searches	Perf	Server	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Files Open	Perf	Server	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Files Opened Total	Perf	Server	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	14
Perf - Active Mailbox Delivery Queue	Perf	MSExchangeTransport Queues	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Active Non-SMTP Delivery Queue	Perf	MSExchangeTransport Queues	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Active Remote Delivery Queue Length	Perf	MSExchangeTransport Queues	Success	43d 0h 53m 31s	21.04.2016 14:02:23	0h 0m 28s	100%	0
Perf - Active Temp Tables	Perf	SQLServer:General Statistics	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Aggregate Delivery Queue Length	Perf	MSExchangeTransport Queues	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Available MBytes	Perf	Memory	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 1m 47s	100%	619
Perf - Connection Reset/sec	Perf	SQLServer:General Statistics	Success	99d 4h 50m 11s	21.04.2016 14:02:43	0h 0m 48s	100%	0
Perf - Database Page Fault Stalls/sec	Perf	MSExchange Database	Success	47d 13h 46m 6s	21.04.2016 14:02:48	0h 0m 53s	100%	0
Perf - Disk % Idle Time	Perf	PhysicalDisk	Success	0d 9h 0m 22s	21.04.2016 14:02:32	0h 1m 7s	83%	97,95028
Perf - Disk Transfers/Sec	Perf	PhysicalDisk	Success	0d 8h 59m 52s	21.04.2016 14:01:32	0h 0m 7s	88%	0
Perf - Errors Sec	Perf	Active Server Pages	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - File Cache Hits %	Perf	Internet Information Services Global	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - HTTP Requests	Perf	HTTP Service Request Queues	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Largest Delivery Queue Length	Perf	MSExchangeTransport Queues	Success	43d 0h 53m 31s	21.04.2016 14:02:23	0h 0m 28s	100%	0
Perf - LDAP Read Time	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	0
Perf - LDAP Read Time	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	0
Perf - LDAP Read Time	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	0
Perf - LDAP Search Time	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	0
Perf - LDAP Search Time	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	0
Perf - LDAP Search Time	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 4m 47s	100%	0
Perf - LDAP Searches Timed Out	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - LDAP Searches Timed Out	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - LDAP Searches Timed Out	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - LDAP Searches Timed Out	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Log Generation Checkpoint Depth	Perf	MSExchange Database ==> Instances	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	7
Perf - Logical Connections	Perf	SQLServer:General Statistics	Success	99d 4h 50m 11s	21.04.2016 14:02:43	0h 0m 48s	100%	0
Perf - Long Running LDAP Operations	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Long Running LDAP Operations	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Long Running LDAP Operations	Perf	MSExchange ADAccess Domain Con...	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Mail Deadlocks	Perf	SQLServer:General Statistics	Success	99d 4h 50m 11s	21.04.2016 14:02:43	0h 0m 48s	100%	0
Perf - Memory Pages Sec	Perf	Memory	Success	2d 9h 7m 6s	21.04.2016 14:01:48	0h 0m 23s	100%	0
Perf - Messages Queued for Submission	Perf	MSExchangeIS Mailbox	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Messages Queued for Submission Public	Perf	MSExchangeIS Public	Success	99d 4h 50m 12s	21.04.2016 14:02:42	0h 0m 47s	100%	0
Perf - Network Bandwidth	Perf	Network Interface	Success	99d 4h 50m 12s	21.04.2016 14:02:12	0h 0m 47s	100%	1,0002E 09
Perf - OWA Average Response Time	Perf	MSExchange OWA	Success	0d 2h 41m 23s	21.04.2016 14:02:31	0h 0m 36s	45%	195

Begin Refresh

Next Status 0 minute(s) : 15 seconds

Updates/Patches werden dokumentiert

EXCH2007 (218) Phone: Time: 14:02

Self Collection Detected Roles

Welcome Info LTBackup Hardware Devices Drives Network Printers Processes Software Services Commands Tools, Tasks & Groups Patching Logs Startup Monitors

