Software and Applications Maintenance Services

Menu

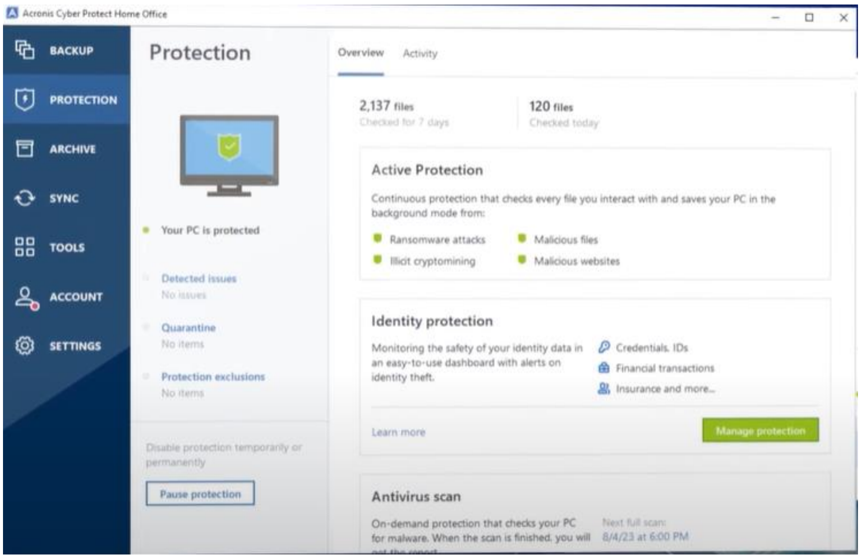
1.1 Acronis Backup Solutions

Acronis offers a range of backup solutions for different types of users, from home offices to large enterprises. While I could provide a general overview of their last updated product, please note that specific features and options may have changed since then, so it's best to check out the latest details on the Acronis website or through their official sales channels.

<u>Here's an overview of the types of backup solutions Acronis typically offers:</u>

Acronis Cyber Protect Home Office (Formerly Acronis True Image):

This is designed for personal use, providing backup, archiving, access, and recovery for home users.
It typically includes full image backup, active disk cloning, and quick recovery features.
It may also offer ransomware protection and the ability to create an all-in-one recovery drive.



Protection

Your PC is protected

Detected issues
No issues

Quarantine
No items

Protection exclusions
No items

Disable protection temporarily or permanently

2,137 files
Checked for 7 days

120 files
Checked today

Active Protection

Continuous protection that checks every file you interact with and saves your PC in the background mode from:

- Ransomware attacks
- Illicit cryptomining
- Malicious files
- Malicious websites

Identity protection

Monitoring the safety of your identity data in an easy-to-use dashboard with alerts on identity theft.

- Credentials, IDs
- Financial transactions
- Insurance and more...

Antivirus scan

On-demand protection that checks your PC for malware. When the scan is finished, you will

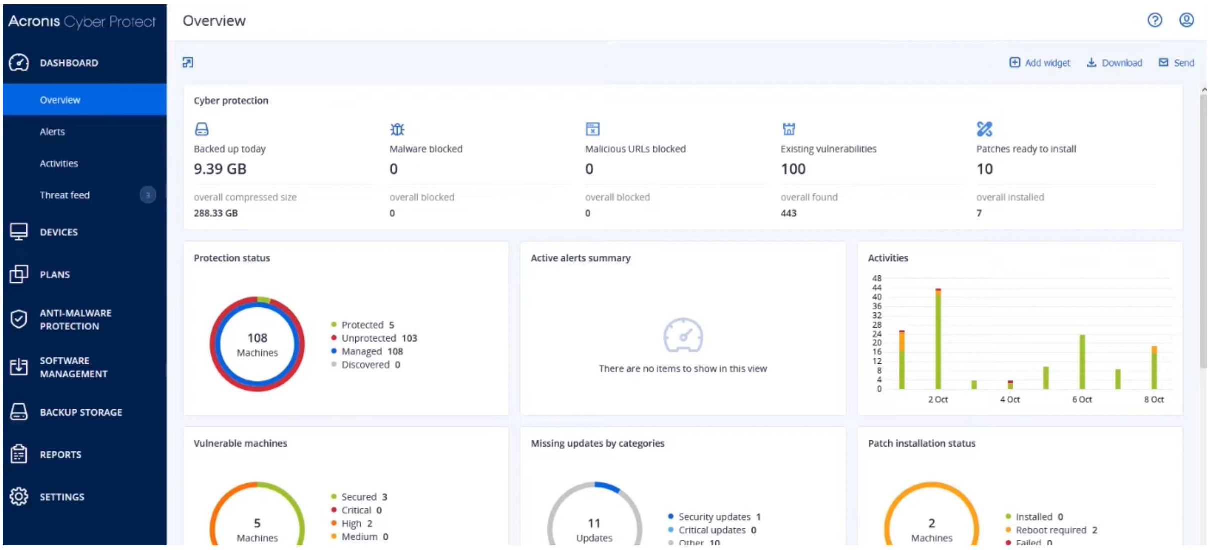
Next full scan:
8/4/23 at 6:00 PM

Acronis Cyber Protect (For Business):

This is a more comprehensive solution that combines backup with anti-malware and protection management.

It usually includes features like real-time protection, AI-based ransomware defence, and vulnerability assessments.

Backup options often cover a wide range of systems, including Windows and Linux servers, VMs, and cloud environments.



