# Support 24/7/365

- Specialized team that will be monitoring and staying ahead of any inconvenience that can occur in your environment.
- MSP Team can solve problems on their own to remain the availability of the infrastructure to avoid downtimes. We will work proactively to prevent any issue that can encounter.
- If the Customer doesn't have time to implement a security policy or has problems with port access, they can just contact our team to solve this problem

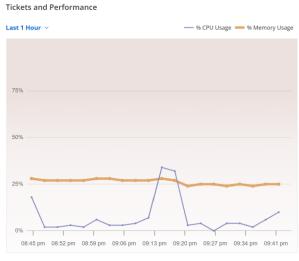
#### Demo:

### Quick Overview of Connectwise

 RMM Setup, a non-invasive app that makes the connection between Henson Group and the customer.

Product Options Default Patch Policies Agents Passwords NOC / HD Access Network Info Users Help Desk Proxy Server
You can download Server and Workstation agents for installation here. Agent Overview:Agent communicates with Datacentre using HTTP/HTTPS. Please refer to Firewall settings, the list of IP address/URL to be whitelisted. Vindows Silent Installation Instructions > Desktop Agents
v Server Agents
Note: The Namaged Server Monitoring Agent (VISMA) is responsible for collecting monitoring statistics on servers. The NEMA and the installed to deaktops if you want server level monitoring on desktops. If you install the MSMA to a system (server or desktop) you will be charged the MSMA price Administration of the FAD agend on t
Managed Server Monitoring - ITS Platform Agent Version 2.1.803 Release date: 05 Aug 2022
Server Agent Compatibility: Windows 2008, 2008 R2, SBS 2008, SBS 2011, 2012, 2012 R2, 2016, 2019, 2022 and Windows core, windows 7,8, windows 10 and Windows 11. Download msi Copy URL Copy URL
Linux Server Monitoring - ITS Platform Agent Version 2.1.803 Release date: 05 Aug 2022
Linux Compatibility: Linux 64-bit-amd64 (UBUNTU 12.04, UBUNTU 14.04, UBUNTU 16.04, FEDORA 16 (Verne), FEDORA 17 (Beefy Miracle), RHEL 5 and above, CentOS 8.3,8.4
Downlead run Copy URL
Manage Installed Agents
> Network Availability Monitoring

• CPU and Memory Usage



No tickets occurred in the last 1 Hour

Endpoint local time (UTC + 00:00)

• OS Patching (Classifications between Critical, Important and Unspecified)

Summary		OS Patch Policy Con	pliance					
OS	Windows Server 2019 Datacenter version 10.0.17763	100%	Missing (0) Pending rel					
ast assesse	ed Aug 30, 2022 9:21 pm GMT		Installed (4)					
last restart	Aug 25, 2022 6:48 pm GMT							
atch policy	Default Server Policy							
Search OS pa	atches Q					Policy patches	KB925673	Patch Deta
	atches Q. Title		Sta 个	NOC Recommends	Classification	Policy patches V	KB925673 Title	Patch Deta MSXML 6.0 RTM Security Update (925673)
+		3)	Sta ↑	NOC Recommends		Severity		MSXML 6.0 RTM Security
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Search OS pa B# (8925673 (84535680 (85012170	Title MSXML 6.0 RTM Security Update (92567	9 for x64-based Systems (KB	Installed		Classification Security Updates	Severity Critical Important	Title Status	MSXML 6.0 RTM Security Update (925673) Installed

• Remote Access (Different modes)



• Monitoring of applications in the server

Summary Tickets Automation OS Patching Applications Inv	entory Processes Services Notes Cu:	stom Fields		
Name 个	Publisher	Version	Installed Date	Actions
ITSPlatform	ITSupport247	2.1.803	Wed, Aug 24, 2022	65
Microsoft Monitoring Agent	Microsoft Corporation	10.20.18067.0	Thu, Aug 25, 2022	€ <sup>i</sup>
Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.40649	Microsoft Corporation	12.0.40649.5	Wed, Aug 24, 2022	€5
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.40649	Microsoft Corporation	12.0.40649.5	Wed, Aug 24, 2022	€ <sup>i</sup>
ScreenConnect Client (8f86fd6ebb7a1e7f)	ScreenConnect Software	22.6.8722.8249	Wed, Aug 24, 2022	€ <sup>5</sup>

### Detailed Demo of Autotask

- Autotask Internal Use
  - How the tickets show up on our system.
  - MSP Team follow-up and actions done on tickets.
  - Internal SLA measurement for customer response.
  - Microsoft Premier Support if the problem is out of scope.



- Ethical hacking for ticketing purposes
  - Run script to increase CPU performance.
  - Run script to increase memory usage.

