



ProActive Plus Managed Services
Monthly Activity Report
April 2008

ICS Support
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Redmond, WA - 98052



This document provides CDR - Corporate Management Team with a detailed service report provided by ICS Support for April 2008.

The following sections are included :

PREVENTIVE MAINTENANCE ACTIVITY

This report details the preventive maintenance work carried out for computers where the DPMA is installed. Desktop computing represents a substantial investment for today's businesses. Regular preventive maintenance keeps the desktop environment secure against internet attacks. The following preventive maintenance activities are carried out at regular intervals :

- Antivirus updates: Checks whether the desktop has the latest antivirus definition updates. Antivirus programs must update themselves regularly to stay effective against new viruses.
- Spyware management: Removes spy-ware that can slow down your computer, displays annoying pop-up ads, changes Internet settings, or uses your private information without your consent.
- Temporary file deletion: Removes unused files from your system allowing Windows to run faster and free up valuable hard disk space.

SECURITY PATCH MANAGEMENT ACTIVITY

There have been several widely publicized attacks and vulnerabilities related to Microsoft software. Many organizations with proactive Microsoft patch management in place were not affected by these attacks or vulnerabilities. They acted on information Microsoft made available previous to the attacks. This report provides information regarding the Microsoft security patch update process carried out at your site along the status of security hot-fixes.

BACKUP MONITORING

Backup operations are complex and volatile making it difficult for companies to understand their true backup success rate, and more importantly, their recoverability. As a result, companies are exposed to substantial business risk from lost data, leaving their IT departments scrambling to identify, troubleshoot and remediate sources of failure between backup windows. This report provides a concise summary regarding the backup success, backup failures, root causes for failure and backup performance.

SERVER MONITORING

This report provides information regarding the health of your servers. Server health monitoring identifies and eliminates conditions that could compromise server productivity. This report documents a server's core health parameters in a concise and simple layout without going into technical details. Servers are very important to a business environment. This report displays how fast servers respond and server availability.

DEVICE MONITORING

This report provides information regarding devices setup under Device monitoring (SNMP and ICMP). It



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shows device availability and a response time analysis i.e., the average response time for the device. Additionally, the report provides an interface utilization analysis i.e., for inbound and outbound traffic of the devices under monitoring.

WORK STATUS

This report provides a detailed summary of work performed at your location for all desktop and server machines. Each service request is documented with a non technical description, the time taken to resolve the issue, and if the service request required an on-site visit.



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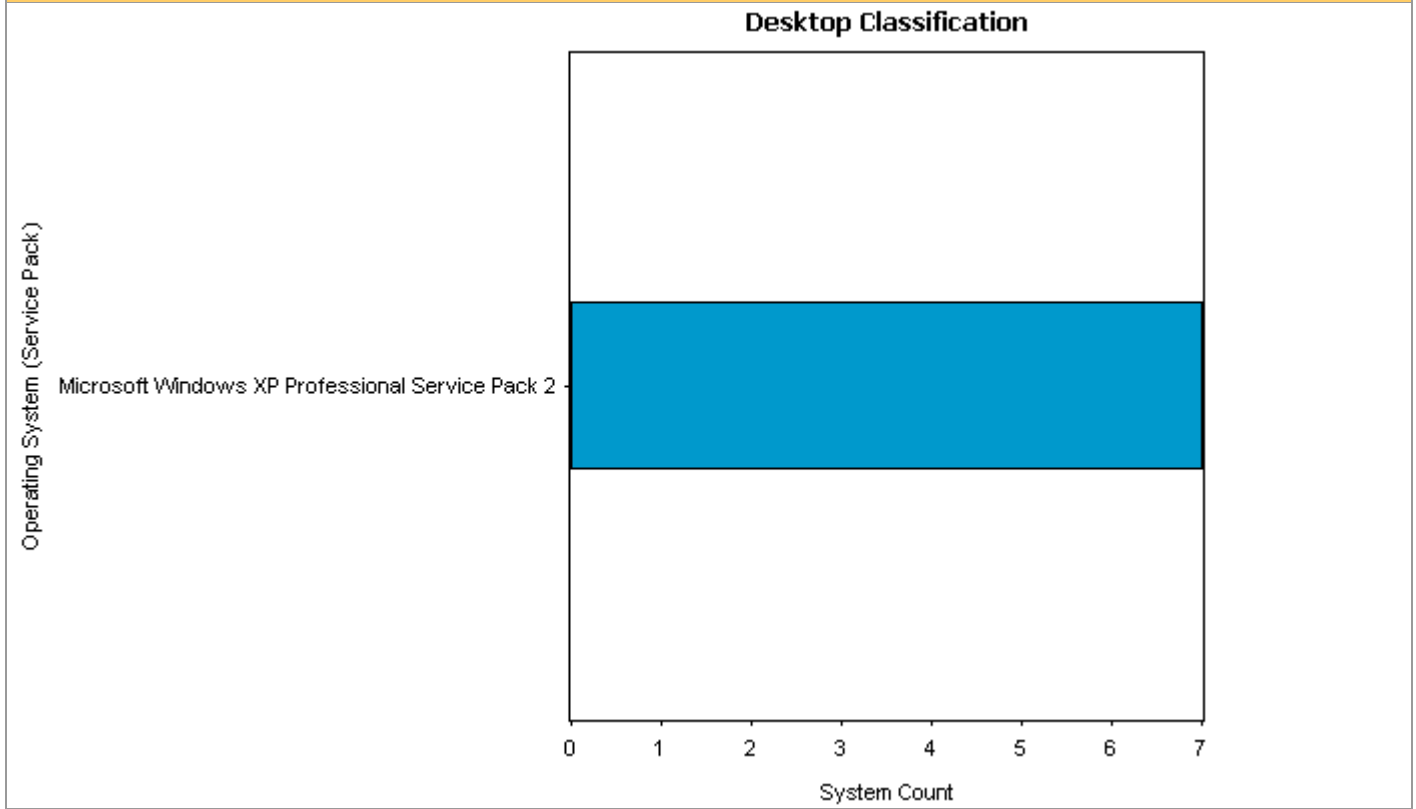
OVERVIEW OF DEVICES UNDER MANAGEMENT

System Classification		
Total Servers	Total Devices	Total Desktops
5	0	7

Server Details			
Server Name	IP Address	Operating System	Service Pack
CDRTS01	10.103.13.11, 172.22.22.11	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
CDRTS02	10.103.13.12, 172.22.22.12	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
EXCHANGE	10.103.13.113, 10.103.13.16	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
FILESERVE1	10.103.13.17	Microsoft(R) Windows(R) Server 2003, Standard Edition	Service Pack 2
KORVUE1	10.103.13.14, 172.22.22.14	Microsoft(R) Windows(R) Server 2003 Standard x64 Edition	Service Pack 2

Desktop Details		
Operating System	Service Pack	System Count
Microsoft Windows XP Professional	Service Pack 2	7

Desktop Operating System Service Pack Graph





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PREVENTIVE MAINTENANCE ACTIVITY - ANTIVIRUS UPDATES

Description

Checks whether the desktop has the latest antivirus definition updates. Antivirus programs must update themselves regularly to stay effective against new viruses.

■ Success
 ■ Failure
 ■ Not Supported / Not Installed
 ■ Info Not Available

SERVER

System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
CDRTS01	10.103.13.11, 172.22.22.11	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
CDRTS02	10.103.13.12, 172.22.22.12	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
EXCHANGE	10.103.13.113, 10.103.13.16	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
FILESERVE1	10.103.13.17	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
KORVUE1	10.103.13.14, 172.22.22.14	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	

DESKTOP

System / Day	IP Address	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
CDR-LAP05	169.254.170.111, 10.103.13.128	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
CDR-LAP06	10.103.19.108	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
CDR-LAP08	10.103.13.103	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
CDR-LAP10	10.103.13.102, 10.103.13.130	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
CDR-LAP14	64.134.143.250, 64.134.143.220	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
CDR-LAP15	10.103.18.168	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	
CSC-DWTN-VISIA1	10.103.14.102	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	



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PREVENTIVE MAINTENANCE ACTIVITY - ANTIVIRUS UPDATES - List of Systems where Antivirus found to be Not Supported			
Category	System Name	IP Address	Antivirus Found
DESKTOP	CDR-LAP14	64.134.143.250, , 64.134.143.220	
DESKTOP	CDR-LAP15	10.103.18.168	



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List of Antivirus supported By ITSupport247	
Vendor	Version
AVG 7.5	
AVG Free Edition	
CA eTrustAntivirus	7.1
CA eTrustITM Agent	8.1
CA eTrustITMAgent	8.0
McAfee Managed VirusScan	
McAfee VirusScan Enterprise	7.0
McAfee VirusScan Enterprise	7.1
McAfee VirusScan Enterprise	8.0
McAfeeVirusScan	4.5
Norton AntiVirus	10.0
Norton AntiVirus	14.0
Norton AntiVirus 2001	
Norton AntiVirus 2002	8.0
Norton AntiVirus 2003	9.0
Norton AntiVirus 2004	10.0
Norton AntiVirus 2006	12.0
Norton AntiVirus 2006	12.2
Norton AntiVirus Corporate Edition	7.6
Norton AntiVirus Corporate Edition	7.5
Norton AntiVirus Corporate Edition	7.6
Norton AntiVirus2005	11.5
Symantec AntiVirus	0.1
Symantec AntiVirus	8.0
Symantec AntiVirus	8.1



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List of Antivirus supported By ITSupport247	
Vendor	Version
Symantec AntiVirus	8.1
Symantec AntiVirus	10.0
Symantec AntiVirus	9.0
Trend Micro Client/Server Security Agent:7.6	
Trend Micro OfficeScan Client	8.0
Trend Micro PC-cillin Internet Security 12	
Trend Micro PC-cillin Internet Security 14	
Trend Micro PC-cillin Internet Security 2005	
Trend Micro PC-cillin Internet Security 2006	
Trend Micro PC-cillin Internet Security 2007	



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PREVENTIVE MAINTENANCE ACTIVITY - ANTIVIRUS UPDATES - List of Systems where Antivirus found Missing		
Category	System Name	IP Address
DESKTOP	CDR-LAP14	64.134.143.250 , 64.134.143.220
DESKTOP	CDR-LAP15	10.103.18.168



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List of Antivirus searched during the scanning process
AVG 7.5
AVG Anti-Virus
AVG Free
AVG Free Edition
CA eTrust Antivirus
CA eTrustITM Agent
ClamWin Free Antivirus
Command Antivirus
eScan Corporate for MailScan
eScan Corporate for windows
ETrust EZ Antivirus
eTrust InoculateIT
EZ Antivirus
F-Prot
F-Secure
GFI MailSecurity for Exchange/SMTP
Kaspersky Anti-Virus
Kaspersky Internet Security
McAfee Managed VirusScan
McAfee SecurityCenter
McAfee Total Protection Agent Service
McAfee Total Protection for Small Business
McAfee Virus
McAfee VirusScan Enterprise
NOD32 Antivirus



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List of Antivirus searched during the scanning process
Norton Antivirus
Norton Internet Security
Norton Security Centre
Panda
PC-cillin 2003
Server Protect Information Server
ServerProtect Normal Server
Sophos Anti-Virus
Symantec AntiVirus
Symantec Client Security
Trend Micro Antivirus
TREND MICRO Client/Server Security Agent
Trend Micro OfficeScan Client
Trend Micro OfficeScan Corporate Edition
Trend Micro PC-cillin Internet Security
Trend PC-cillin
VirusBuster



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PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE MANAGEMENT

Description

Spyware management removes spyware that can slow down your computer, displays annoying pop-up ads, changes Internet settings, or uses your private information without your consent.