Cyber protection

Backed up today	Malware blocked	Malicious URLs blocked	Existing vulnerabilities	Patches ready to install
9.39 GB	0	0	100	10
overall compressed size	overall blocked	overall blocked	overall found	overall installed
288.33 GB	0	0	443	7

Protection status

108 Machines

- Protected 5
- Unprotected 103
- Managed 108
- Discovered 0

Active alerts summary

There are no items to show in this view

Activities

Vulnerable machines

5 Machines

- Secured 3
- Critical 0
- High 2
- Medium 0

Missing updates by categories

11 Updates

- Security updates 1
- Critical updates 0
- Other 10

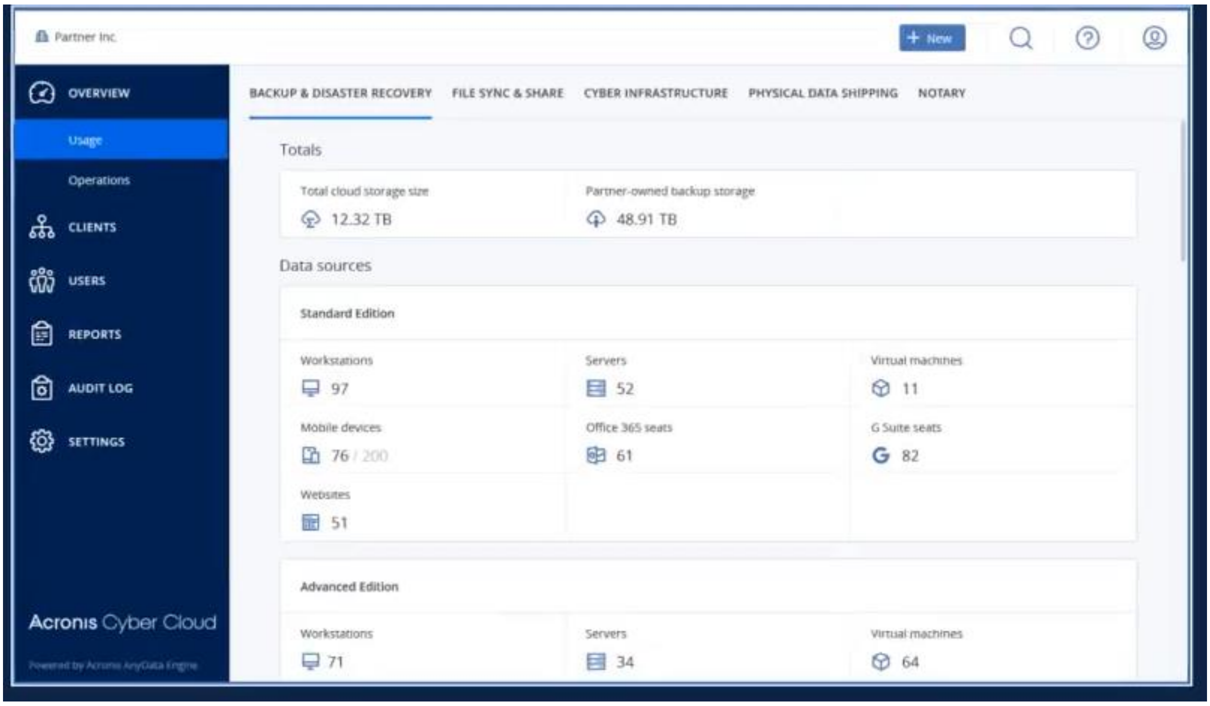
Patch installation status

2 Machines

- Installed 0
- Reboot required 2
- Failed 0

Acronis Cyber Cloud:

A platform for service providers, offering a suite of services they can offer to their customers, including backup, disaster recovery, and file sync and share services.



Totals

Total cloud storage size	Partner-owned backup storage
12.32 TB	48.91 TB

Data sources

Standard Edition

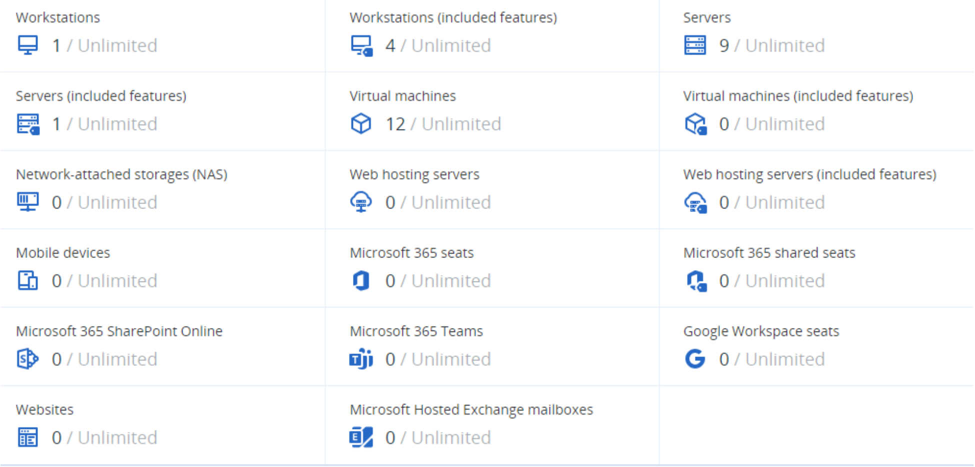
Workstations	Servers	Virtual machines
97	52	11
Mobile devices 76 / 200	Office 365 seats 61	G Suite seats 82
Websites 51		

Advanced Edition

Workstations	Servers	Virtual machines
71	34	64

Key features you might expect from Acronis Backup solutions include:

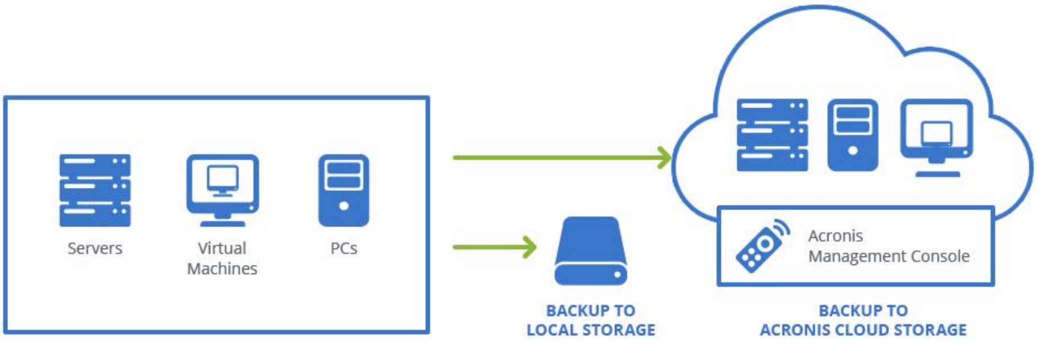
Multi-Platform Support: Backing up Windows, macOS, iOS, Android, and various Linux distributions.