Operating System

Microsoft Windows Server 2008 R2 Datacenter x64
6.1.7601 Service Pack 1

No Filter Search Clear Options Page Size 29 Page # 1 of 9 Total: 247

KB Article	Category	Severity	Installed	Pushed	Approved	Title	Queued Date	Finished Date	Failed	Successful
KB3005...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3127...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3118...	Updates		Installed	Not Attempted	Install	Update für Windows Server 2008 R2 x64 Edition (KB3118...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2937...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2973...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3097...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2690...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3071...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3109...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3033...	Security Updates	Critical	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2736...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3076...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2653...	Security Updates	Critical	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2840...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3108...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2841...	Updates		Installed	Not Attempted	Install	Internet Explorer 11 für Windows Server 2008 R2 für x6...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB981111	Feature Packs		Installed	Not Attempted	Install	Update für Best Practices Analyzer für Dateidienste für ...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2911...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2538...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft Visual C++ 2005 Service ...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2386...	Updates		Installed	Not Attempted	Install	Update für Best Practices Analyzer für Anwendungsserve...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3011...	Security Updates	Critical	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB981392	Feature Packs		Installed	Not Attempted	Install	Update für Best Practices Analyzer für Anwendungsserve...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3135...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2973...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3142...	Security Updates	Critical	Installed	Not Attempted	Install	Sicherheitsupdate für Microsoft .NET Framework 3.5.1 un...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2712...	Security Updates	Moderate	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB2957...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3087...	Security Updates	Important	Installed	Not Attempted	Install	Sicherheitsupdate für Windows Server 2008 R2 x64 Editi...	01.01.0001 00:00:00	01.01.0001 00:00:00		
KB3068...	Updates		Installed	Not Attempted	Install	Update für Windows Server 2008 R2 x64 Edition (KB3068...	01.01.0001 00:00:00	01.01.0001 00:00:00		

Queued Date	Status	Patches	Finished Date	Action	Results
19.04.2016 03:47:44	Command completed	Microsoft Silverlight (KB3126036), Update für Windows Server 2008 ...	19.04.2016 04:46:18	Install	Windows Update Version 7.6.7601.19161Microsoft .NET Framework 4.5.2-Sprach...

Begin Refresh

Next Status 0 minute(s) : 27 seconds

Netzwerkkomponenten können überwacht werden

Printer - LBP6670 (192.168.0.187) 795

Main Ports Tickets Monitors SNMP Explorer Printer Details

Identification

Name: LBP6670
 Type: Printer
 Community (get): public
 Community (set):
 Asset Date: 07.04.2016
 Access Password: <- No Password ->

Identity

Local Address: 192.168.0.187
 MAC: 88-87-17-56-31-06
 OS:
 Manufacturer: Canon
 Client:
 Location: Zentrale-BS
 Probe:
 Model:

Comments and Information

Save Additional Information | Delete All Values | Delete Values on Tab | Refresh

Default

Location: x
☐ vmware host x
 Serial Number: x

Status
 Status: Online
 Uptime: 2:5:0
 Send Alert when Unit is Down: ☐

Network

Data Sent: 675.760kb 5406kb/min
 Data Received: 47.000.695kb 376005kb/min
 Interfaces: 1
 Monitor Interface: 0
 External Sync Flag: ☐

Last Inventory
 Last Inventory: 21.04.2016 14:27:07
 Last Contact: 21.04.2016 14:27:07

Custom Collection Template

Template: <Use Default Template(s)>

SNMP Settings

SNMP Version: V1
 Username:
 Auth Password:
 Enc Password:
 Reveal Passwords: ☐
 Auth Method: MD5
 Enc Method: DES

Alert Template

Select an Alert Template: Not Selected
 No Alert Template Selected.
 Edit the Alerts | Create a New Template

Additional Alert Message

Alert Message:

These are default settings for all monitors created for this device.