Note :- Blank data represents information not available.

■ Severe ■ High ■ Elevated ■ Moderate ■ Low (highest threat found for the week)

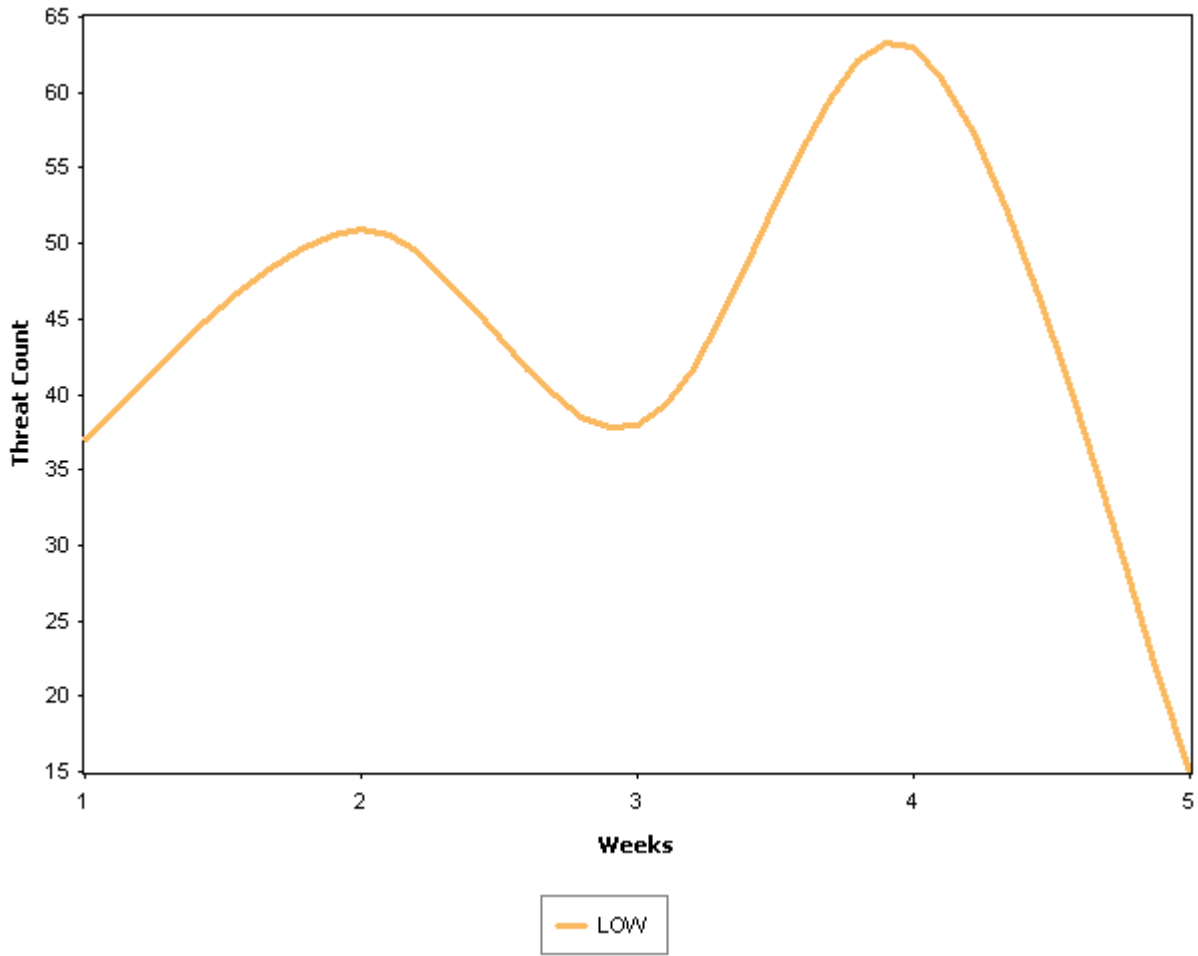
System / Week	IP Address	Week 1 (4/1/2008 to 4/5/2008)	Week 2 (4/6/2008 to 4/12/2008)	Week 3 (4/13/2008 to 4/19/2008)	Week 4 (4/20/2008 to 4/26/2008)	Week 5 (4/27/2008 to 4/30/2008)
CDR-LAP05	169.254.170.11, 10.103.13.128	1 ■	2 ■	0	0	0
CDR-LAP06	10.103.19.108	0	9 ■	12 ■	10 ■	12 ■
CDR-LAP08	10.103.13.103	0	0	0	13 ■	0
CDR-LAP10	10.103.13.102, 10.103.13.130	14 ■	36 ■	26 ■	40 ■	
CDR-LAP14	64.134.143.250, 64.134.143.220	11 ■				
CDR-LAP15	10.103.18.168	11 ■	4 ■	0		3 ■
CSC-DWTN-VISIA1	10.103.14.102	0				
Total		37	51	38	63	15

PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT LEVEL ANALYSIS

■ Severe ■ High ■ Elevated ■ Moderate ■ Low

Threat / Week	Week 1 (4/1/2008 to 4/5/2008)	Week 2 (4/6/2008 to 4/12/2008)	Week 3 (4/13/2008 to 4/19/2008)	Week 4 (4/20/2008 to 4/26/2008)	Week 5 (4/27/2008 to 4/30/2008)
■ LOW	37	51	38	63	15

Threat Level Analysis





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PREVENTIVE MAINTENANCE ACTIVITY - SPYWARE THREAT NAME ANALYSIS						
Threat Name / Week	Threat Type	Week 1 (4/1/2008 to 4/5/2008)	Week 2 (4/6/2008 to 4/12/2008)	Week 3 (4/13/2008 to 4/19/2008)	Week 4 (4/20/2008 to 4/26/2008)	Week 5 (4/27/2008 to 4/30/2008)
247RealMedia.com	Cookie (General)		1	2	2	
ad.yieldmanager	Cookie (General)	9	3	2	4	1
adrevolver	Cookie (General)	1	1	2	1	
Advertising.com	Cookie (General)	5	3	3	4	2
Ajan 1.0	Cookie (General)				1	
ATDMT.com	Cookie (General)	5	7	4	7	1
Bluestreak.com	Cookie (General)				2	
BurstNet.com	Cookie (General)		1	2		
casalemedia.com	Cookie (General)	1		1	1	1
Citi.BridgeTrack	Cookie (General)			1		
Com.com	Cookie (General)				1	
cookie.monster	Cookie (General)		2	1	1	
Desktop Spy	Cookie (General)				1	
DoubleClick	Cookie (General)	7	9	3	7	2
FastClick.com	Cookie (General)	2	1	3	3	1
Hitbox.com	Cookie (General)		3	1	2	1
Mediaplex.com	Cookie (General)	1	4	2	5	
Overture.com	Cookie (General)		1			
PriceBandit	Cookie (General)		2	3	3	1
QuestionMarket.com	Cookie (General)		4		4	
RealMedia.com	Cookie (General)	2	1	2	2	1
Remote Support System	Commercial Remote Control Tool	1				
Stat.Onestat	Cookie (General)		5	2	5	
statcounter.com	Cookie (General)				1	
Trafficmp.com	Cookie (General)				2	



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TribalFusion.com	Cookie (General)	1	3	1	2	1
Zedo	Cookie (General)	2		3	2	3



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PREVENTIVE MAINTENANCE ACTIVITY - WINDOWS TEMPORARY FILE DELETION

Description

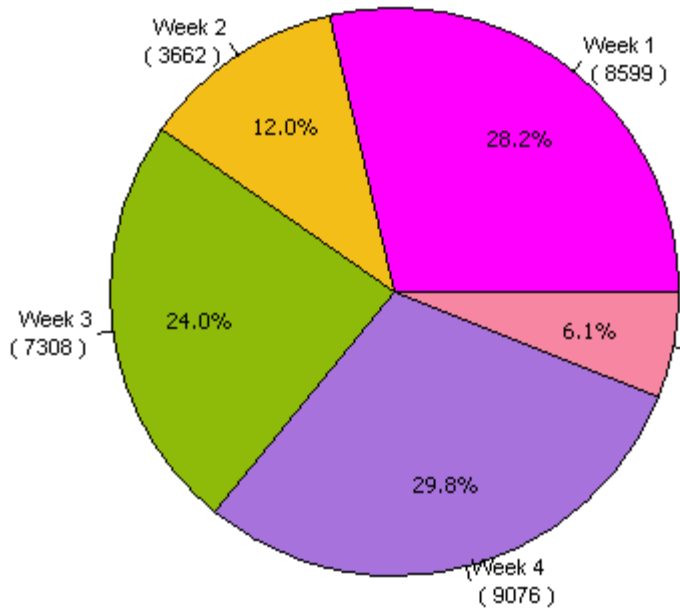
Windows temporary file deletion: Removes unused files from your system allowing Windows to run faster and free up valuable hard disk space.

Note: - Blank data represents information not available.

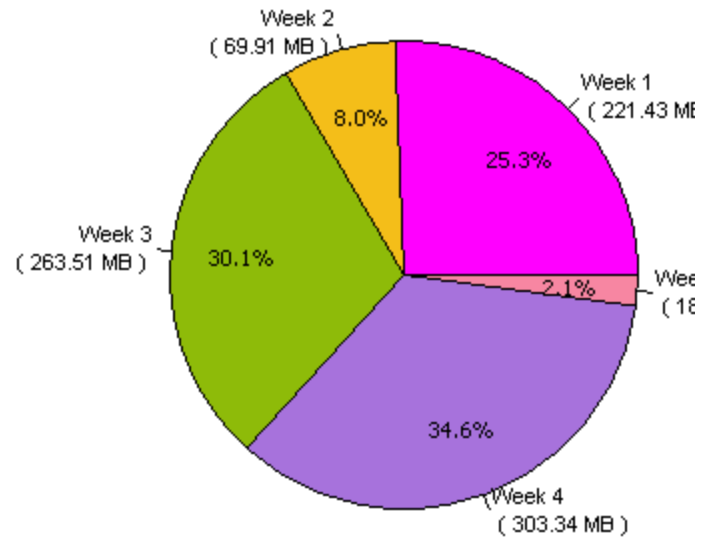
Number : Temp File Deleted count Size : Freed Space

System / Week	IP Address	Week 1 (4/1/2008 to 4/5/2008)	Week 2 (4/6/2008 to 4/12/2008)	Week 3 (4/13/2008 to 4/19/2008)	Week 4 (4/20/2008 to 4/26/2008)	Week 5 (4/27/2008 to 4/30/2008)
CDR-LAP05	169.254.170.11, 10.103.13.128	278 5.07 MB	580 5.77 MB	6 778.00 Byte	191 13.59 MB	105 1.81 MB
CDR-LAP06	10.103.19.108	387 11.00 MB	1259 11.41 MB	1915 19.91 MB	3887 46.46 MB	1621 14.40 MB
CDR-LAP08	10.103.13.103	12 49.74 KB	16 34.41 KB	4 692.00 Byte	118 4.82 MB	124 2.05 MB
CDR-LAP10	10.103.13.102, 10.103.13.130	3537 52.65 MB	1807 52.70 MB	5380 242.35 MB	4880 238.47 MB	
CDR-LAP14	64.134.143.250, 64.134.143.220	2880 39.09 MB				
CDR-LAP15	10.103.18.168	1304 17.75 MB		3 1.25 MB		1 0.00 Byte
CSC-DWTN-VISIA1	10.103.14.102	201 95.82 MB				
Total		8599 221.43 MB	3662 69.91 MB	7308 263.51 MB	9076 303.34 MB	1851 18.26 MB