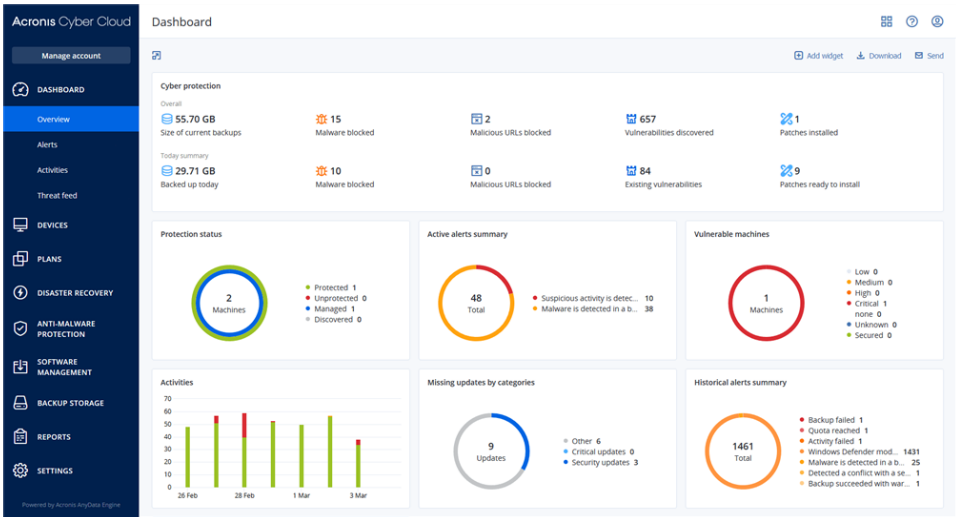
Workstations 1 / Unlimited	Workstations (included features) 4 / Unlimited	Servers 9 / Unlimited
Servers (included features) 1 / Unlimited	Virtual machines 12 / Unlimited	Virtual machines (included features) 0 / Unlimited
Network-attached storages (NAS) 0 / Unlimited	Web hosting servers 0 / Unlimited	Web hosting servers (included features) 0 / Unlimited
Mobile devices 0 / Unlimited	Microsoft 365 seats 0 / Unlimited	Microsoft 365 shared seats 0 / Unlimited
Microsoft 365 SharePoint Online 0 / Unlimited	Microsoft 365 Teams 0 / Unlimited	Google Workspace seats 0 / Unlimited
Websites 0 / Unlimited	Microsoft Hosted Exchange mailboxes 0 / Unlimited	

Cloud Backup: The ability to back up directly to Acronis Cloud Storage, with various storage options available.

Hybrid Backup: Combining local and cloud backup for faster recovery and redundancy.

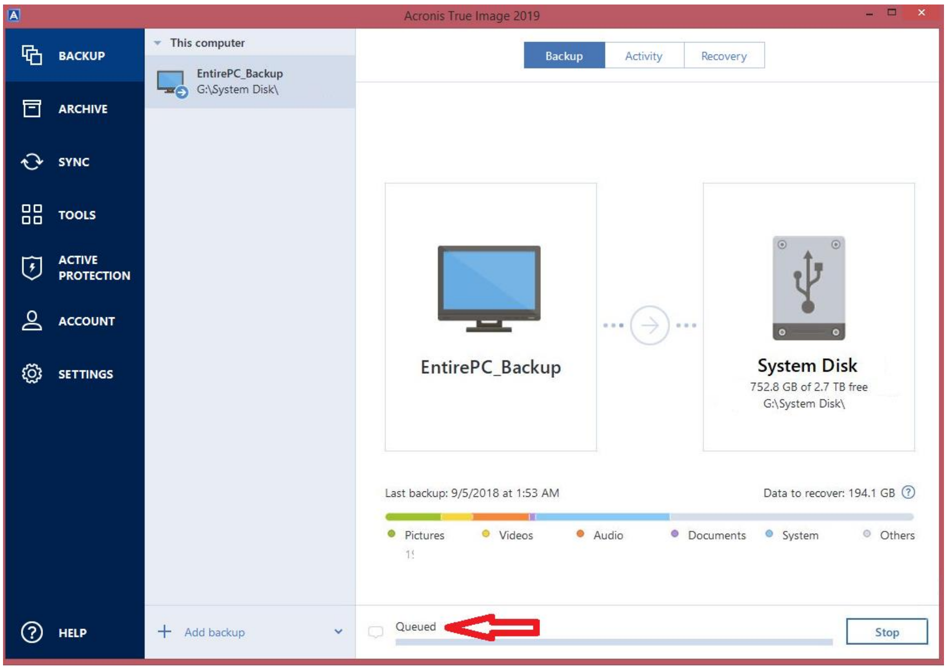


Management: Centralized management consoles for overseeing all backups, especially in enterprise environments.



To check the status of your Acronis backup, we can follow these steps:

1. Open the Acronis backup software on your computer.
2. Look for a section or tab labelled "Backup Status" or something similar. This is typically found in the main dashboard or home screen of the software.
3. In the "Backup Status" section, you should be able to see the status of your recent backups, including whether they were successful, failed, or if there were any warnings or errors.
4. You may also be able to view details such as the date and time of the last backup, the type of backup performed (full, incremental, differential), and any relevant messages or notifications related to the backup process.
5. Some versions of Acronis may also provide additional information such as the size of the backup, the destination of the backup, and the specific files or folders that were included in the backup.