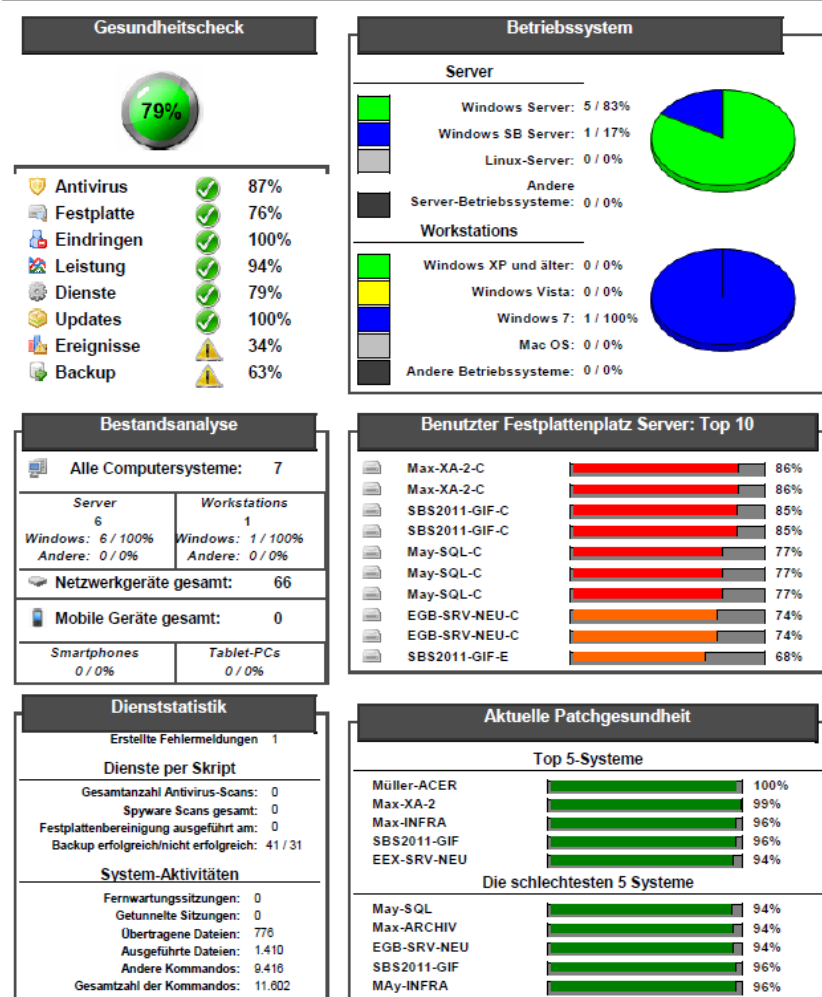
Wake Up | Install | Save | Refresh

Begin | Refresh | FasTalk™

Wer soll das nur alles auswerten?

Max Mustermann AG - Executive Summary

Zeitraum: 12.08.2014 - 12.09.2014

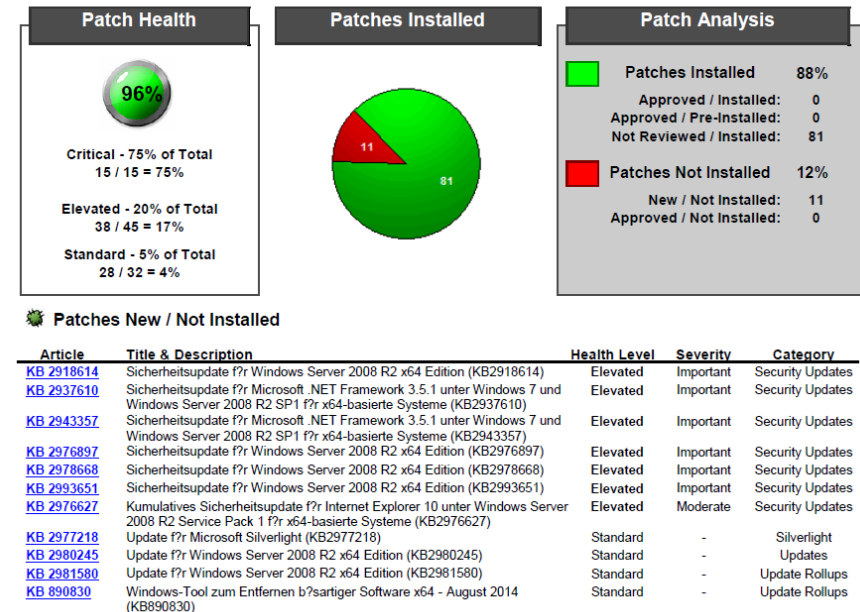


Max-Mustermann AG - Patch Übersicht

Report Date: 28.08.2014

Zentrale (cont.)

