

Invoice Time Detail

Invoice Number: 1354
 Company: Levin Richard MD PSC

Charge To: Levin Richard MD PSC / AppAssure Backups Failing Location: Main

Date	Staff	Notes	Bill	Hours	Rate	Ext Amt
12/23/2014	Allen, Jonathan	Service Ticket:7964 Summary:AppAssure Backups Failing Opened support case 2684244 with Dell. Uploaded log files from core. Culprit is BBL-TermServ which is using most of the disk space on the core for backups. AppAssure is hourly incremental backups which are between 1-6 GB in size. Possibly due to 3rd part SQL backup software on BBL-TermServ causing interference.	Y	1.00	175.00	\$175.00
12/24/2014	Allen, Jonathan	Service Ticket:7964 Summary:AppAssure Backups Failing Adjusted retention policy on core. Deleted old base recovery points. Performed manual roll-ups of all devices. Free space is now approx 52GB (96% used). Discovered orphaned incremental backups. Uploaded new core dump and waiting on response from Dell.	Y	1.00	175.00	\$175.00
12/29/2014	Allen, Jonathan	Service Ticket:7964 Summary:AppAssure Backups Failing Checked AppAssure utilization. Noticed a reduction of storage space from 99% utilization to 67% utilization. Noticed desktops were backing up twice a night during the 1200 AM to 0100 Am schedule. Modified Nightly schedule to run from 1200 AM to 1245 AM.	Y	0.50	175.00	\$87.50
1/5/2015	Allen, Jonathan	Service Ticket:7964 Summary:AppAssure Backups Failing Dell identified the orphaned backup as being incorrectly marked. This is a known software bug and is caused when AppAssure was updated in a previous version. Dell applied a hotfix that remarked the backup and un-orphaned it. We verified that the backup was able to be mounted and dismounted.	Y	0.50	175.00	\$87.50

Subtotal: \$525.00

Invoice Time Total:

Billable Hours:

3.00

		<p>Summary:Dr Levin To Do List</p> <p>Tried to resolve issue with Venica's WYSE terminal which would not detect USB flash drives or the check scanner. Enabled USB redirect to no avail. Spoke with Dell WYSE support and they were unable to resolve the issue.</p>				
1/24/2015	Allen, Jonathan	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p> <p>Dr. Levin contacted me in regards to backups failing in AppAssure for Linda's computer. Was able to force a manual snapshot at 10:53 AM.</p>	Y	0.50	175.00	\$87.50
1/25/2015	Allen, Jonathan	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p> <p>Dr. Levin contacted me again stating that the backup for Linda's PC had failed. Changed the schedule from midnight to 11:40 AM and watched AppAssure complete an automatic backup.</p>	Y	0.50	175.00	\$87.50
1/26/2015	Allen, Jonathan	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p> <p>AppAssure failed to automatically backup Linda's PC again. Opened ticket 2714143 with Dell AppAssure support. Discovered that there was another process using the Windows Volume Shadow Copy service. Per Dell, I adjusted the backup schedule for Linda's PC.</p>	Y	0.50	175.00	\$87.50
2/23/2015	Shaheen, Rick	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p> <p>Researched Connexpress adapter. This device is supposed to turn the check scanner into a networked device that uses FTP or similar protocol to deliver the scanned checks.</p>	Y	1.00	175.00	\$175.00
2/27/2015	Shaheen, Rick	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p> <p>Retrieved the extra check scanner from Venica to bring back to Orion office for testing. Also, grabbed thin client used by Erin to test with check scanner. Ordered Connexpress adapter.</p>	Y	1.50	175.00	\$262.50
3/13/2015	Shaheen, Rick	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p> <p>Received Connexpress adapter but was unable to obtain the necessary check scanning software to create a valid testing environment.</p>	Y	1.00	175.00	\$175.00
3/15/2015	Shaheen, Rick	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p> <p>Researched Citrix vdi in a box solution. Installed Citrix VDI solution on lab server. Built template and golden image for thin clients to access. After several connection failures, determined certificate needed to be generated from Citrix server and applied to thin client.</p> <p>Successfully connected thin client with built-in citrix receiver to virtual desktop image. Also, successfully connected check scanner and confirmed it was discovered by the virtual desktop operating system when connected to the thin client. Verified USB drives were also discovered and added when connecting to thin client accessing virtual image.</p>	Y	6.00	175.00	\$1,050.00
3/16/2015	Shaheen, Rick	<p>Service Ticket:7961</p> <p>Summary:Dr Levin To Do List</p>	Y	3.00	175.00	\$525.00