EntirePC_Backup
G:\System Disk\

EntirePC_Backup

System Disk
752.8 GB of 2.7 TB free
G:\System Disk\

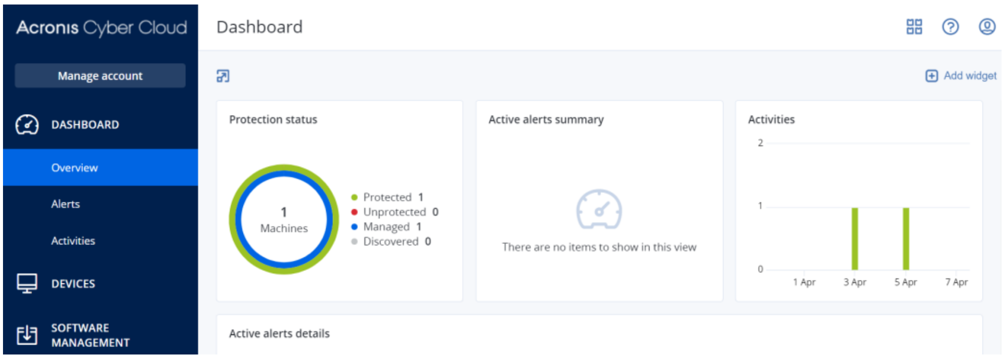
Last backup: 9/5/2018 at 1:53 AM

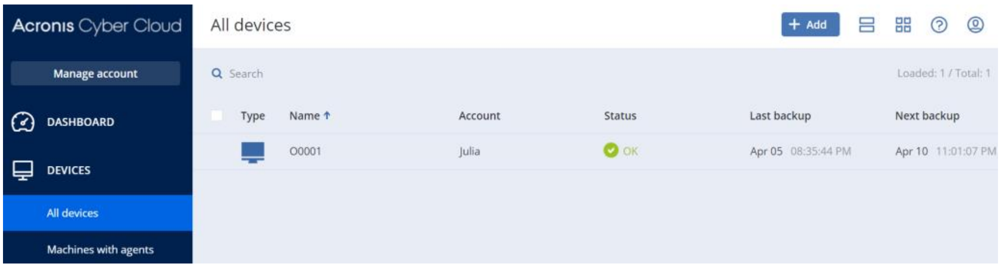
Data to recover: 194.1 GB

Queued

To check the status of your Acronis Cyber Backup, we can follow these steps:

1. Open the Acronis Cyber Backup console on your computer.
2. Navigate to the "Dashboard" or "Status" section. This is typically the main screen of the console.
3. In the "Dashboard" or "Status" section, you should be able to see an overview of the backup status, including information about recent backup activities, such as successful backups, failed backups, or any warnings or errors.
4. You may also be able to view details such as the date and time of the last backup, the type of backup performed (full, incremental, differential), and any relevant messages or notifications related to the backup process.
5. Additionally, the dashboard may provide information about the overall health of your backup infrastructure, such as storage usage, the status of backup agents, and any issues that require attention.



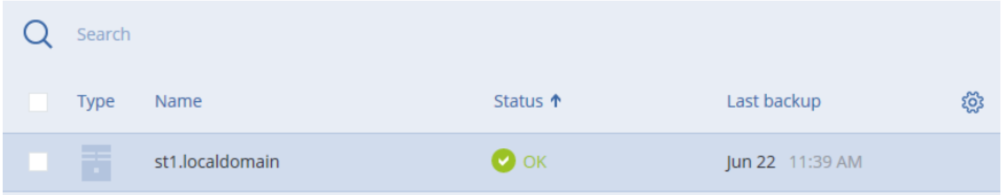


Type	Name ↑	Account	Status	Last backup	Next backup
	O0001	Julia	OK	Apr 05 08:35:44 PM	Apr 10 11:01:07 PM

Case Study:

The status either displays the state of a currently running activity, for example, Backup is running, or active alerts from previous activities. This column is designed to indicate whether a machine is safely protected or whether a problem on this machine requires your attention.

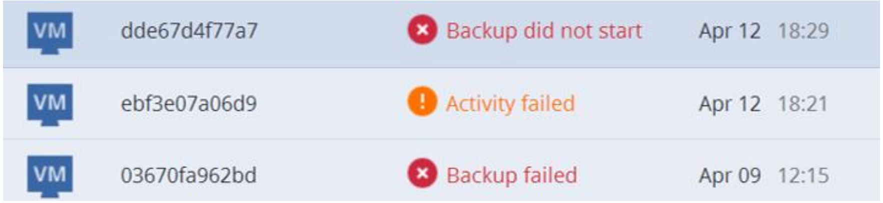
If all scheduled activities have been completed successfully on the machine and no problems have arisen, you will not have any active alerts and will see OK in the Status column. You will also see OK if you have cleared all the alerts manually:



Search

□	Type	Name	Status ↑	Last backup
□		st1.localdomain	✓ OK	Jun 22 11:39 AM

If a problem is detected, the respective alert is raised and shown in the Status column. If you have multiple alerts, the column shows the most recent alert of the highest severity.



VM	dde67d4f77a7	✖ Backup did not start	Apr 12 18:29
VM	ebf3e07a06d9	! Activity failed	Apr 12 18:21
VM	03670fa962bd	✖ Backup failed	Apr 09 12:15

Once the issue is solved, the alert disappears. If there is a successful activity after a failed one, the alert based on the failed activity is not reported.

How we resolve issues:

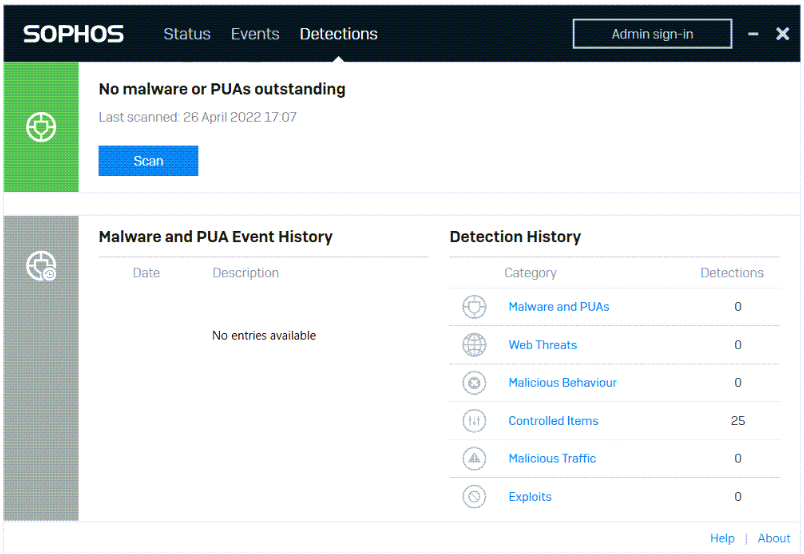
1. Click the alert and review its details.
2. Navigate to Activities to review details of the faulty operation.
3. Check our troubleshooting section for solutions.
4. If you cannot identify or resolve the issue, collect System information on the affected machine and contact Acronis Support for assistance.