SQL-SRV: Server 2008 x64; Added on 04-Jul-2014; Running



Übersicht der Server/Clients via Internet

128-IS-STU-10
Status: **Online** Domain: is.cjd-bs.local User name: CJD-INFO-IS\larsd,0 Last Contact: 4/25/2016 11:03 AM In FasTalk: False

Command States

Computer Summary

Resource	Usage
CPU Usage	6
Memory Usage	62
System Drive Usage	15

OS: Microsoft Windows 10 Pro
Local IP: 10.40.11.50
MAC: 00-13-E8-58-0F-43
OS Version: 10.0.10586
External IP: 79.243.192.86
Up-Time: 3D:23H:7M
Asset Tag: No Asset Tag
Serial Number: Not Applicable

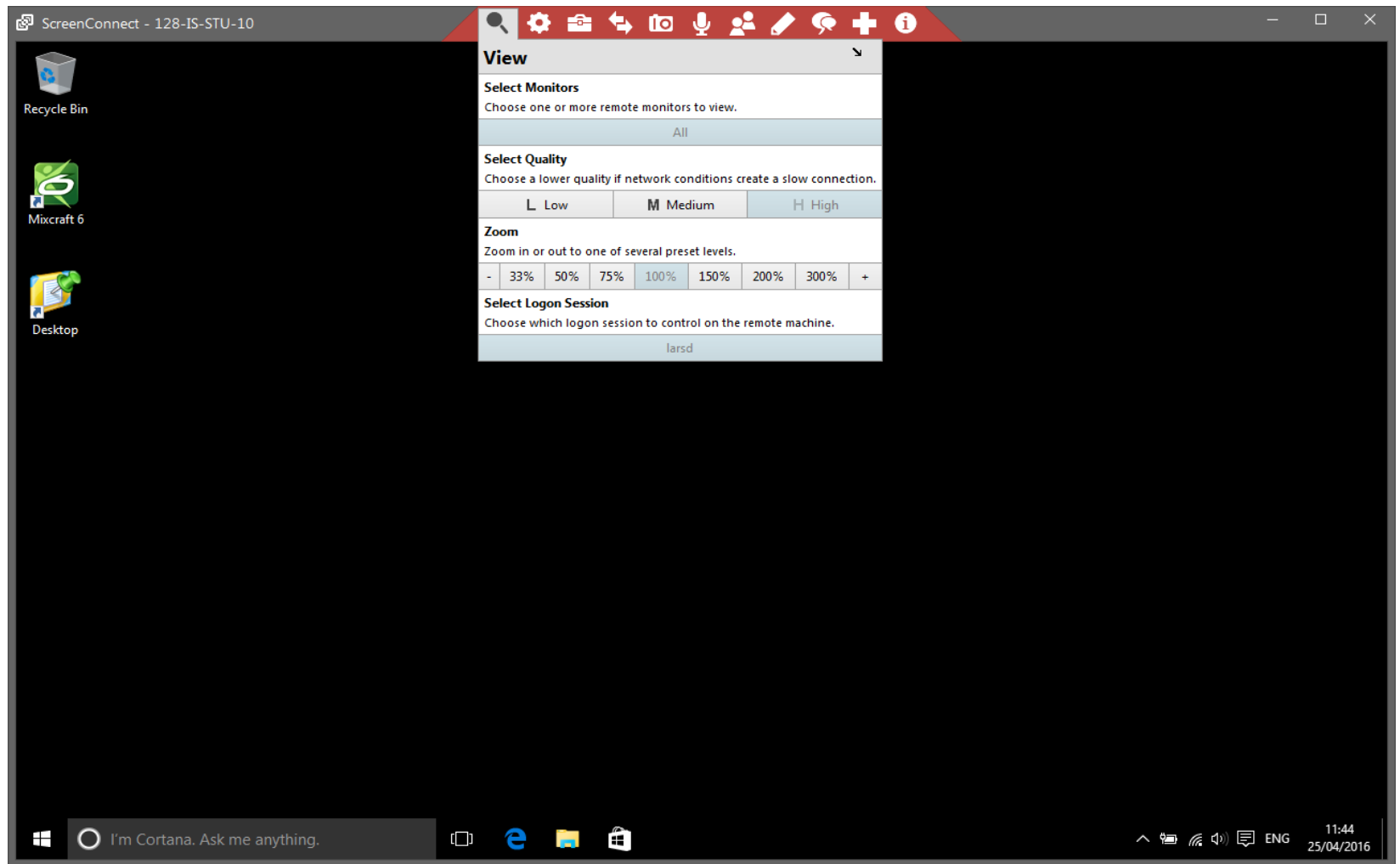
Flags

Flag	Status
Probe	✗
Virtual Machine	✗
Reboot Needed	✗
HP iLO	✗
System	✓
Virtual Host	✗
Locked Down	✗
Intel vPro	✗
Master	✗
Tunnels Available	✓
FasTalk	✗
Intel AMT	✗