Files Deleted



Freed Space

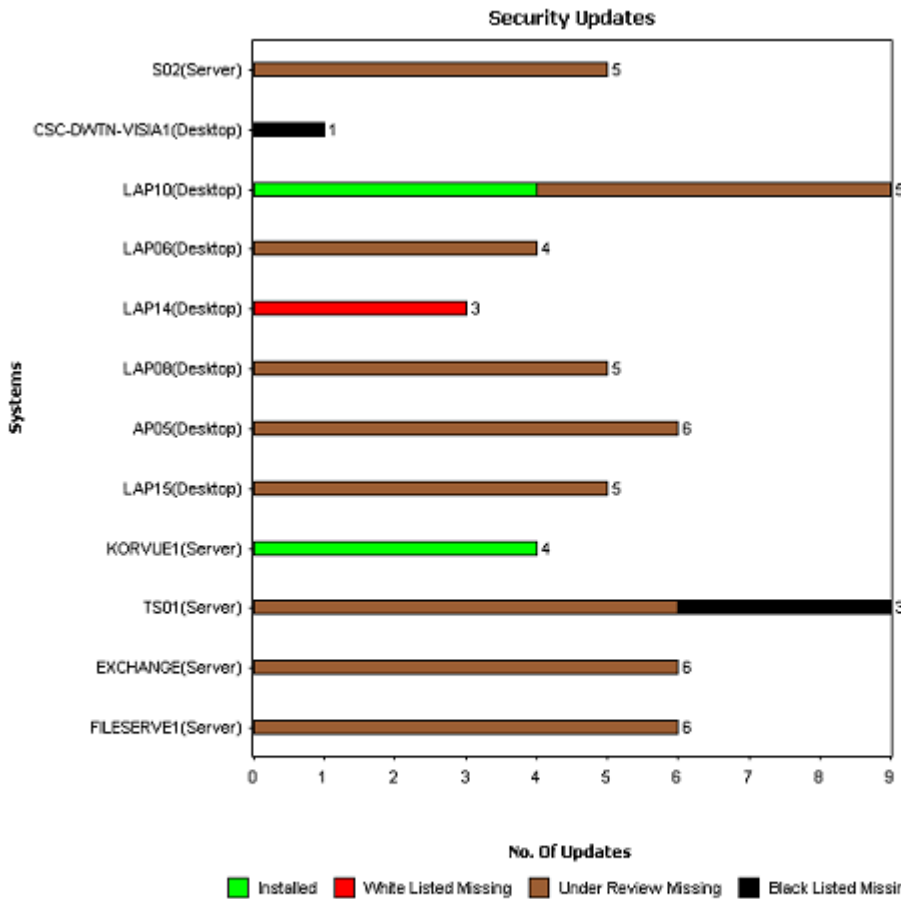


SECURITY UPDATES

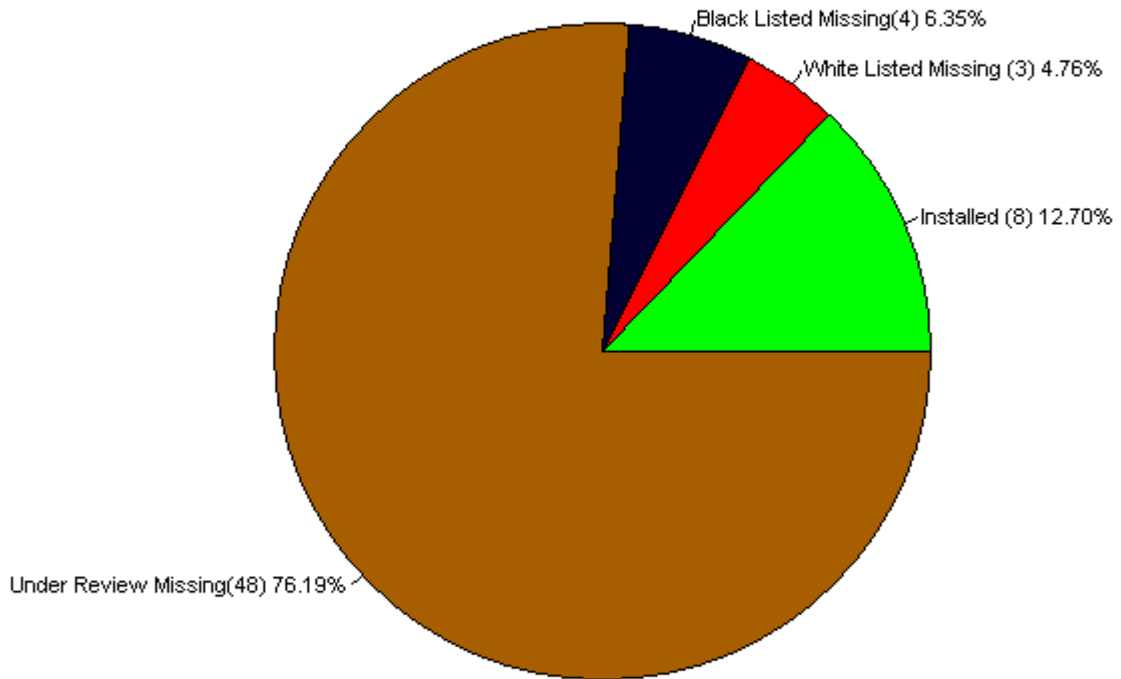
Description

There have been several widely publicized attacks and vulnerabilities related to Microsoft software. Many organizations with proactive Microsoft Patch management in place were not affected by these attacks, because they acted on information that Microsoft made available previous to the attacks. This report provides information about the security update process carried at your site along with the status of the security hot-fix implementation.

Note :- Blank column in graph represent there are no Missing Security Updates found for these month.



SECURITY UPDATES - OVERALL ANALYSIS OF SECURITY UPDATES





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BACKUP MONITORING - BACKUP JOB ANALYSIS (Success / Failure)

Description

The complexity and volatility of backup operations make it difficult for companies to understand their true backup success rate, and more importantly, the recoverability of their data. As a result, companies are exposed to substantial business risk from lost data, leaving their IT departments scrambling to identify, troubleshoot and remedy sources of failure before the next backup window. The purpose of this report is to provide a concise document about the backup success, failures, root causes and performance.

■ Success ■ Failed ■ Cancelled

Server Name: FILESERVE1 (IP Address: 10.103.13.17)

Job Name	Days																													
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Daily		■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■



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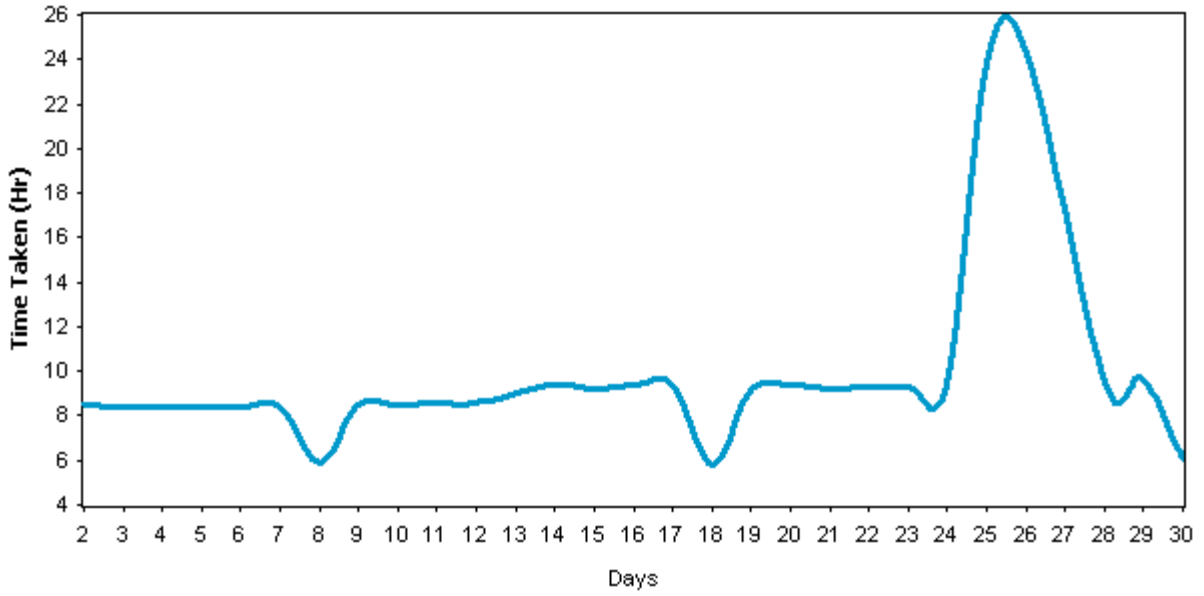
BACKUP MONITORING - BACKUP JOB FAILURE DETAILS

FILESERVE1 (IP Address : 10.103.13.17)

Sr. No.	Job Name	Error Description
01	Daily	- Job Errors
		0xe00084af - The directory or file was not found, or could not be accessed.
02	Daily	- Security Errors
		0xe0008488 - Access is denied.
03	Daily	- Server Errors
		0xe000fe30 - A communications failure has occurred.