1.2 Sophos Antivirus Check Maintenance

Sophos Antivirus is a security software suite that provides protection against malware, viruses, and other network threats. Regular maintenance checks are necessary to ensure that Sophos antivirus software works properly and provides the best protection for your system. Here are some general steps for Sophos antivirus maintenance.

Scan for Threats:

- Perform regular system-wide scans to detect and remove any malware or threats that may have bypassed real-time protection.
- Schedule these scans at off-peak times to minimize the impact on system performance.
- Make sure your Sophos Antivirus is set to automatically update its virus definitions. This can usually be checked in the software Settings.
- If automatic updates are not enabled, manually check for updates to ensure you have the latest virus definitions.



No malware or PUAs outstanding

Last scanned: 26 April 2022 17:07

Malware and PUA Event History

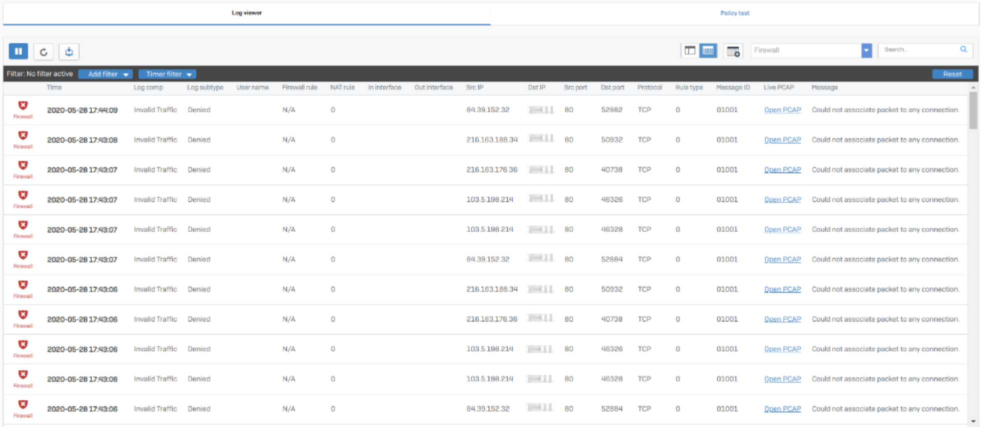
Date	Description
	No entries available

Detection History

Category	Detections
Malware and PUAs	0
Web Threats	0
Malicious Behaviour	0
Controlled Items	25
Malicious Traffic	0
Exploits	0

Review Security Logs:

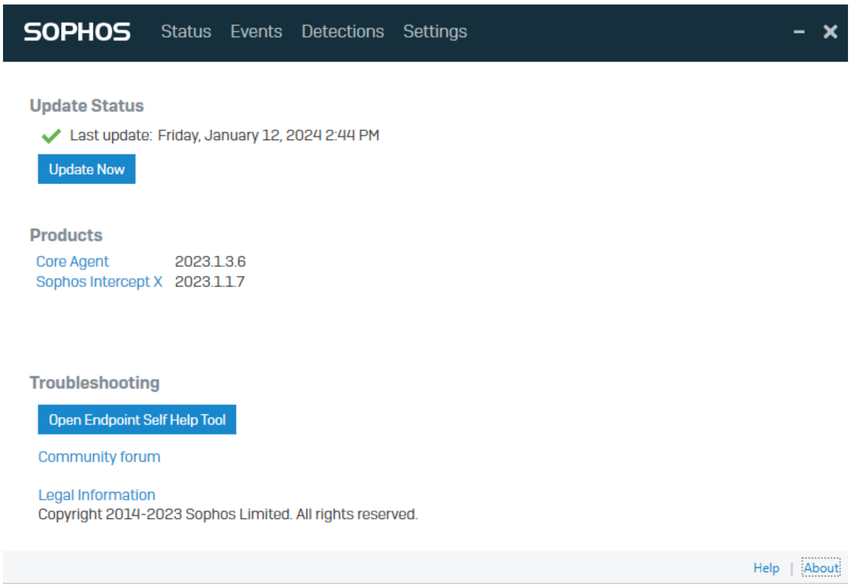
- Check the security logs to identify any patterns of attacks or unusual activities that could indicate a security issue.



	Time	Log comp	Log subtype	User name	Firewall rule	NAT rule	In interface	Out interface	Src IP	Dst IP	Src port	Dst port	Protocol	Rule type	Message ID	Live PCAP	Message
Firewall	2020-05-28 17:44:09	Invalid Traffic	Denied		N/A	0			84.39.152.32	[redacted]	80	52982	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:08	Invalid Traffic	Denied		N/A	0			216.163.188.34	[redacted]	80	50932	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:07	Invalid Traffic	Denied		N/A	0			216.163.176.36	[redacted]	80	40738	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:07	Invalid Traffic	Denied		N/A	0			103.5.198.214	[redacted]	80	46326	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:07	Invalid Traffic	Denied		N/A	0			103.5.198.214	[redacted]	80	46328	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:07	Invalid Traffic	Denied		N/A	0			84.39.152.32	[redacted]	80	52884	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:06	Invalid Traffic	Denied		N/A	0			216.163.188.34	[redacted]	80	50932	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:06	Invalid Traffic	Denied		N/A	0			216.163.176.36	[redacted]	80	40738	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:06	Invalid Traffic	Denied		N/A	0			103.5.198.214	[redacted]	80	46326	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:06	Invalid Traffic	Denied		N/A	0			103.5.198.214	[redacted]	80	46328	TCP	0	01001	Open PCAP	Could not associate packet to any connection.
Firewall	2020-05-28 17:43:06	Invalid Traffic	Denied		N/A	0			84.39.152.32	[redacted]	80	52884	TCP	0	01001	Open PCAP	Could not associate packet to any connection.

