

		all applications, drivers, and patches to this image.				
4/3/2015	Shaheen, Rick	Service Ticket:7961 Summary:Dr Levin To Do List Worked from the thin client at Venica's desk to complete setup of her vdi workstation. Finally was able to get all of her applications working as desired. Confirmed label printer, check printer, and xerox printer all worked from the thin client. Successfully installed the check scanning software and watched Venica print a check. Confirmed with her everything was working as it should.	Y	2.50	175.00	\$437.50
4/6/2015	Shaheen, Rick	Service Ticket:7961 Summary:Dr Levin To Do List Received call from Rich stating ACT! was not working on Venica's machine. After some research found out there was an issue with registering ACT! 2013 from a virtual desktop.	Y	1.00	175.00	\$175.00
4/7/2015	Shaheen, Rick	Service Ticket:7961 Summary:Dr Levin To Do List Downloaded and attempted to register ACT! using the version and license suggested by Larry Krone. Did not have any success. Tried the same on the master image with same results.	Y	2.00	175.00	\$350.00
4/8/2015	Shaheen, Rick	Service Ticket:7961 Summary:Dr Levin To Do List Tried two more versions of ACT! with license keys provided by Larry. Neither version would register from the virtual desktop image. After some extensive research, found that ACT! does not support virtual desktops but will work as a virtualized application. Informed Rich of XenApp. He has reached a point where he just wants to buy a desktop for Venica. Told him I would help support getting it setup.	Y	3.00	175.00	\$525.00
4/13/2015	Shaheen, Rick	Service Ticket:7961 Summary:Dr Levin To Do List Researched how to install Office365 in a terminal server environment. Had to modify configure.xml file that comes with Office Deployment tool and run the download and installation from command prompt. Tested access to Office applications and confirmed they were working. Received confirmation from Rich they worked for him as well.	Y	2.00	175.00	\$350.00
4/26/2015	Shaheen, Rick	Service Ticket:7961 Summary:Dr Levin To Do List Researched the two versions of Sophos Rich had running in his environment. Found out that he is still licensed for the server based version that he purchased about four years ago. Further researched best practices for deploying Sophos anti-virus.	Y	2.00	175.00	\$350.00
5/3/2015	Shaheen, Rick	Service Ticket:7961 Summary:Dr Levin To Do List Ran into a problem trying to remove the cloud-based version of Sophos off of the server where we will install Sophos. Application is asking for a password to disable the service so the software can be uninstalled. Asked Rich for the password and he did not know it. Asked Nathan Clark of Envision IT for the	Y	3.00	175.00	\$525.00

password and he offered some suggestions but none of them worked. Ended up opening a ticket with Sophos to get instructions on how to uninstall the software. They advised me to stop one of the main services that runs the application. After stopping the service, I was able to uninstall the software. After uninstalling the sophos software from the server, I rebooted it only to see the software back on the server. It had not completely uninstalled. I ran through the uninstall steps again per Sophos's recommendation and rebooted the server. The software was finally gone. Moving forward now with uninstalling the agents on the other machines.

5/4/2015	Shaheen, Rick	Service Ticket:7961	Y	2.00	175.00	\$350.00
----------	---------------	----------------------------	---	------	--------	----------

Summary:Dr Levin To Do List

Removed cloud-based Sophos agent from remaining machines where it was installed. Installed premise-based Sophos software on the server. Performed all necessary updates and patches. Installed the agent on the domain controller and tested to ensure it could talk to the update server and get its updates. Put some instructions together for Rich so he could run the installation of the agent software on the desktops.

Subtotal: \$15,050.00

Invoice Time Total:

Billable Hours:

86.00