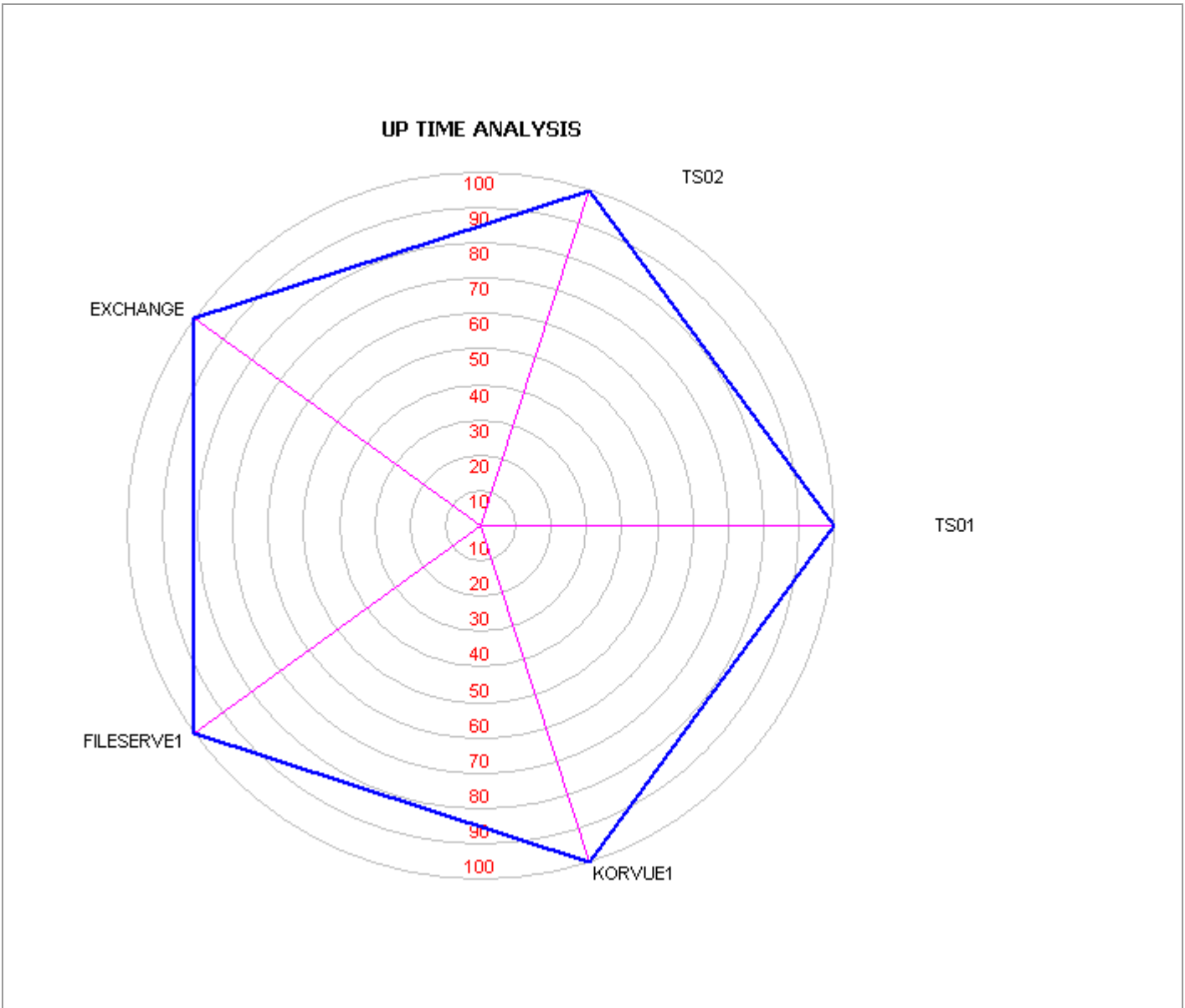
BACKUP MONITORING - BACKUP JOB TIME ANALYSIS

Time Analysis graph for FILESERVE1



— Daily

CRITICAL SERVER/DEVICES AVAILABILITY OVERVIEW - UPTIME CHART





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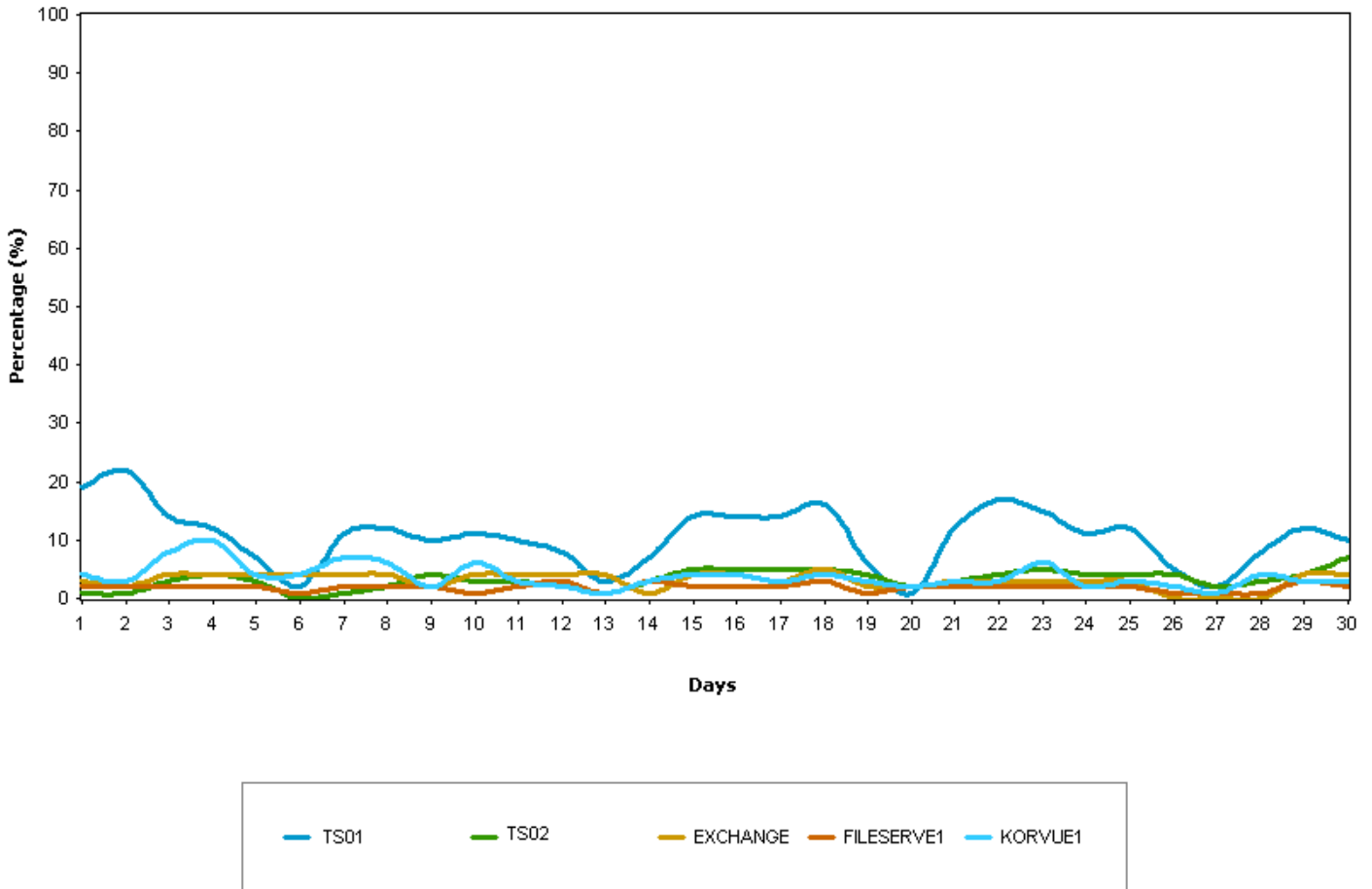
AVAILABILITY		
Device Name	IP Address	Availability (%)
CDRTS01	10.103.13.11, 172.22.22.11	99.77
CDRTS02	10.103.13.12, 172.22.22.12	99.70
EXCHANGE	10.103.13.113, 10.103.13.16	99.87
FILESERVE1	10.103.13.17	99.80
KORVUE1	10.103.13.14, 172.22.22.14	99.93

SERVER MONITORING - CPU UTILIZATION ACROSS MONITORED SERVERS

Description

A server that's too busy may be unable to satisfactorily respond to client requests. That translates into unhappy users. The simplest measure of a system's busyness is monitoring and measuring processor time, which measures the total utilization of your processor by all running processes. Consistent processor utilization above 80% needs to be investigated.

CPU Utilization





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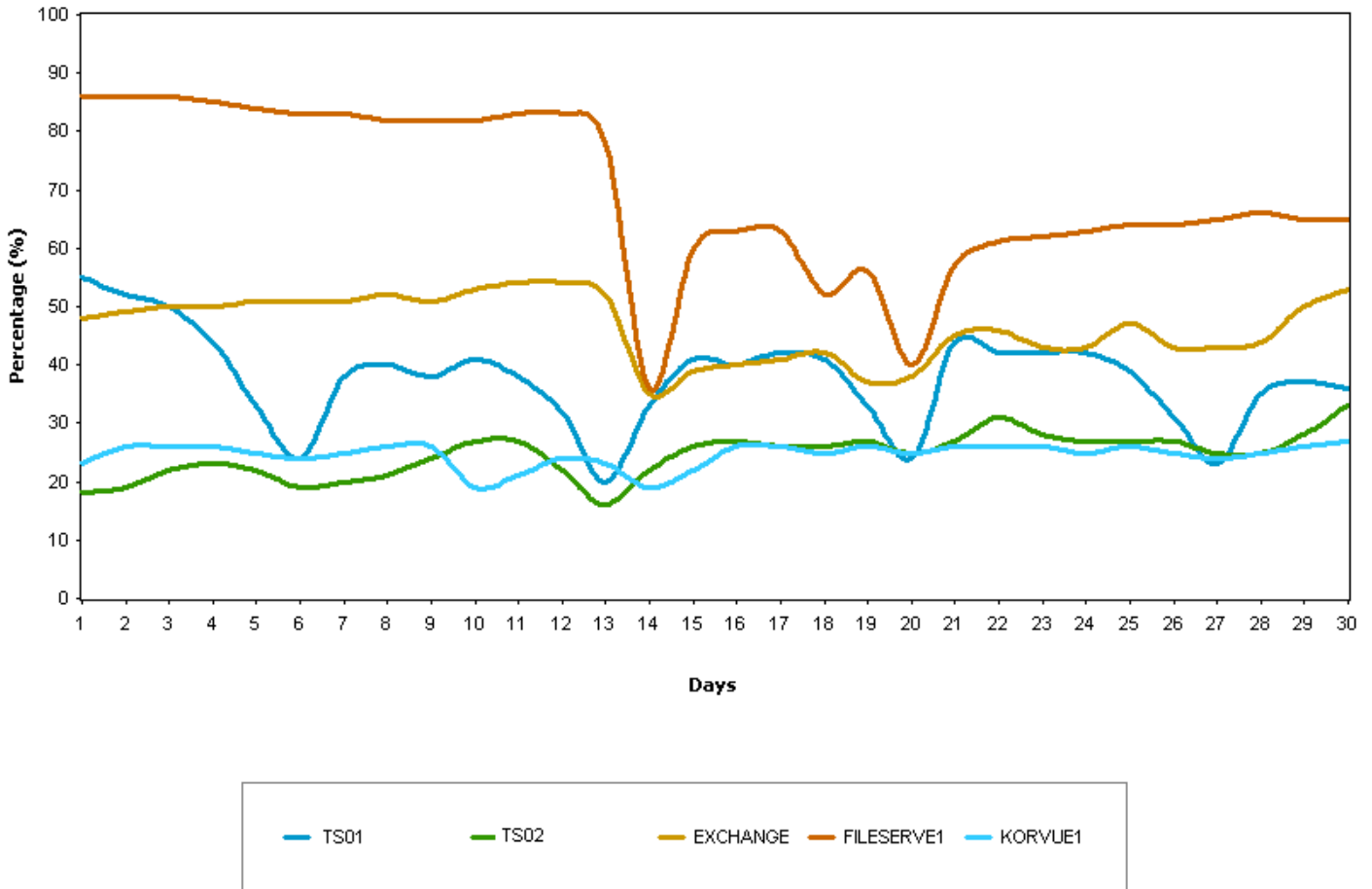
CPU Utilization					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
CDRTS01	10.103.13.11, 172.22.22.11	0.00	59.00	10.57	✔
CDRTS02	10.103.13.12, 172.22.22.12	0.00	25.00	3.23	✔
EXCHANGE	10.103.13.113, 10.103.13.16	0.00	32.00	3.03	✔
FILESERVE1	10.103.13.17	0.00	20.00	1.90	✔
KORVUE1	10.103.13.14, 172.22.22.14	0.00	27.00	3.77	✔

SERVER MONITORING - MEMORY UTILIZATION ACROSS MONITORED SERVERS

Description

The utilization of memory can be a difficult resource to interpret. Some application such as Microsoft Exchange Server and Microsoft SQL Server will use as much physical memory as is available, so when viewing Memory Utilization on these devices, Page file (Swap) utilization is more indicative of issues. Overall, excessively high utilization of both physical memory and Swap indicates a need for memory upgrades in the servers.