Software Updates:

- Check for any software updates for Sophos Antivirus itself. Keeping the software up to date ensures you have the latest features and security improvements.



Update Status

✓ Last update: Friday, January 12, 2024 2:44 PM

Products

Core Agent	2023.1.3.6
Sophos Intercept X	2023.1.1.7

Troubleshooting

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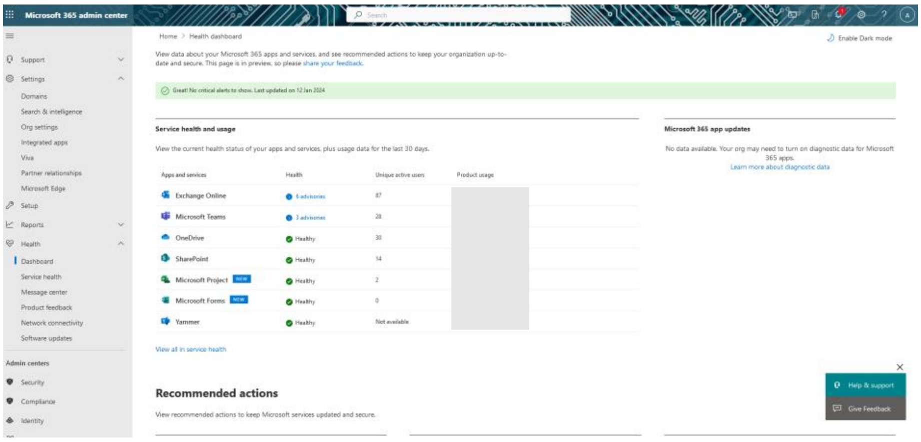
1.3 Office 365 Maintenance

Maintenance for Microsoft Office 365 typically includes regular updates, security patches, and performance improvements, which are managed and rolled out by Microsoft. Maintenance activities are designed to ensure that Office 365 services remain reliable, secure, and up to date for all users. Microsoft 365 Email is part of the Office 365 suite and is primarily powered by Exchange Online. The maintenance of Microsoft 365 email is managed by Microsoft to ensure the high availability, security, and performance of the email service.

Service Health Dashboard:

- Office 365 administrators can access the Service Health dashboard in the Microsoft 365 Administration Center. This dashboard provides real-time information about the status of Office 365 services, any ongoing maintenance activities, and details about service events.
- Microsoft employs a variety of redundancy and failover techniques to maintain service continuity. Data centres are geographically dispersed, ensuring service availability even in the event of local events. The health of the service is constantly monitored, and any issues are resolved by Microsoft's engineering team.

Microsoft Office 365 Service Dashboard Picture:



Home > Health dashboard

View data about your Microsoft 365 apps and services, and see recommended actions to keep your organization up-to-date and secure. This page is in preview, so please share your feedback.

Great! No critical alerts to show. Last updated on 12 Jan 2024

Service health and usage

View the current health status of your apps and services, plus usage data for the last 30 days.

Apps and services	Health	Unique active users	Product usage
Exchange Online	6 advisories	87	
Microsoft Teams	3 advisories	28	
OneDrive	Healthy	30	
SharePoint	Healthy	14	
Microsoft Project NEW	Healthy	2	
Microsoft Forms NEW	Healthy	0	
Yammer	Healthy	Not available	

View all in service health

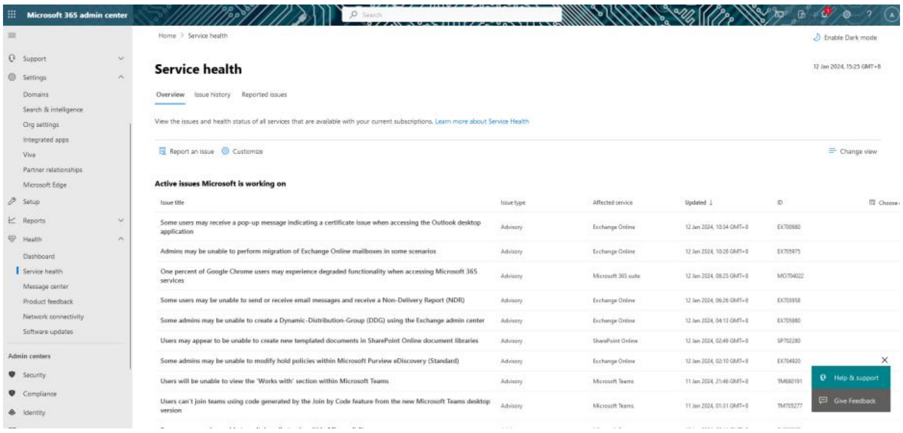
Microsoft 365 app updates

No data available. Your org may need to turn on diagnostic data for Microsoft 365 apps.
Learn more about diagnostic data

Recommended actions

View recommended actions to keep Microsoft services updated and secure.

Microsoft Office 365 Service Health Picture:



Home > Service health

Service health

12 Jan 2024, 15:25 GMT+8

View the issues and health status of all services that are available with your current subscriptions. Learn more about Service Health

