



13831 South West 59th Street
Suite 100
Miami, Florida 33183

Voice: (786) 423-9287
Fax: (305) 675-4694
Email: info@r2computing.com

Sample Notification

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General Information

The purpose of this document is to technically detail all the existing conditions and the work performed by R-Squared Computing to date. This document is by no means exhaustive of all the conditions or configurations. Should you decide to terminate your relationship with R-Squared Computing, this document can be provided to your next IT service provider so they can get up to speed quickly on your network conditions.

If you have any questions, please contact:

R-Squared Computing, Inc.
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Suite 100
Miami, FL 33183

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Fax: (305) 675-4694
<http://www.r2computing.com>
info@r2computing.com

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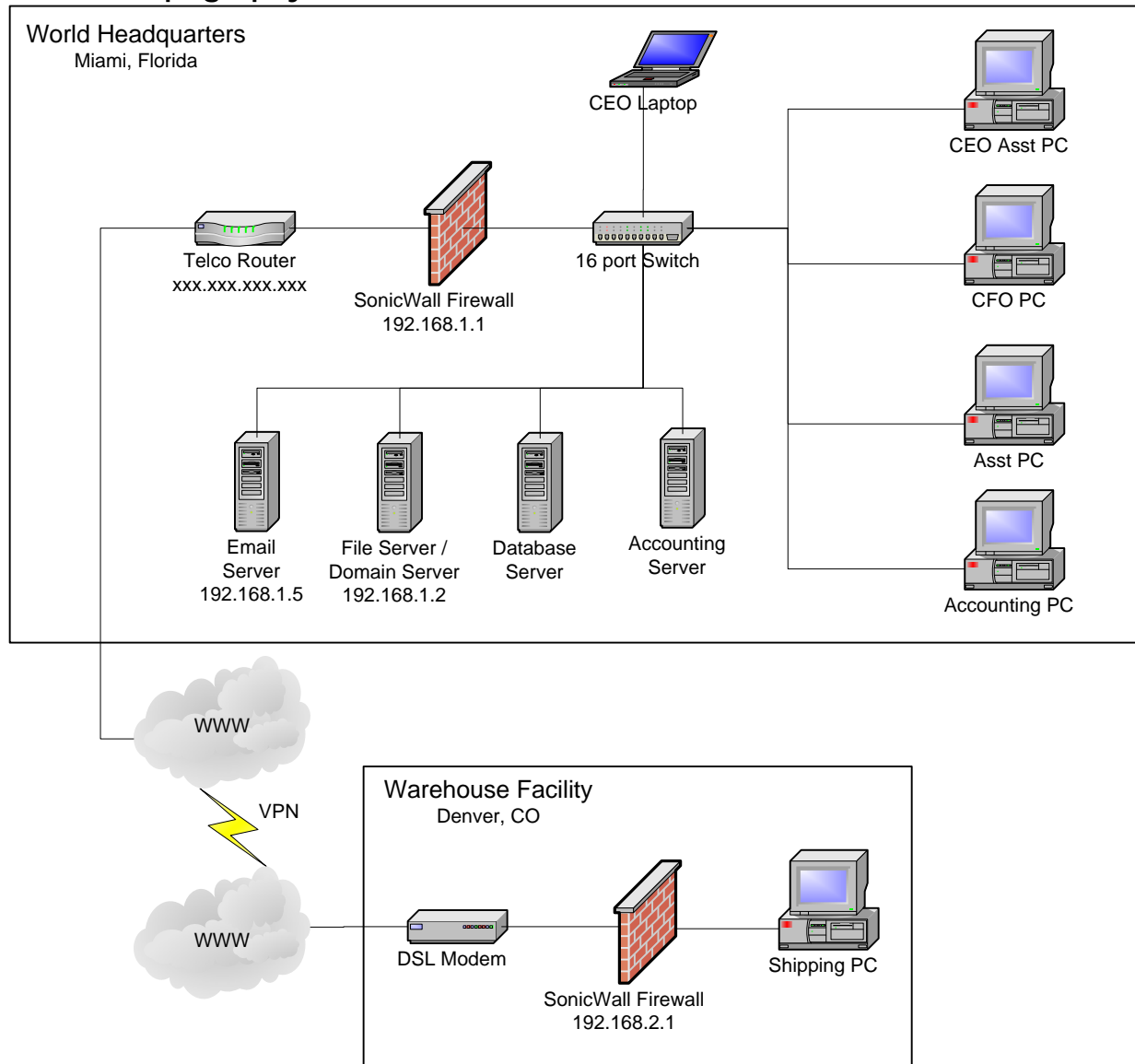
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Purpose of This Document