Memory Utilization





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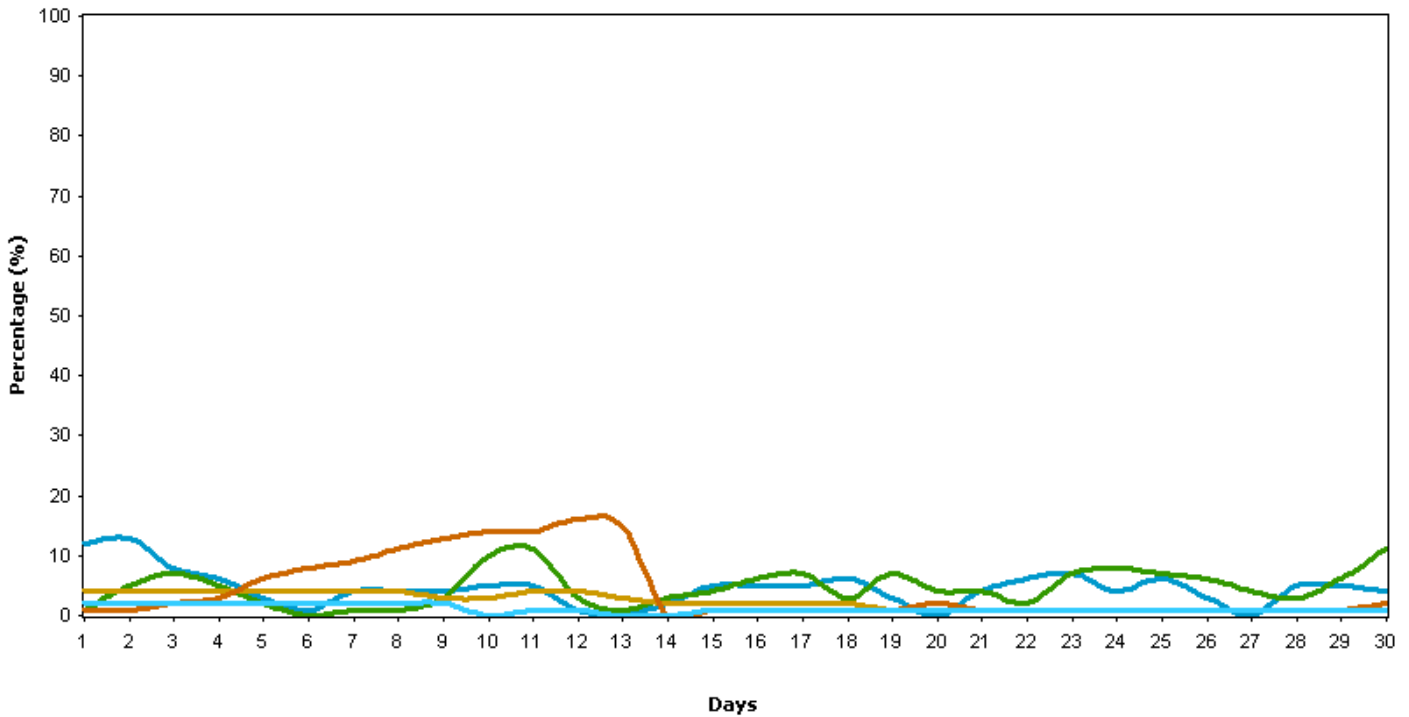
Memory Utilization					
Good Warning Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
FILESERVE1	10.103.13.17	51.00	85.00	69.50	
EXCHANGE	10.103.13.113, 10.103.13.16	39.00	52.00	46.50	
CDRTS01	10.103.13.11, 172.22.22.11	29.00	32.00	37.67	
KORVUE1	10.103.13.14, 172.22.22.14	23.00	25.00	24.63	
CDRTS02	10.103.13.12, 172.22.22.12	20.00	22.00	24.57	

SERVER MONITORING - PAGE FILE (SWAP) UTILIZATION ACROSS MONITORED SERVERS

Description

Virtual memory / paging is a system where computer code and data can be swapped to and from a file on the hard drive. This allows the operating system to use more memory than what is available in physical memory. Unused 'pages' of computer memory can be swapped to the page file (or swap file), and then Windows can allocate the memory that was swapped to other programs. Windows makes efficient use of virtual memory. For example, if a program is sitting in the background in an idle state, Windows will automatically move the program's unused code and data memory pages to the page file. Then, when the program becomes active again, Windows loads the code and data back. Paging frees up physical memory on the system and lets more processes execute. When a process needs code or data that was swapped to the hard disk, the system puts that code or data back into physical memory and transfers other information to the hard disk if necessary. Too much page swapping will induce load on the disk I/O as transferring data from disk to RAM is expensive.

Page File (Swap) Utilization





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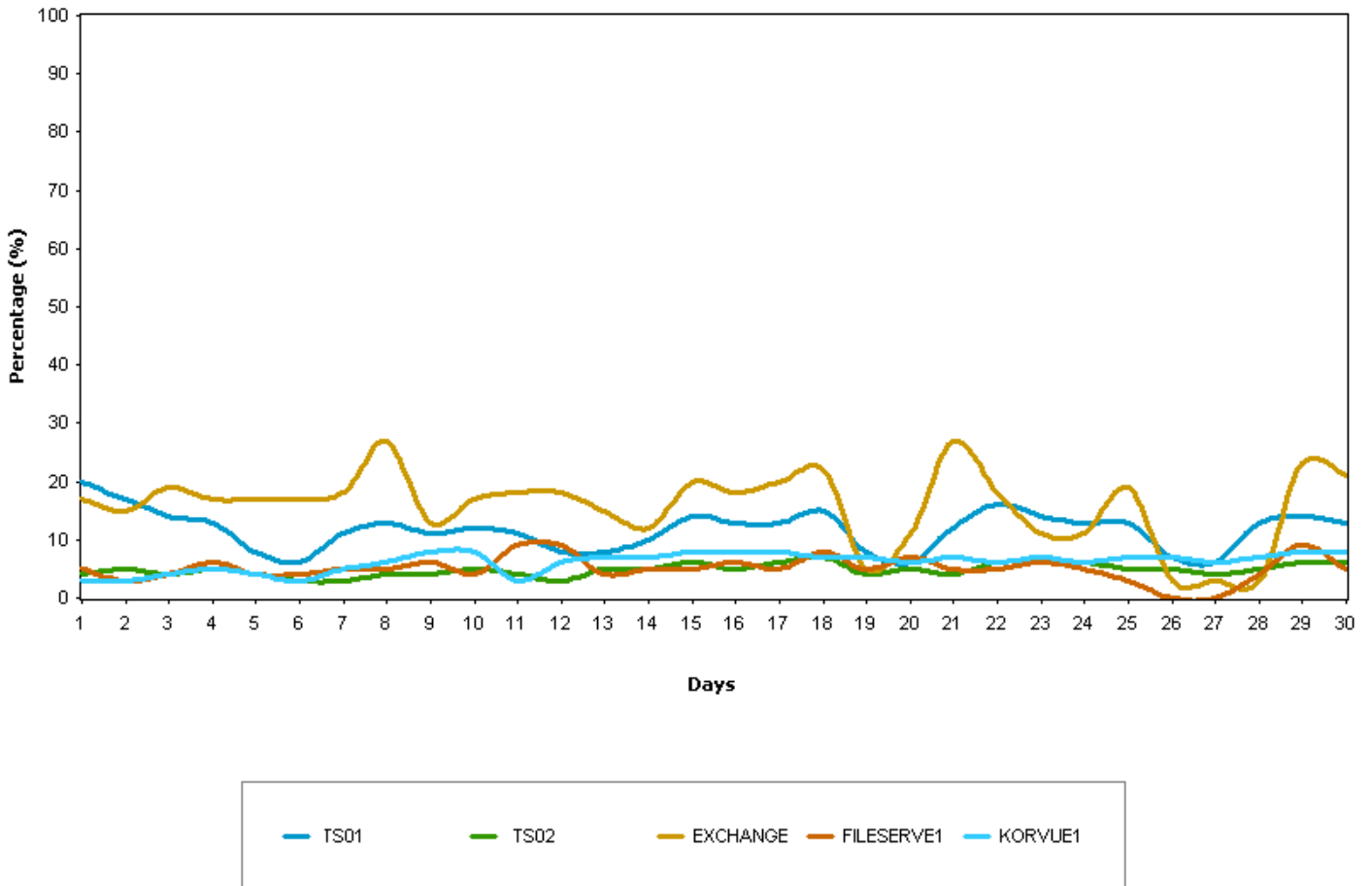
Page File (Swap) Utilization					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
CDRTS01	10.103.13.11, 172.22.22.11	0.00	37.00	4.53	✔
CDRTS02	10.103.13.12, 172.22.22.12	0.00	29.00	4.73	✔
EXCHANGE	10.103.13.113, 10.103.13.16	1.00	5.00	2.37	✔
FILESERVE1	10.103.13.17	0.00	16.00	4.37	✔
KORVUE1	10.103.13.14, 172.22.22.14	0.00	3.00	1.20	✔

SERVER MONITORING - DISK I/O ACROSS MONITORED SERVERS

Description

Monitoring Disk I/O shows you what percentage of the time the hard disk is busy. An average value of 90% or above indicates that the hard disk can't keep up with the demand. This could be due to a hard disk that is too slow, or it could be caused by excessive paging.