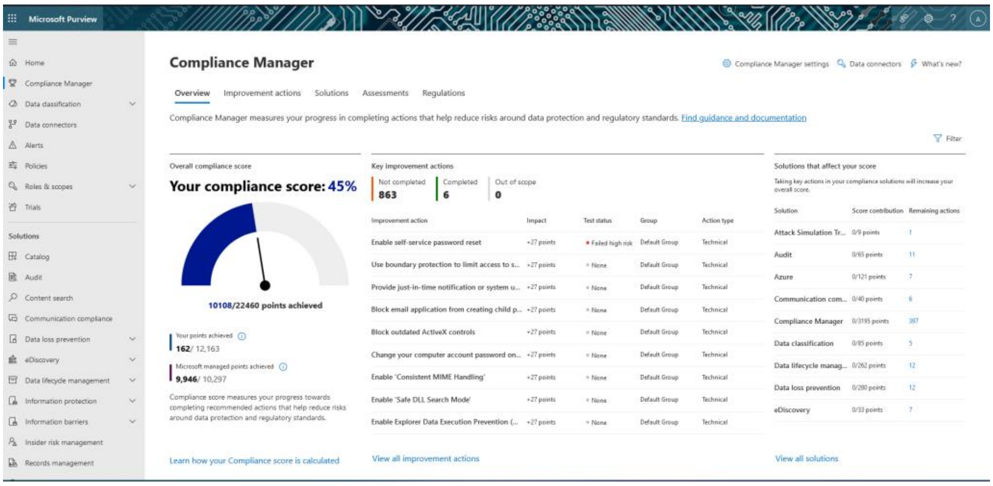
Active issues Microsoft is working on

Issue title	Issue type	Affected service	Updated ↓	ID
Some users may receive a pop-up message indicating a certificate issue when accessing the Outlook desktop application	Advisory	Exchange Online	12 Jan 2024, 10:34 GMT+8	EX700980
Admins may be unable to perform migration of Exchange Online mailboxes in some scenarios	Advisory	Exchange Online	12 Jan 2024, 10:28 GMT+8	EX705975
One percent of Google Chrome users may experience degraded functionality when accessing Microsoft 365 services	Advisory	Microsoft 365 suite	12 Jan 2024, 08:25 GMT+8	MO704022
Some users may be unable to send or receive email messages and receive a Non-Delivery Report (NDR)	Advisory	Exchange Online	12 Jan 2024, 06:26 GMT+8	EX703958
Some admins may be unable to create a Dynamic-Distribution-Group (DDG) using the Exchange admin center	Advisory	Exchange Online	12 Jan 2024, 04:13 GMT+8	EX705080
Users may appear to be unable to create new templated documents in SharePoint Online document libraries	Advisory	SharePoint Online	12 Jan 2024, 02:48 GMT+8	SP702280
Some admins may be unable to modify hold policies within Microsoft Purview eDiscovery (Standard)	Advisory	Exchange Online	12 Jan 2024, 02:10 GMT+8	EX704920
Users will be unable to view the 'Works with' section within Microsoft Teams	Advisory	Microsoft Teams	11 Jan 2024, 21:46 GMT+8	TM680191
Users can't join teams using code generated by the Join by Code feature from the new Microsoft Teams desktop version	Advisory	Microsoft Teams	11 Jan 2024, 01:31 GMT+8	TM705277

Compliance and Security:

- Regular maintenance also includes updates to ensure compliance with various industry standards and regulations. Security updates are a critical part of maintenance against emerging threats.
- Microsoft 365 Mail complies with various industry and regional standards and regulations. Maintenance includes the necessary updates to keep up with the changing compliance environment.

Microsoft 365 Compliance Management Status Picture:



Compliance Manager

Compliance Manager measures your progress in completing actions that help reduce risks around data protection and regulatory standards. Find guidance and documentation

Overall compliance score

Your compliance score: 45%

10108/22460 points achieved

Your points achieved
162/ 12,163

Microsoft managed points achieved
9,946/ 10,297

Compliance score measures your progress towards completing recommended actions that help reduce risks around data protection and regulatory standards.

Learn how your Compliance score is calculated

Key improvement actions

Not completed	Completed	Out of scope
863	6	0

Improvement action	Impact	Test status	Group	Action type
Enable self-service password reset	+27 points	● Failed high risk	Default Group	Technical
Use boundary protection to limit access to s...	+27 points	● None	Default Group	Technical
Provide just-in-time notification or system u...	+27 points	● None	Default Group	Technical
Block email application from creating child p...	+27 points	● None	Default Group	Technical
Block outdated ActiveX controls	+27 points	● None	Default Group	Technical
Change your computer account password on...	+27 points	● None	Default Group	Technical
Enable 'Consistent MIME Handling'	+27 points	● None	Default Group	Technical
Enable 'Safe DLL Search Mode'	+27 points	● None	Default Group	Technical
Enable Explorer Data Execution Prevention (...	+27 points	● None	Default Group	Technical

View all improvement actions

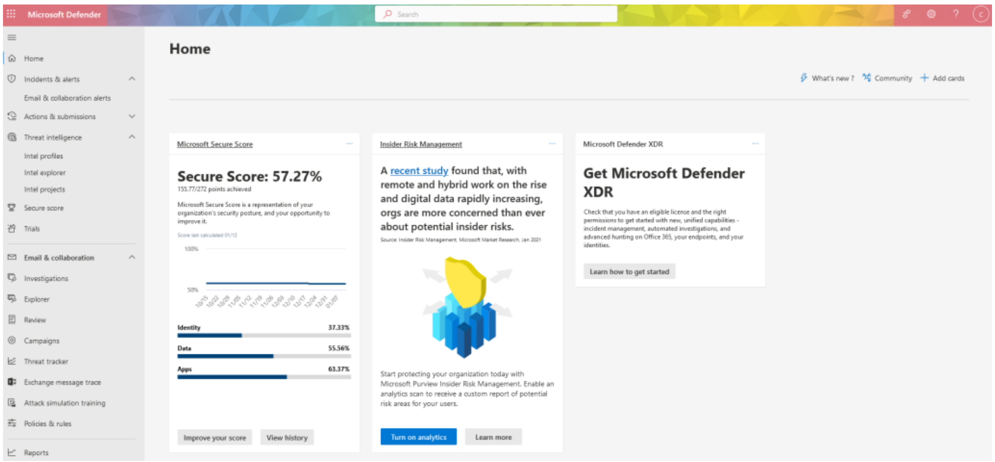
Solutions that affect your score

Taking key actions in your compliance solutions will increase your overall score.

Solution	Score contribution	Remaining actions
Attack Simulation Tr...	0/9 points	1
Audit	0/65 points	11
Azure	0/121 points	7
Communication com...	0/40 points	6
Compliance Manager	0/3195 points	397
Data classification	0/85 points	5
Data lifecycle manag...	0/262 points	12
Data loss prevention	0/280 points	12
eDiscovery	0/33 points	7

View all solutions

Microsoft 365 Defender Management Status Picture:



Home

Microsoft Secure Score

Secure Score: 57.27%

155.77/272 points achieved

Microsoft Secure Score is a representation of your organization's security posture, and your opportunity to improve it.