Show alerts when you stop and start a server and a windows services

This is the specific monitor or event that creates the ticket alert – Start and Stop Computer

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HensonGroup			Chat Support Resources 🗸 🏝 🗸
	Monitors > Unexpected System Shutdown		
Workspace	Cancel Save Duplicate		
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🕼 Alert Management —	Unexpected system shutdown  Enabled	Event Log + Custom Event Log Custom Log (Channel) / Unexpected system shudown	
Intellimon Alerts Suspension	Description Event ID 6008: Unexpected system shutdown	Event ID(s)*	
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<ul> <li>Dashboard</li> <li>Tickets</li> </ul>	Severity *	Contains V Enter knywords	
Quick Access +	Critical Impact Alerts v Created by aditya.abhishek@hensongroup.com on jul 17, 2022 9:16 AM	d' Add Automation	
88 Patches (1) Scripts		C Ticket Resolution	-
리 Reports 犬 Admin		Automatically resolve	
(2) RMM Setup		Event Log * Application ~	
🖆 BDR		Event ID(s)*	
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#### Ticket is on

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		8 \$	Ticket Number	÷	Title 🗘	Description	Company	\$ C	Contract	Queue	÷ R	Resources 🔅	Role	Stat	15 ‡	Priority	÷	Created 👙	Due 👙	Total Hours Worked	B
	=	•	T20220902.0074		Resource - Demo1 (Demo1) at Henson Group is down/ unreachable	Site Name - Henson Group, Demo1 (Demo1) at Site Henson Group is currently unreachable possibly because of a connection issue or because the server was shut down. To potentially prevent issues, set up				Administration	ı			New		Medium		09/02/2022 06:03 PM	09/03/2022 06:03 PM	0.00	

Once the ticket is On, Continuum will call our team to let us acknowledge of the ticket that was created and to see if we need help solving it.

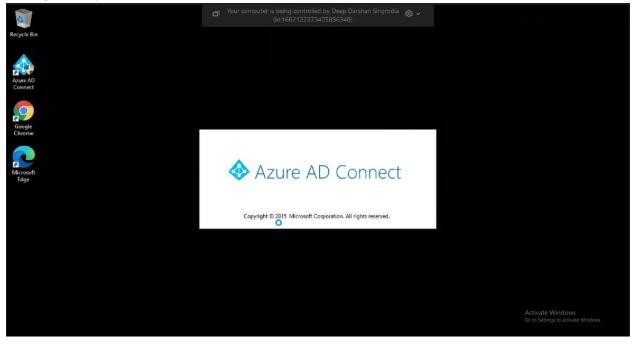
Windows Server - Start and Stop Windows Services/ Volume Shadow Copy is backup service on the WS

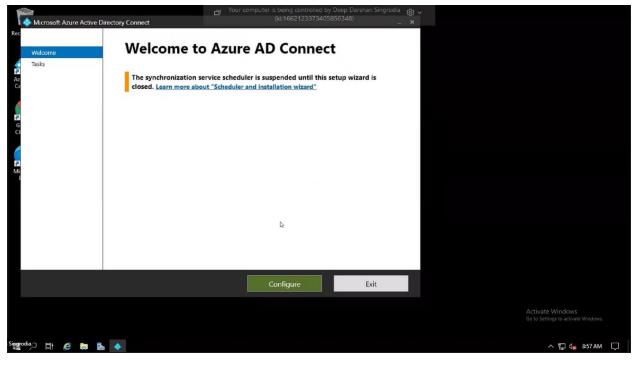
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Suzension	d <sup>*</sup> Add Automation
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O Security + Service V	
settings +     Family*	Resources Site 1
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Tickets     Critical Non-Impact Alerts     V     Quick Access     +	
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## Show alerts when you inject a false alert in a windows event log (application, system, or security)

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← <sup>©</sup> Workspace → Devices +	Menters > New Monitor	6	
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	Severity*	Event Description Contains Enter Approvals	
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		Automatically resolve Event Log *	
		Application v Event ID(s) * Enter event (D(s)	
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Show the monitors in the SQL Server, Exchange Server, and Active Directory Domain management packs.





Event Viewer File Action View Help		Your computer	is being contr	rolled by Deep 37340585634	Darshan Singrodia 🛛 🧒 🗸		- 6	×
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> 🕞 Custom Views > 🔂 Windows Logs							Event Viewer (Local)	
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### Ticket received