Disk I/O





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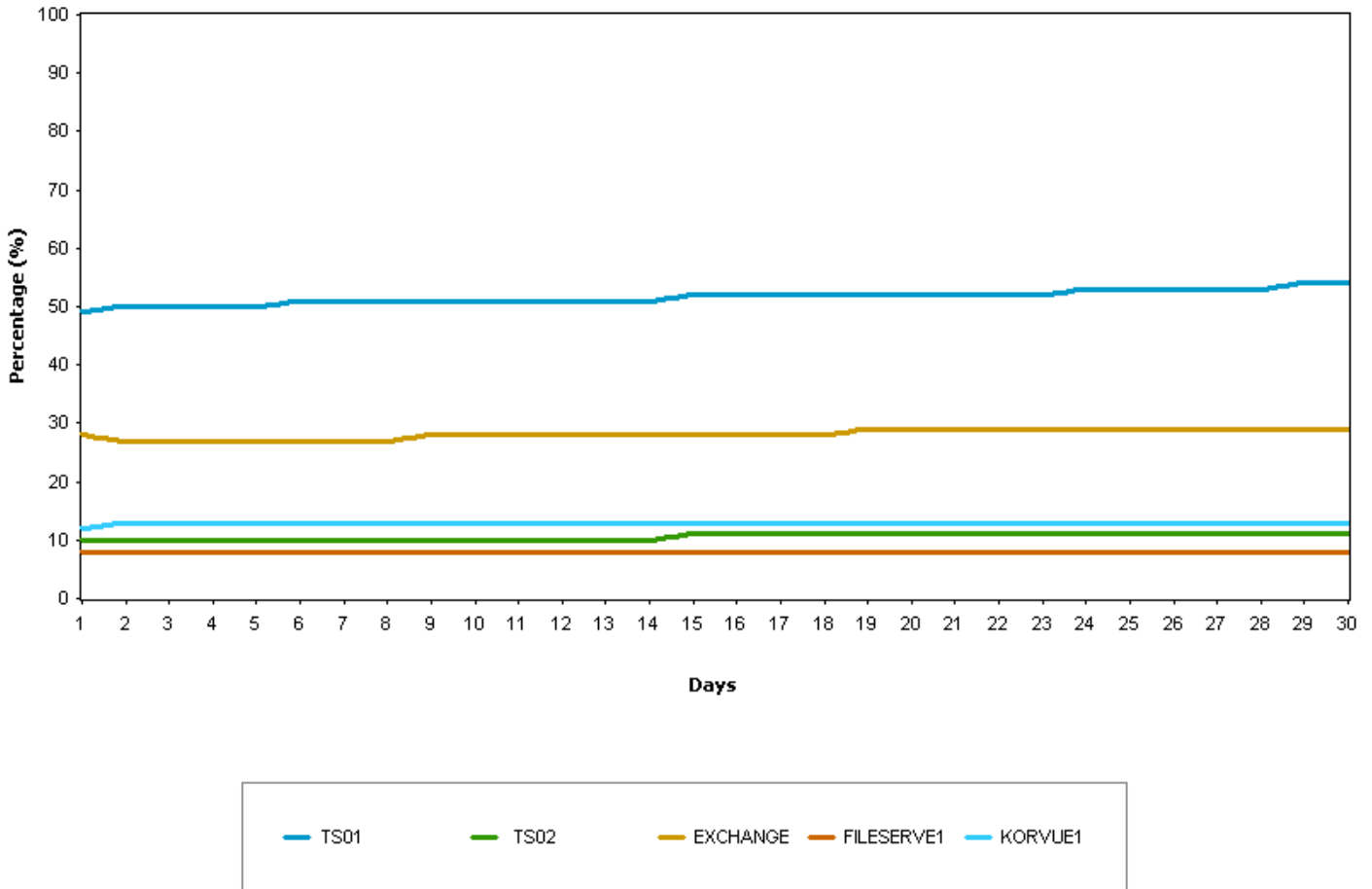
Disk I/O					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
CDRTS01	10.103.13.11, 172.22.22.11	0.00	80.00	11.73	✔
CDRTS02	10.103.13.12, 172.22.22.12	0.00	41.00	4.80	✔
EXCHANGE	10.103.13.113, 10.103.13.16	0.00	97.00	15.83	✔
FILESERVE1	10.103.13.17	0.00	94.00	5.03	✔
KORVUE1	10.103.13.14, 172.22.22.14	0.00	29.00	6.17	✔

SERVER MONITORING - DISK USAGE ACROSS MONITORED SERVERS

Description

Low free space means upcoming problems, like the inability to receive mail (for mail servers) or the inability to store new files (for file servers). Shortage on disk space does not (necessarily) come in an instant. Typically, free space decreases by a little every day. The consolidated disk usage graph gives a snapshot of space utilization across all servers for the monitored time frame.

Disk Usage



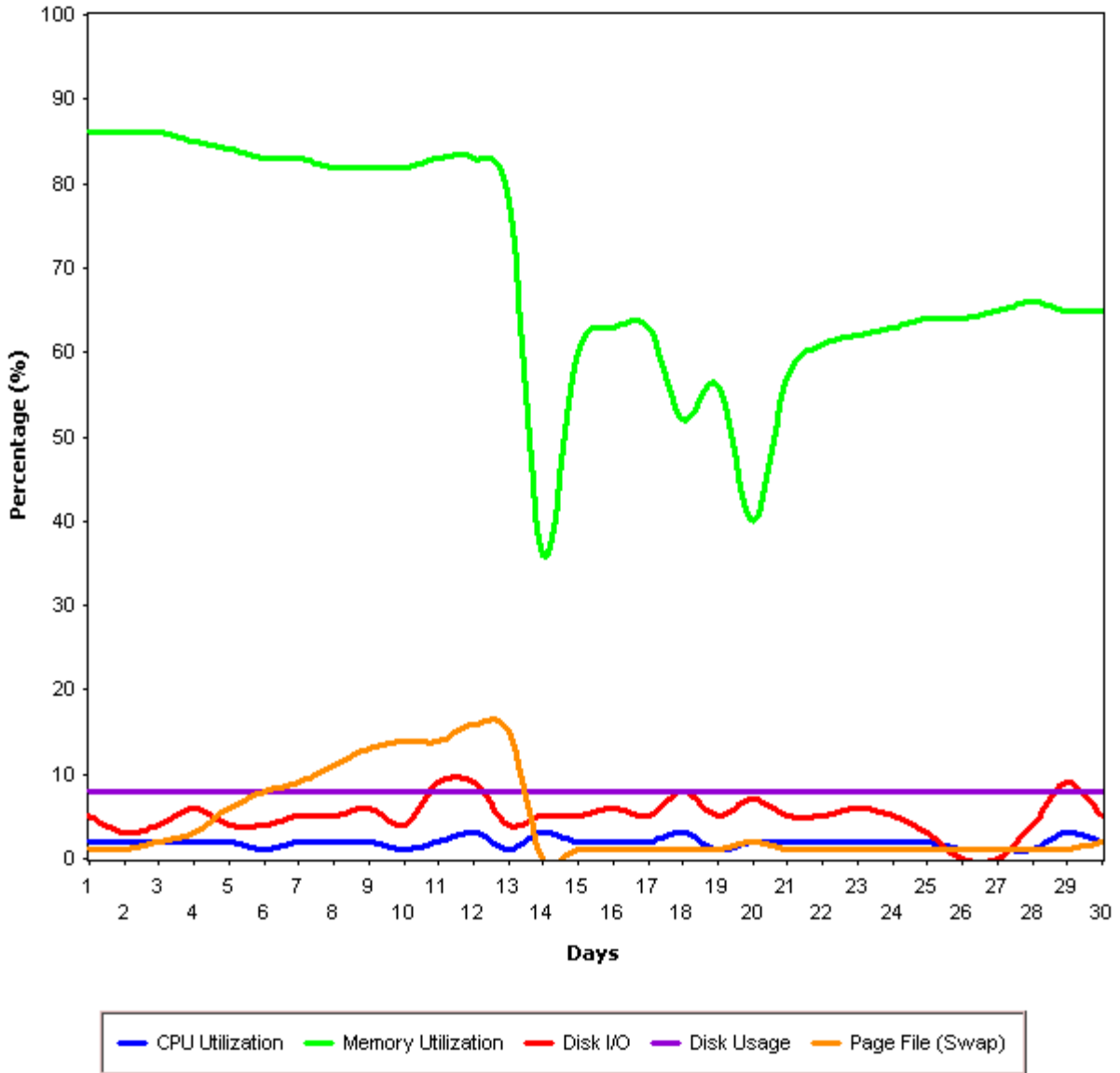


**ProActivePlus Managed Services
Monthly Activity Report
April 2008**

Disk Usage					
✔ Good ⚠ Warning ✖ Error					
Device Name	IP Address	Min (%)	Max (%)	Average (%)	
FILESERVE1	10.103.13.17	8.00	8.00	8.00	✔
EXCHANGE	10.103.13.113, 10.103.13.16	27.00	29.00	28.17	✔
CDRTS01	10.103.13.11, 172.22.22.11	50.00	54.00	51.63	✔
KORVUE1	10.103.13.14, 172.22.22.14	13.00	13.00	12.97	✔
CDRTS02	10.103.13.12, 172.22.22.12	10.00	11.00	10.53	✔