This document is a complete summary of all your computer systems. Be sure to keep this document in a safe place where it cannot fall into the wrong hands. If you lose this document, contact your R-Squared Technician immediately!

Network Topography



The network is a standard star topography using the TCP/IP protocol for internal and external communications. All network cables are Category 5e cables. Each cable drop originates at the switch and is terminated by a RJ-45 plug.

Existing Server Conditions & Configurations

Your network functions with a variety of interesting systems in place. The level of sophistication in your computer communications and your IT infrastructure is uncommon in a business your size. However, the

implementation of so many different technologies has led to multiple points of potential failure. As is always the case, the more you have running, the greater likelihood of something going wrong. This is not, in and of itself, a bad thing but it is important that you keep it in mind.

There are currently four servers functioning in the Miami office. These are typical “white box” towers built and originally configured by Computer Company, Inc. Nomenclature of the servers is based on the labels affixed to the front covers of the computers.

PLEASE DO NOT CHANGE OR ACCESS THE SERVERS UNDER ANY CIRCUMSTANCES UNLESS DIRECTED BY A QUALIFIED WINDOWS 2000 SERVER NETWORK TECHNICIAN. Passwords are provided for informational purposes only.

File Server (Named “SERVER”)

- Windows 2000 Server (SP3)
- User Name: Administrator
- Password: password
- Static TCP/IP Address: 192.168.1.2
- Domain Name Server (DNS)
 - Domain: domain.local
- DHCP Service enabled
 - Address Pool: 192.168.1.10 thru 192.168.1.254
 - Router / Gateway: 192.168.1.1
- Active Directory enabled and running
- CD-ROM is not functioning
- PC Anywhere is loaded and running

Proxy Server (Named “EMAIL”)

- Windows 2000 Server (SP2)
- User Name: Administrator
- Password: password
- Static TCP/IP Address: 192.168.1.3
- Exchange Server enabled and running
- Currently has 2 VPN tunnels enabled
- CD-ROM is not functioning
- PC Anywhere is loaded and running

Do not update this device to Windows 2000 Server service pack 3 under any circumstances. The SCSI card does not support the updated SCSI driver included in SP3.

Network Equipment

PLEASE DO NOT ACCESS OR CHANGE ANY NETWORK DEVICES UNLESS DIRECTED BY A QUALIFIED NETWORK TECHNICIAN. Passwords are provided for informational purposes only.

- Existing 16-port Netgear switch
- Linksys 3-port print server (LPT)
- Existing SonicWall SOHO3 Firewall
 - Static TCP/IP Address: 192.168.1.1
 - User Name: admin
 - Password: password
 - 10 Connection Licenses
 - WAN Gateway (Router) Address: 67.94.161.105
 - WAN IP (NAT Public) Address: 67.94.161.106

- WAN Subnet Mask: 255.255.255.248
- DNS Server 1: 209.116.241.10
- DNS Server 2: 216.99.225.31
- VINA Router provided by Allegiance Telecom, Inc. for telephone and internet service

Drive Mapping Scheme

To ensure consistency of data and usability throughout the network, the following drive mapping scheme was implemented with the approval of the Office Manager:

Drive	Shared Folder	Permissions	Source
O:	Public	Everyone	\\Server\Public

Drive is the assigned drive letter at each client workstation. Permissions denotes which users have access to the specified folder.