Score last calculated 01/12

Identity	37.33%
Data	55.56%
Apps	63.37%

Insider Risk Management

A recent study found that, with remote and hybrid work on the rise and digital data rapidly increasing, orgs are more concerned than ever about potential insider risks.

Source: Insider Risk Management, Microsoft Market Research, Jan 2021

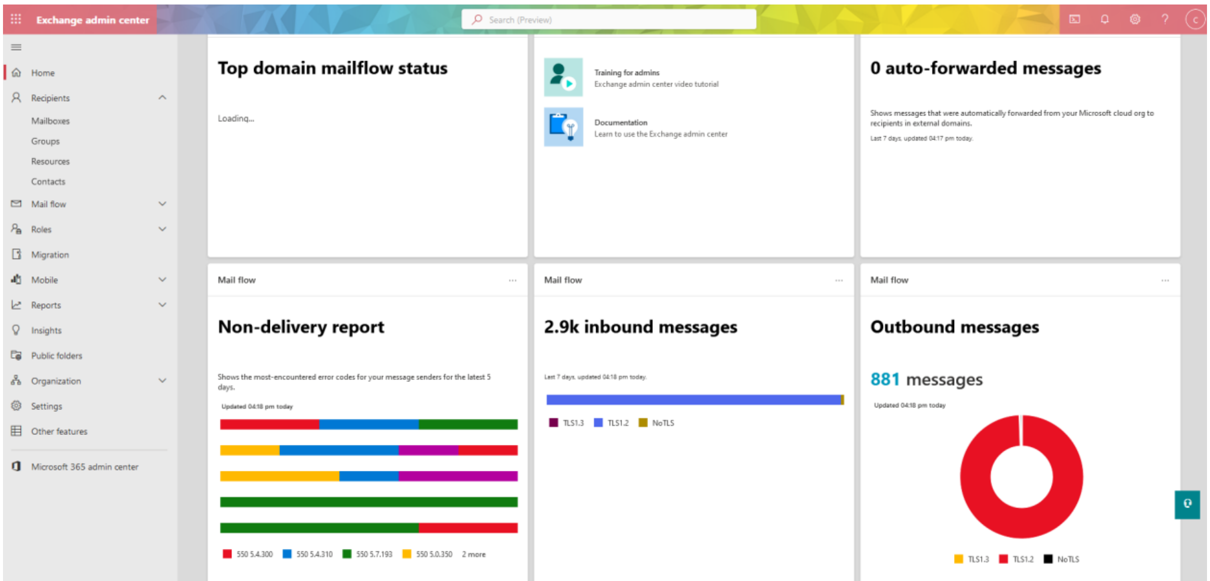
Start protecting your organization today with Microsoft Purview Insider Risk Management. Enable an analytics scan to receive a custom report of potential risk areas for your users.

Microsoft Defender XDR

Get Microsoft Defender XDR

Check that you have an eligible license and the right permissions to get started with new, unified capabilities - incident management, automated investigations, and advanced hunting on Office 365, your endpoints, and your identities.

Microsoft 365 Mail Status Picture:



Top domain mailflow status

Loading...

Training for admins
Exchange admin center video tutorial

Documentation
Learn to use the Exchange admin center

0 auto-forwarded messages

Shows messages that were automatically forwarded from your Microsoft cloud org to recipients in external domains.

Last 7 days, updated 04:17 pm today.

Mail flow

Non-delivery report

Shows the most-encountered error codes for your message senders for the latest 5 days.

Updated 04:18 pm today

Mail flow

2.9k inbound messages

Last 7 days, updated 04:18 pm today.

Mail flow

Outbound messages

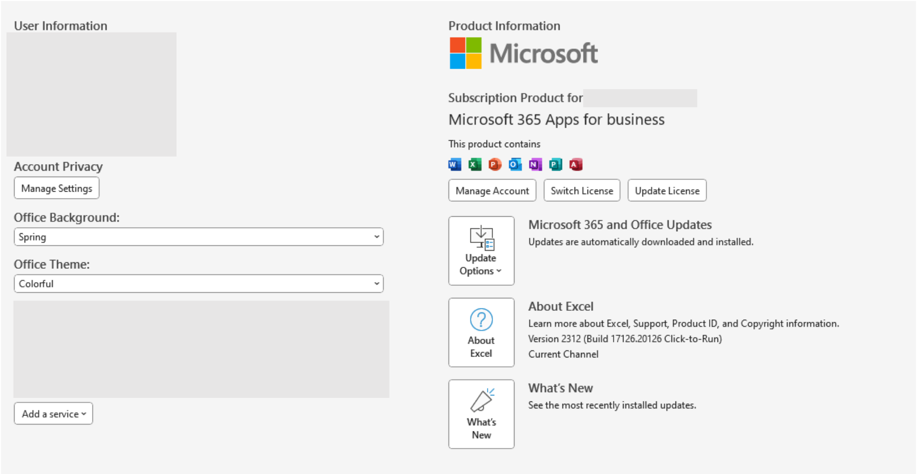
881 messages

Updated 04:18 pm today

Office 365 Updates:

- Office 365 is a cloud-based suite, and Microsoft automatically updates the service with new features, updates, and security patches. The process is designed to be seamless and cause minimal disruption to the user.
- For desktop versions of Office applications included in some Office 365 subscriptions, Microsoft releases new versions through the Office 365 Update Service. Users can often choose between different update channels, depending on how quickly they want to receive new features and updates.

Microsoft Office 365 Desktop App Update Picture:



User Information

[redacted]

Account Privacy

Manage Settings

Office Background:

Spring

Office Theme:

Colorful

Add a service

Product Information

Microsoft

Subscription Product for [redacted]

Microsoft 365 Apps for business

This product contains

Manage Account | Switch License | Update License

Update Options

Microsoft 365 and Office Updates

Updates are automatically downloaded and installed.

About Excel

About Excel

Learn more about Excel, Support, Product ID, and Copyright information.

Version 2312 (Build 17126.20126 Click-to-Run)

Current Channel

What's New

What's New

See the most recently installed updates.