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for FILESERVE1



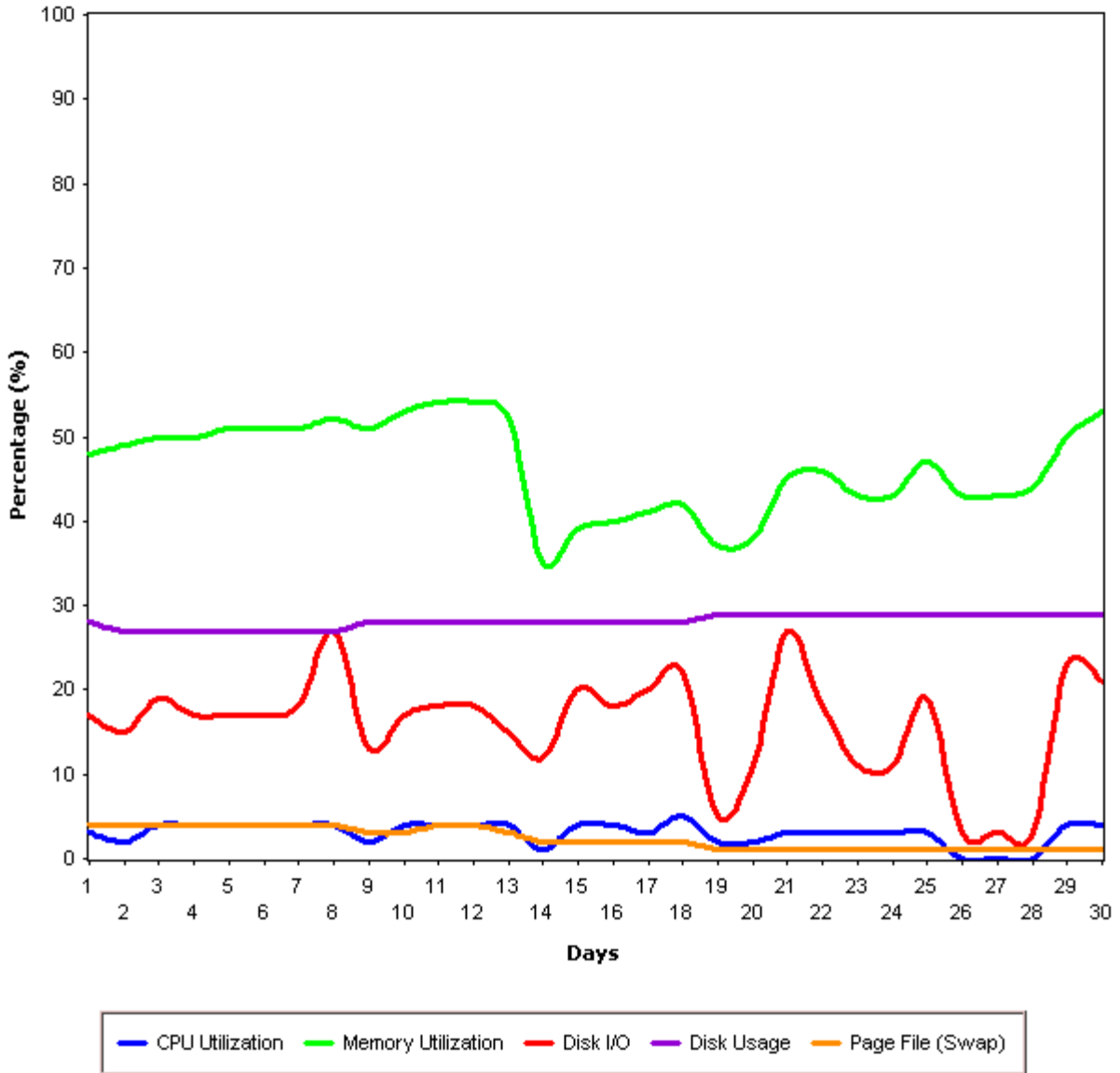


**ProActivePlus Managed Services
Monthly Activity Report
April 2008**

Resource Name : FILESERVER1					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Apr - 1	2.00	86.00	5.00	8.00	1.00
Apr - 2	2.00	86.00	3.00	8.00	1.00
Apr - 3	2.00	86.00	4.00	8.00	2.00
Apr - 4	2.00	85.00	6.00	8.00	3.00
Apr - 5	2.00	84.00	4.00	8.00	6.00
Apr - 6	1.00	83.00	4.00	8.00	8.00
Apr - 7	2.00	83.00	5.00	8.00	9.00
Apr - 8	2.00	82.00	5.00	8.00	11.00
Apr - 9	2.00	82.00	6.00	8.00	13.00
Apr - 10	1.00	82.00	4.00	8.00	14.00
Apr - 11	2.00	83.00	9.00	8.00	14.00
Apr - 12	3.00	83.00	9.00	8.00	16.00
Apr - 13	1.00	78.00	4.00	8.00	15.00
Apr - 14	3.00	36.00	5.00	8.00	0.00
Apr - 15	2.00	60.00	5.00	8.00	1.00
Apr - 16	2.00	63.00	6.00	8.00	1.00
Apr - 17	2.00	63.00	5.00	8.00	1.00
Apr - 18	3.00	52.00	8.00	8.00	1.00
Apr - 19	1.00	56.00	5.00	8.00	1.00
Apr - 20	2.00	40.00	7.00	8.00	2.00
Apr - 21	2.00	57.00	5.00	8.00	1.00
Apr - 22	2.00	61.00	5.00	8.00	1.00
Apr - 23	2.00	62.00	6.00	8.00	1.00
Apr - 24	2.00	63.00	5.00	8.00	1.00
Apr - 25	2.00	64.00	3.00	8.00	1.00
Apr - 26	1.00	64.00	0.00	8.00	1.00
Apr - 27	1.00	65.00	0.00	8.00	1.00
Apr - 28	1.00	66.00	4.00	8.00	1.00
Apr - 29	3.00	65.00	9.00	8.00	1.00
Apr - 30	2.00	65.00	5.00	8.00	2.00

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for EXCHANGE



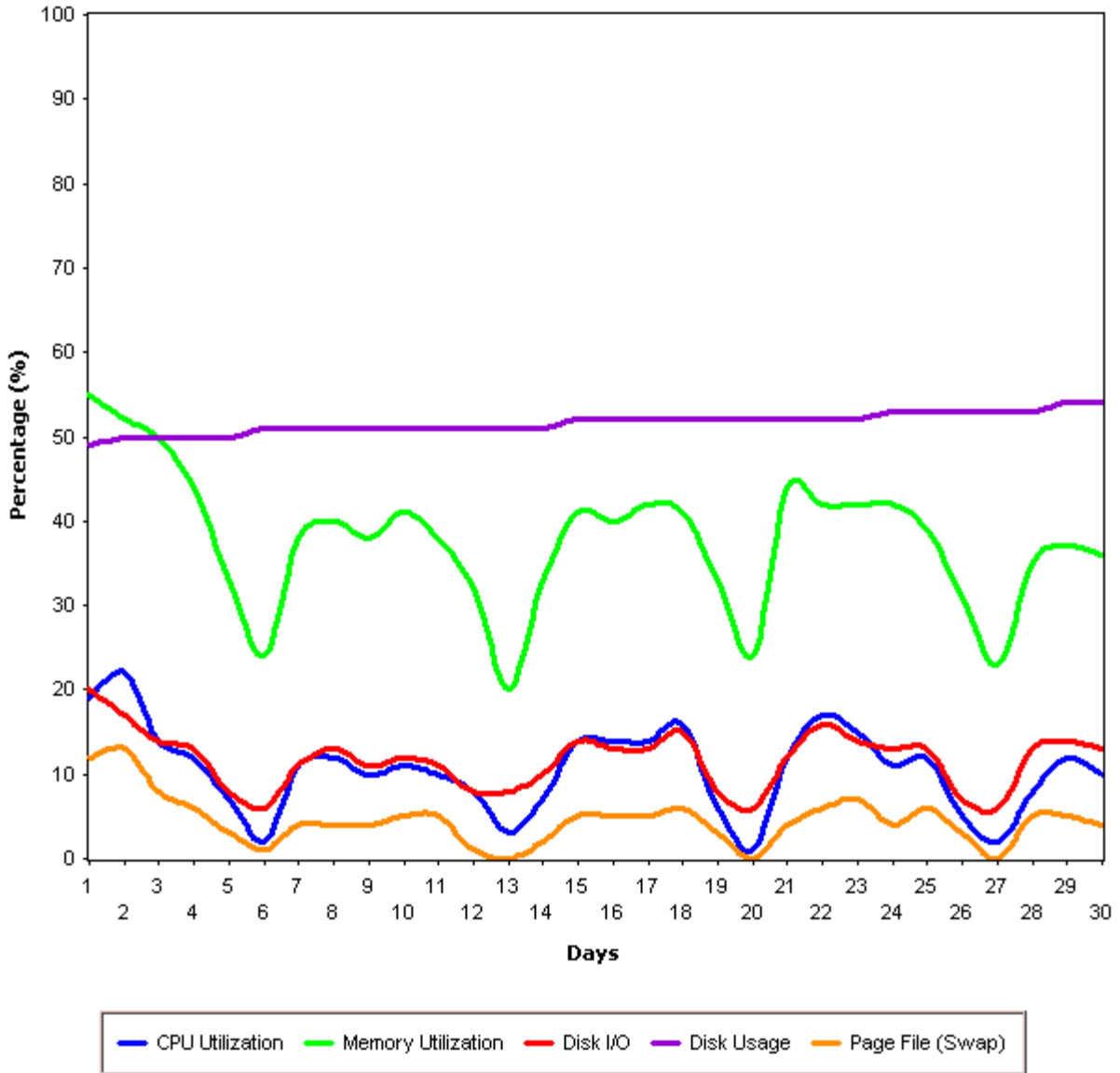


**ProActivePlus Managed Services
Monthly Activity Report
April 2008**

Resource Name : EXCHANGE					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Apr - 1	3.00	48.00	17.00	28.00	4.00
Apr - 2	2.00	49.00	15.00	27.00	4.00
Apr - 3	4.00	50.00	19.00	27.00	4.00
Apr - 4	4.00	50.00	17.00	27.00	4.00
Apr - 5	4.00	51.00	17.00	27.00	4.00
Apr - 6	4.00	51.00	17.00	27.00	4.00
Apr - 7	4.00	51.00	18.00	27.00	4.00
Apr - 8	4.00	52.00	27.00	27.00	4.00
Apr - 9	2.00	51.00	13.00	28.00	3.00
Apr - 10	4.00	53.00	17.00	28.00	3.00
Apr - 11	4.00	54.00	18.00	28.00	4.00
Apr - 12	4.00	54.00	18.00	28.00	4.00
Apr - 13	4.00	52.00	15.00	28.00	3.00
Apr - 14	1.00	35.00	12.00	28.00	2.00
Apr - 15	4.00	39.00	20.00	28.00	2.00
Apr - 16	4.00	40.00	18.00	28.00	2.00
Apr - 17	3.00	41.00	20.00	28.00	2.00
Apr - 18	5.00	42.00	22.00	28.00	2.00
Apr - 19	2.00	37.00	5.00	29.00	1.00
Apr - 20	2.00	38.00	11.00	29.00	1.00
Apr - 21	3.00	45.00	27.00	29.00	1.00
Apr - 22	3.00	46.00	18.00	29.00	1.00
Apr - 23	3.00	43.00	11.00	29.00	1.00
Apr - 24	3.00	43.00	11.00	29.00	1.00
Apr - 25	3.00	47.00	19.00	29.00	1.00
Apr - 26	0.00	43.00	3.00	29.00	1.00
Apr - 27	0.00	43.00	3.00	29.00	1.00
Apr - 28	0.00	44.00	3.00	29.00	1.00
Apr - 29	4.00	50.00	23.00	29.00	1.00
Apr - 30	4.00	53.00	21.00	29.00	1.00