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TICKET INFORMATION	DESCRIPTION     Alter Family: Active Directory	123456789 All Open Tickets (348 + 0) Last 30 Days (10 + 0) Ruben C, I <sup>d</sup>
Dependent on Team (For Walking Vendor Action) Requested By (First_Name Last_Name) Associated KBA ID (Enter "Not Found" If So)	Alert Name : Azure AD Synchronization - AD Sync failing due to duplicate entries found This issue observed at 2022-08-26 22.31:17 Sile Name - Attisource	Ruben C. (5) 123456769 ruben camache@attisourceamc.com All Open Tickets (47 + 0) Last 30 Days (3 + 0)
Nof Found Istue Type RMM Alart Sub-Istae Type Service Monitor Source	Reserve - ALTI-EU-DC01 (ALTI-EU-DC01) Description: Our manifolding agent has detected that Azure AD Synchronization - AD Sync is failing due to duplicate entries. Pessible Cause: This issue can occur i user objects in the on-premises Active Directory Domain Services (AD DS) schema have duplicate or invalid alias values and are not synced from the AD DS schema to Office 365 correctly during directory synchronization.	CONFIGURATION ITEM
NOC Estimated Hours Sarvice Lavel Agreement Incident Management	Impact: Duplicate users exist in 0365, which prevents on-premise AD users from syncing with Azure AD. Action Required Please have a Technician work on this issue immediately.	Reference Name ALTI-EU-DC01 Contact Ruben Camacho 년 Installed 02/02/02/022
ASSIGNMENT  Cuture Cuture Cuture Cuture Cuture Cutorer Primary Resource (Role) D Cutorer Cutor	The Knowledge Base provided below has more information and troublesheeding steps to resolve this particular issue. The troublesheeding steps are provided based on our research and experience http://cmmitki.tkupper/247.net/ft_grgetb.details.asg?kbguid=17/0969FEE540.45148B836F6967E1E54C&wvid=448EF18122BC0480CE22847D8EF58FC35FCCD14879 TIMELINE FIRST RESPONSE COMPLETE	by Continuum API (5) Varinty Espansion Service Levid Agreement None Related Configuration Items 0 Chickgish Huber DeSchigtinaton Item Is Got Ishimay (1) + 10) activate Vindovs. Pennsy of Addison (1) - 0)
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## Show scheduling of patch management

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## Show built-in backup and restore capabilities in Continuum

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Hom	ie >									
Ve		or Microsoft Azure BYO	L Edition 🖉 …							×
Ve	Veeam	Backup for Microsoft A	zure BYOL Edition 👳 Add	to Favor	ites					
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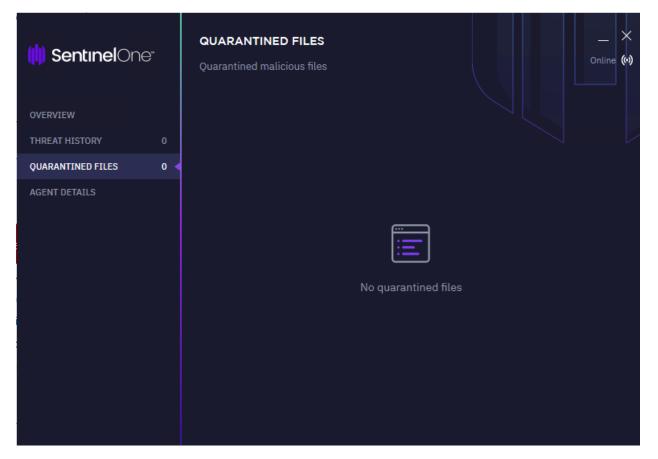
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### Admin Center of Veeam for MSP team

## Show them the built-in antivirus/malware monitoring in Continuum

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		00 ti	=	GA	22.1	SP1	22.1.4.10010	EXE	SentinelOneInstaller_windows_64bit_v22_1_4_10010.exe	68.47 MB	Aug 17, 2022 18:11:11	
		00 th	=	GA	22.1	SP1	22.1.4.10010	MSI	SentinelInstaller_windows_32bit_v22_1_4_10010.msi	60.41 MB	Aug 17, 2022 18:02:57	ē
		00 4	=	GA	22.1	SP1	22.1.4.10010	MSI	SentinelInstaller_windows_64bit_v22_1_4_10010.msi	66.54 MB	Aug 17, 2022 17:50:32	e)
		<b>00</b> th	ei.	GA	22.1	GA	22.1.2.6102	PKG	Sentinel-Release-22-1-2-6102_macos_v22_1_2_6102.pkg	55.43 MB	Apr 26, 2022 16:00:04	
		00 4	۵	GA	22.1	GA	22.1.2.7	RPM	SentinelAgent-Linux-22-1-2-7:x86-64-release-22-1-2_linux_v22_1_2_7	32.05 MB	May 25, 2022 13:11:54	ł
		00 th	Δ	GA	22.1	GA	22.1.2.7	DEB	SentinelAgent-Linux-22-1-2-7-x86-64-release-22-1-2_linux_v22_1,2,7	23.13 MB	May 25, 2022 13-06-43	1
		004	-	GA	21.7	SP4	21.7.7.40005	MSI	SentinelInstaller_windows_32bit_v21_7_7_40005.msi	57.44 MB	Jun 28, 2022 19:51:05	
		60 th	=1	GA	21.7	SP4	21.7.7.40005	EXE	SentinelInstaller-x86_windows_32bit_v21_7_40005.exe	58.12 MB	Jun 28, 2022 19:48:53	
		00 4	=	GA	21.7	SP4	21.7.7.40005	MSI	SentineIInstaller_windows_64bit_v21_7_7_40005.msi	63.45 MB	Jun 28, 2022 19:45:34	
		00 #	=	GA	21.7	SP4	21.7.7.40005	EXE	SentinelInstaller-x64_windows_64bit_v21_7_7_40005.exe	62.55 MB	Jun 28, 2022 19:43:11	

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Walk them through a sample of the monthly report we send, including the vulnerabilities assessment