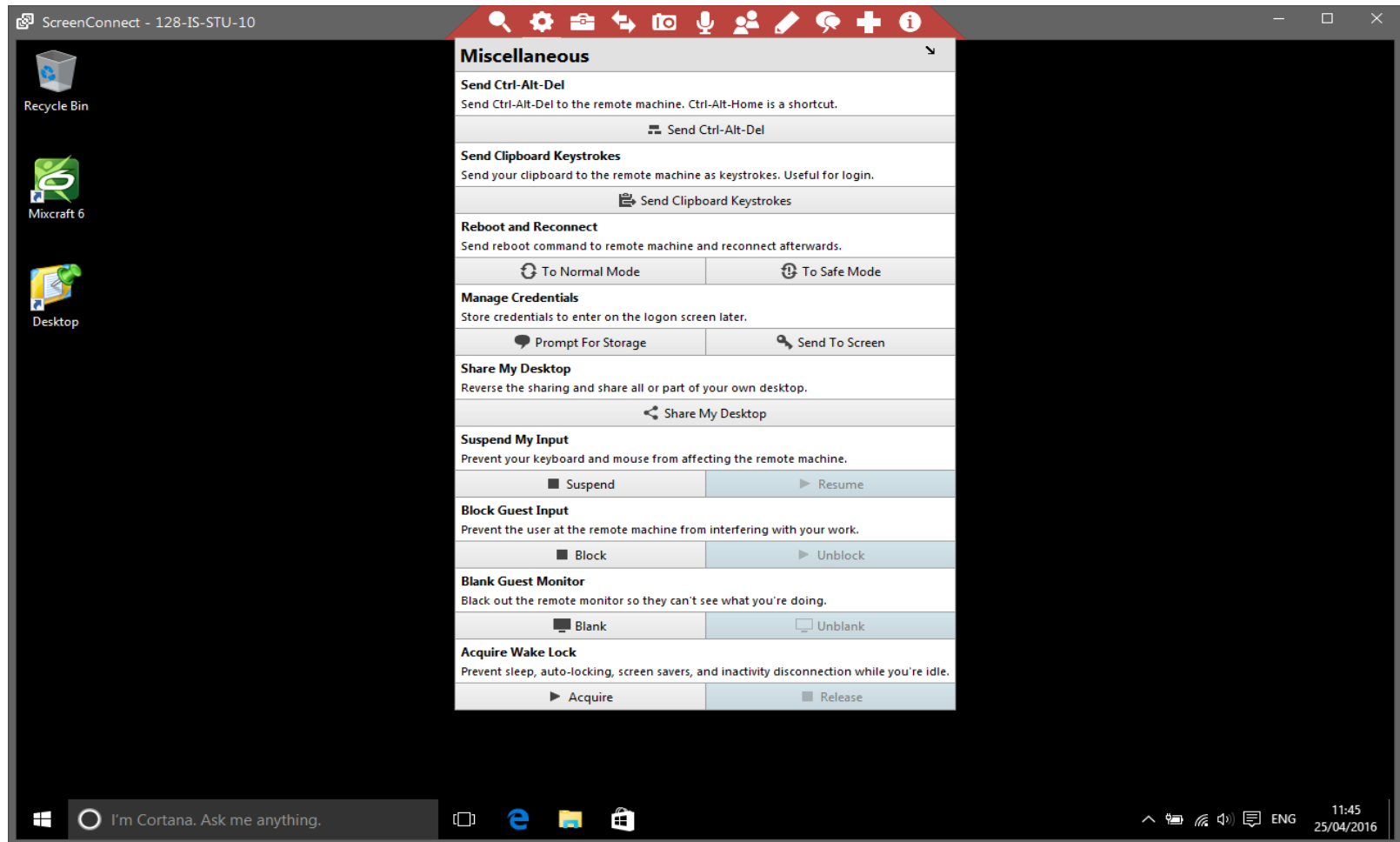
Navigation: Alerts | Commands | Drives | Patches | Printers | Processes | Scripts | Services | Software | Startup Items | Tickets