Work Performed

This documents the repairs initiated by R-Squared service personnel during the initial service visit on Friday, May 16, 2006 and Tuesday, May 20, 2006.

Computer Company, Inc.

- Spoke with Thomas Edison regarding current configurations.
- Received Administrator passwords for Active Directory login.
- Discussed viability of migration away from Exchange to direct POP3 mail.

Printers

- Repaired Hewlett-Packard LaserJet 2100 (hereafter HPLJ 2100) printer paper tray. The tray was forced in at the incorrect angle and was lodged in place.
- Removed all items in the HPLJ 2100 print queue.
- Updated the HPLJ 2100 printer driver on the server named SERVER.
- Updated the HPLJ 2100 printer driver on the PC's used by Ben Franklin and Marie Curie. Will need to update all the drivers for all other employees.
- Disconnected and removed the Hewlett-Packard LaserJet 4MV from the print server device. Device has been moved temporarily into the empty office pending final disposition by management.

Documentation

- Mapped out Windows 2000 domain
- Visually mapped network cable connections to workstations
- Mapped Windows 2000 Active Directory users and groups
- Created "vego" administrator level account with Remote Access capabilities
- Mapped IP scheme from DHCP on SERVER
- Mapped VPN scheme on EXCHANGE

Firewall

- Documented access to firewall
- Firewall licenses exceeded! Apparently, the firewall is not clearing expired licenses. A simple restart of the device repaired the problem.

Active Directory Notes

An Administrator level account named "vego" was created in the Active Directory. This account is for R-Squared technicians to use for troubleshooting purposes. Should you terminate your relationship with R-

Squared Computing, please direct your new IT service provider to remove this account immediately. If you wish, you may contact your R-Squared representative and he will instruct you in the process for removing this account.

Recommendations & Best Practices

1. It is the recommendation of R-Squared Computing that your firm should budget to purchase anti-virus software for all computer workstations and servers. Currently none of the equipment surveyed by R-Squared is running anti-virus software. This is exceedingly dangerous due to the high proliferation of viruses on the internet. It is further the recommendation of R-Squared Computing that you purchase corporate level anti-virus software (such as Symantec AntiVirus™ Small Business Edition) with centralized management of virus tables.
2. Currently, there are no backups being performed of any of your data. Your R-Squared representative will determine a viable backup scheme for you.
3. A few workstation computers are currently running various forms of "spyware." Spyware is software designed to gather information about the computer user. This information can be as simple as internet browsing habits or as dangerous as sensitive corporate secrets. On the next site visit, your R-Squared technician will
4. Furthermore, you should begin budgeting to replace one computer server. In order to save you money on your maintenance agreement, we can easily combine all the functions of the two existing servers onto one machine. Since your Base Maintenance Contract Amount specifies for two servers, we can then implement the FileMaker Pro database developed for you by Albert Einstein at no additional cost to you.
5. The electrical outlet supplying the computer in use by George Washington is on the same hard wired circuit as the light switch. R-Squared recommends that you move the computer to another outlet that is not controlled by the power switch. If this is not possible, we recommend you add a UPS device to this circuit to mitigate any data loss caused by someone inadvertently flipping the power switch.

Please note it is not the goal of R-Squared Computing to sell you computer hardware or software. We welcome you to investigate alternate sources for computer equipment and software.

Cost of Recommended Changes

R-Squared will be happy to implement the changes described above for the following prices. Please note, these prices are in addition to your monthly maintenance contract fee. Prices are not inclusive of tax or shipping and handling fees.

Symantec AntiVirus™ Small Business Edition - 5 User Pack	\$265.00
Server Pentium4 – 2.0GHz / 1GB RAM / 250GB – RAID5	\$1835.00
APC Uninterruptible Power Supply	\$85.00

Conclusion

Your network and all attached systems are fully functional and operating at optimal levels considering the age of some of your equipment.