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for CALIDORATS01



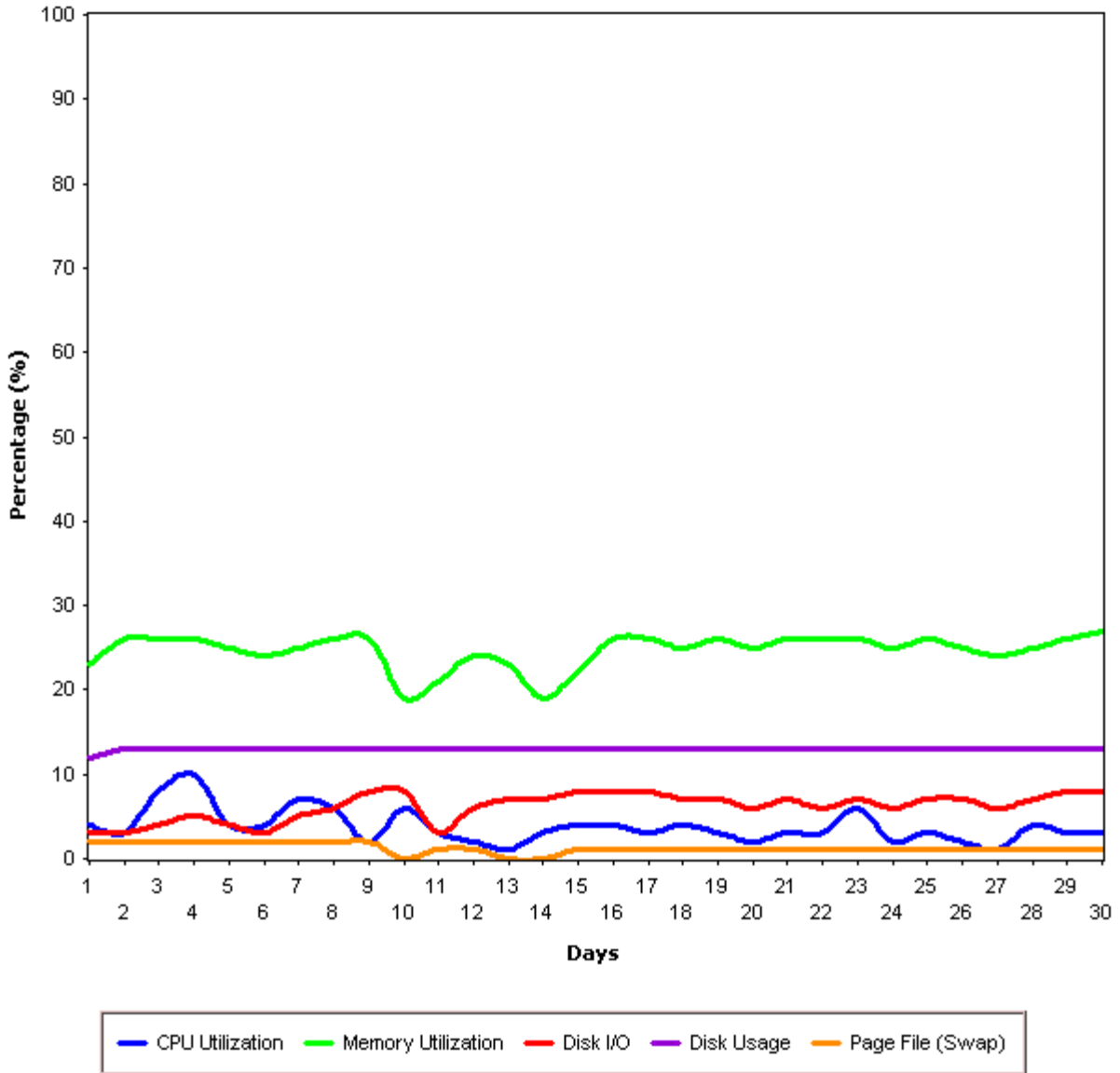


**ProActivePlus Managed Services
Monthly Activity Report
April 2008**

Resource Name : CDRTS01					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Apr - 1	19.00	55.00	20.00	49.00	12.00
Apr - 2	22.00	52.00	17.00	50.00	13.00
Apr - 3	14.00	50.00	14.00	50.00	8.00
Apr - 4	12.00	44.00	13.00	50.00	6.00
Apr - 5	7.00	33.00	8.00	50.00	3.00
Apr - 6	2.00	24.00	6.00	51.00	1.00
Apr - 7	11.00	38.00	11.00	51.00	4.00
Apr - 8	12.00	40.00	13.00	51.00	4.00
Apr - 9	10.00	38.00	11.00	51.00	4.00
Apr - 10	11.00	41.00	12.00	51.00	5.00
Apr - 11	10.00	38.00	11.00	51.00	5.00
Apr - 12	8.00	32.00	8.00	51.00	1.00
Apr - 13	3.00	20.00	8.00	51.00	0.00
Apr - 14	7.00	33.00	10.00	51.00	2.00
Apr - 15	14.00	41.00	14.00	52.00	5.00
Apr - 16	14.00	40.00	13.00	52.00	5.00
Apr - 17	14.00	42.00	13.00	52.00	5.00
Apr - 18	16.00	41.00	15.00	52.00	6.00
Apr - 19	6.00	33.00	8.00	52.00	3.00
Apr - 20	1.00	24.00	6.00	52.00	0.00
Apr - 21	12.00	44.00	12.00	52.00	4.00
Apr - 22	17.00	42.00	16.00	52.00	6.00
Apr - 23	15.00	42.00	14.00	52.00	7.00
Apr - 24	11.00	42.00	13.00	53.00	4.00
Apr - 25	12.00	39.00	13.00	53.00	6.00
Apr - 26	5.00	31.00	7.00	53.00	3.00
Apr - 27	2.00	23.00	6.00	53.00	0.00
Apr - 28	8.00	35.00	13.00	53.00	5.00
Apr - 29	12.00	37.00	14.00	54.00	5.00
Apr - 30	10.00	36.00	13.00	54.00	4.00

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for KORVUE1



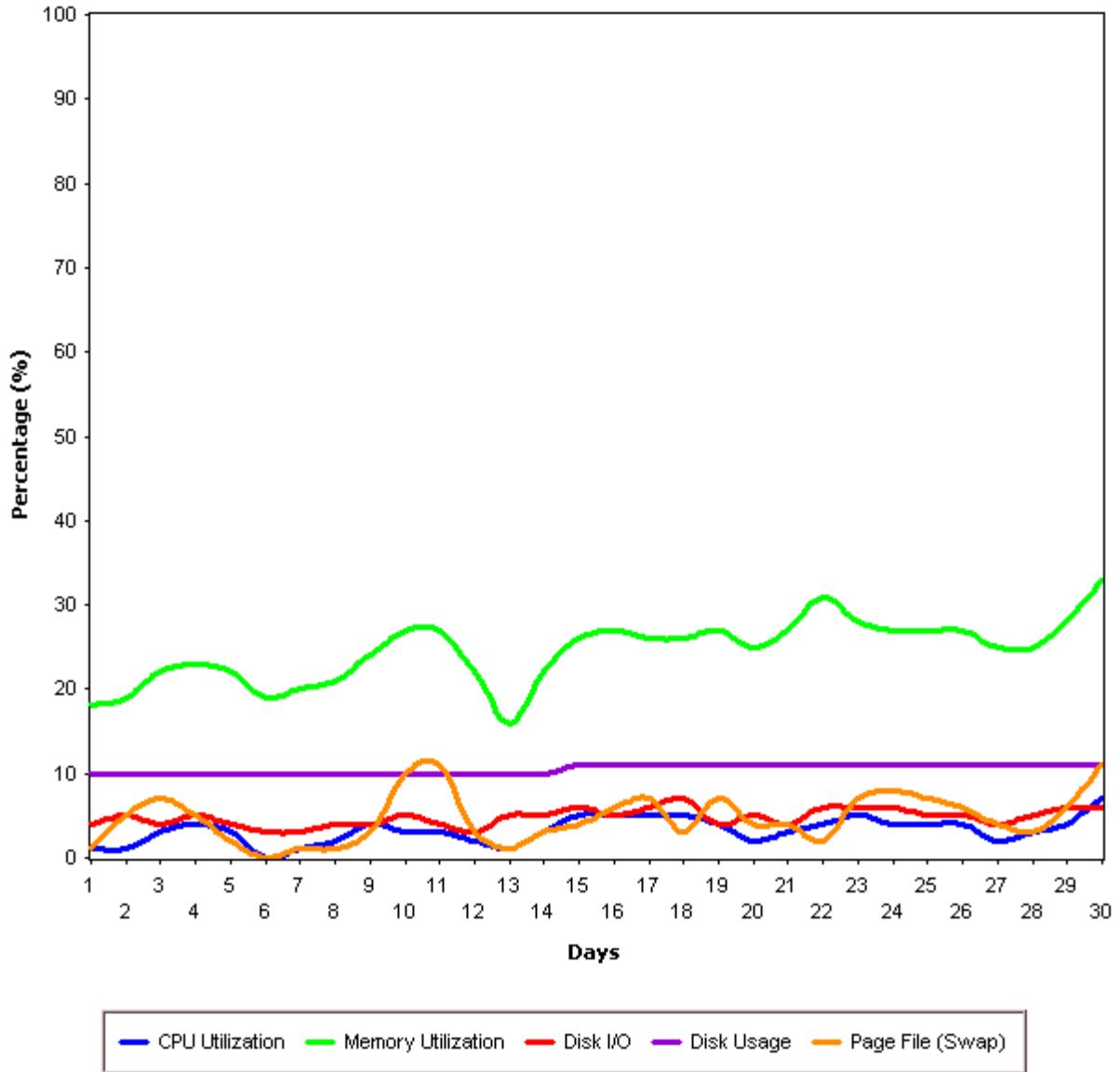


**ProActivePlus Managed Services
Monthly Activity Report
April 2008**

Resource Name : KORVUE1					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Apr - 1	4.00	23.00	3.00	12.00	2.00
Apr - 2	3.00	26.00	3.00	13.00	2.00
Apr - 3	8.00	26.00	4.00	13.00	2.00
Apr - 4	10.00	26.00	5.00	13.00	2.00
Apr - 5	4.00	25.00	4.00	13.00	2.00
Apr - 6	4.00	24.00	3.00	13.00	2.00
Apr - 7	7.00	25.00	5.00	13.00	2.00
Apr - 8	6.00	26.00	6.00	13.00	2.00
Apr - 9	2.00	26.00	8.00	13.00	2.00
Apr - 10	6.00	19.00	8.00	13.00	0.00
Apr - 11	3.00	21.00	3.00	13.00	1.00
Apr - 12	2.00	24.00	6.00	13.00	1.00
Apr - 13	1.00	23.00	7.00	13.00	0.00
Apr - 14	3.00	19.00	7.00	13.00	0.00
Apr - 15	4.00	22.00	8.00	13.00	1.00
Apr - 16	4.00	26.00	8.00	13.00	1.00
Apr - 17	3.00	26.00	8.00	13.00	1.00
Apr - 18	4.00	25.00	7.00	13.00	1.00
Apr - 19	3.00	26.00	7.00	13.00	1.00
Apr - 20	2.00	25.00	6.00	13.00	1.00
Apr - 21	3.00	26.00	7.00	13.00	1.00
Apr - 22	3.00	26.00	6.00	13.00	1.00
Apr - 23	6.00	26.00	7.00	13.00	1.00
Apr - 24	2.00	25.00	6.00	13.00	1.00
Apr - 25	3.00	26.00	7.00	13.00	1.00
Apr - 26	2.00	25.00	7.00	13.00	1.00
Apr - 27	1.00	24.00	6.00	13.00	1.00
Apr - 28	4.00	25.00	7.00	13.00	1.00
Apr - 29	3.00	26.00	8.00	13.00	1.00
Apr - 30	3.00	27.00	8.00	13.00	1.00

PERFORMANCE ANALYSIS OF INDIVIDUAL SERVERS

Performance Monitoring for CALIDORATS02





**ProActivePlus Managed Services
Monthly Activity Report
April 2008**

Resource Name : CDRTS02					
Day/Category	CPU Utilization (%)	Memory Utilization (%)	Disk I/O (%)	Disk Usage (%)	Page File (Swap) Utilization (%)
Apr - 1	1.00	18.00	4.00	10.00	1.00
Apr - 2	1.00	19.00	5.00	10.00	5.00
Apr - 3	3.00	22.00	4.00	10.00	7.00
Apr - 4	4.00	23.00	5.00	10.00	5.00
Apr - 5	3.00	22.00	4.00	10.00	2.00
Apr - 6	0.00	19.00	3.00	10.00	0.00
Apr - 7	1.00	20.00	3.00	10.00	1.00
Apr - 8	2.00	21.00	4.00	10.00	1.00
Apr - 9	4.00	24.00	4.00	10.00	3.00
Apr - 10	3.00	27.00	5.00	10.00	10.00
Apr - 11	3.00	27.00	4.00	10.00	11.00
Apr - 12	2.00	22.00	3.00	10.00	3.00
Apr - 13	1.00	16.00	5.00	10.00	1.00
Apr - 14	3.00	22.00	5.00	10.00	3.00
Apr - 15	5.00	26.00	6.00	11.00	4.00
Apr - 16	5.00	27.00	5.00	11.00	6.00
Apr - 17	5.00	26.00	6.00	11.00	7.00
Apr - 18	5.00	26.00	7.00	11.00	3.00
Apr - 19	4.00	27.00	4.00	11.00	7.00
Apr - 20	2.00	25.00	5.00	11.00	4.00
Apr - 21	3.00	27.00	4.00	11.00	4.00
Apr - 22	4.00	31.00	6.00	11.00	2.00
Apr - 23	5.00	28.00	6.00	11.00	7.00
Apr - 24	4.00	27.00	6.00	11.00	8.00
Apr - 25	4.00	27.00	5.00	11.00	7.00
Apr - 26	4.00	27.00	5.00	11.00	6.00
Apr - 27	2.00	25.00	4.00	11.00	4.00
Apr - 28	3.00	25.00	5.00	11.00	3.00
Apr - 29	4.00	28.00	6.00	11.00	6.00
Apr - 30	7.00	33.00	6.00	11.00	11.00