Page 1 of 1

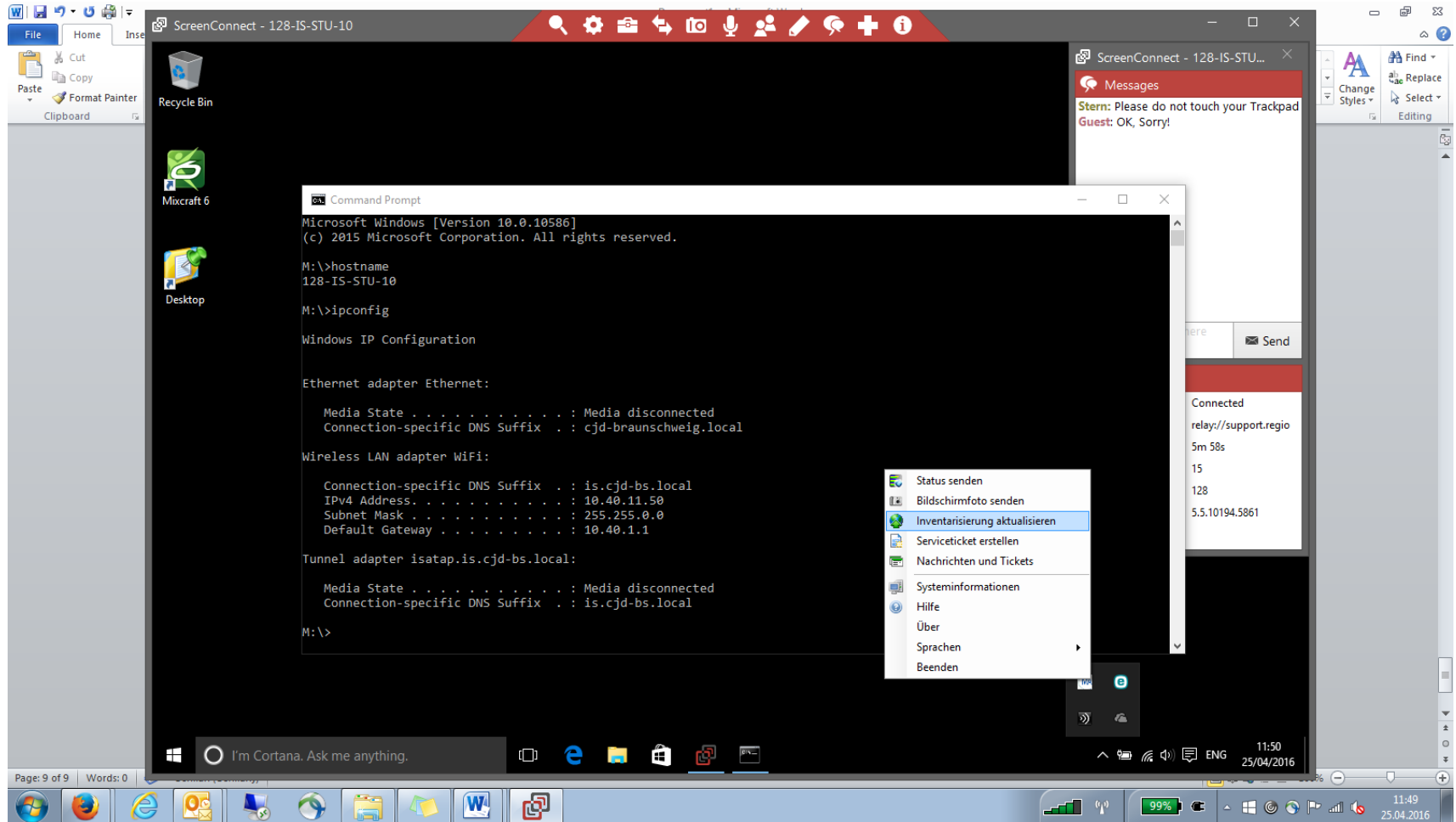
Remote-Zugriff für Endnutzer-Betreuung



Remote-Zugriff für Endnutzer-Betreuung



Remote-Zugriff für Endnutzer-Betreuung



Gründe für den IT-Entlaster

24*7*365 Überwachung der Systeme

kompetente Hilfe mit garantierten Interventionszeiten

Unterstützung bei Softwareinstallationen

Systemdaten werden bei uns gesammelt - nicht irgendwo

betriebsratskonforme Berichte

Übernahme von Routineaufgaben / Entlastung der IT-Verantwortlichen

Eigene Remote-Software (kein Team-Viewer erforderlich)

**Mit dem IT-Entlaster können Sie Ihr
Tagesgeschäft zuverlässig erledigen.**