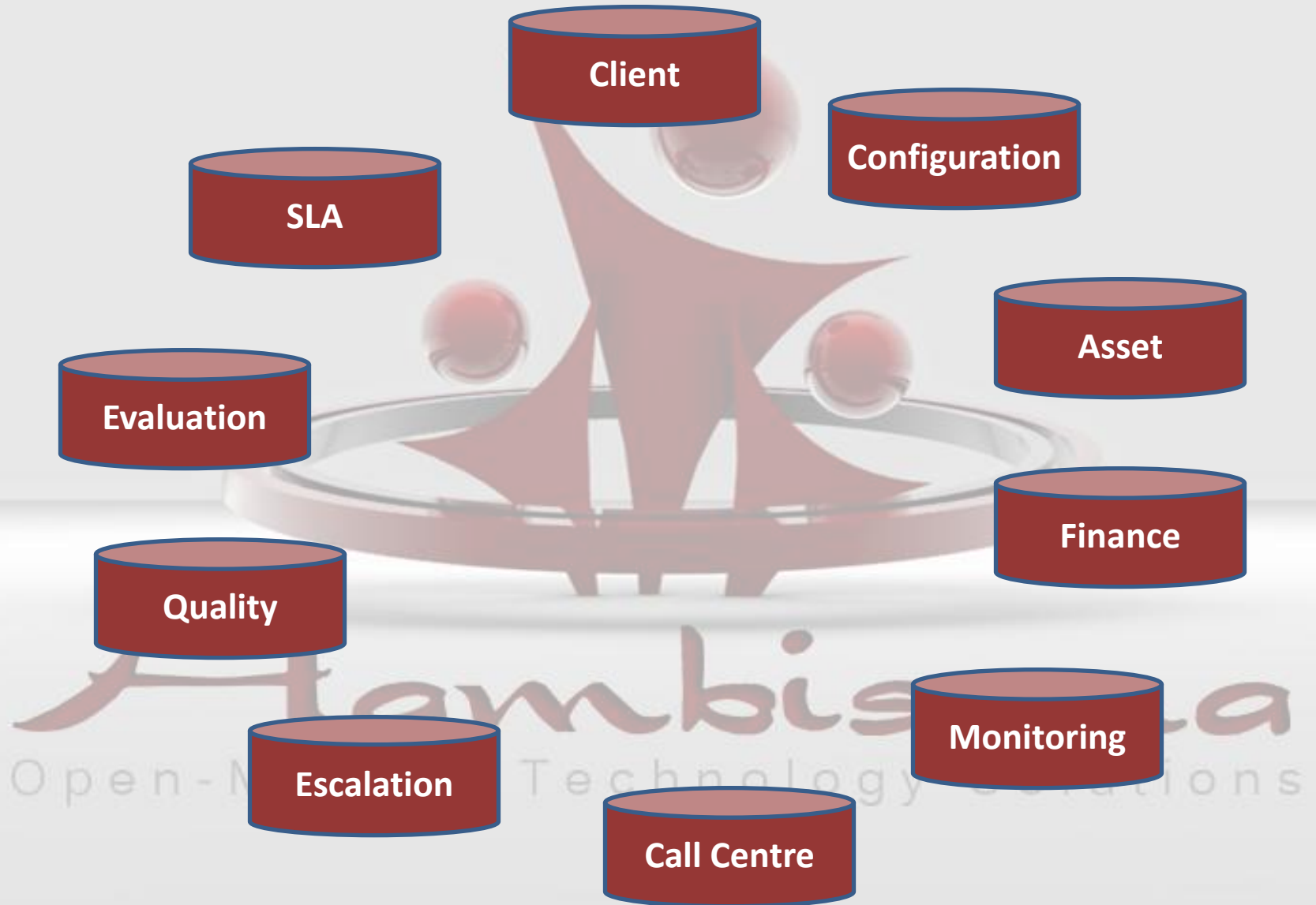




**Ambisana**

Open-Minded Technology Solutions

# InSite



# User specific and safe



**Insite - Management**

**Username**

**Password**

[Request access](#)

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**Hambisana**  
Open-Minded Technology Solutions

# Quick Overview

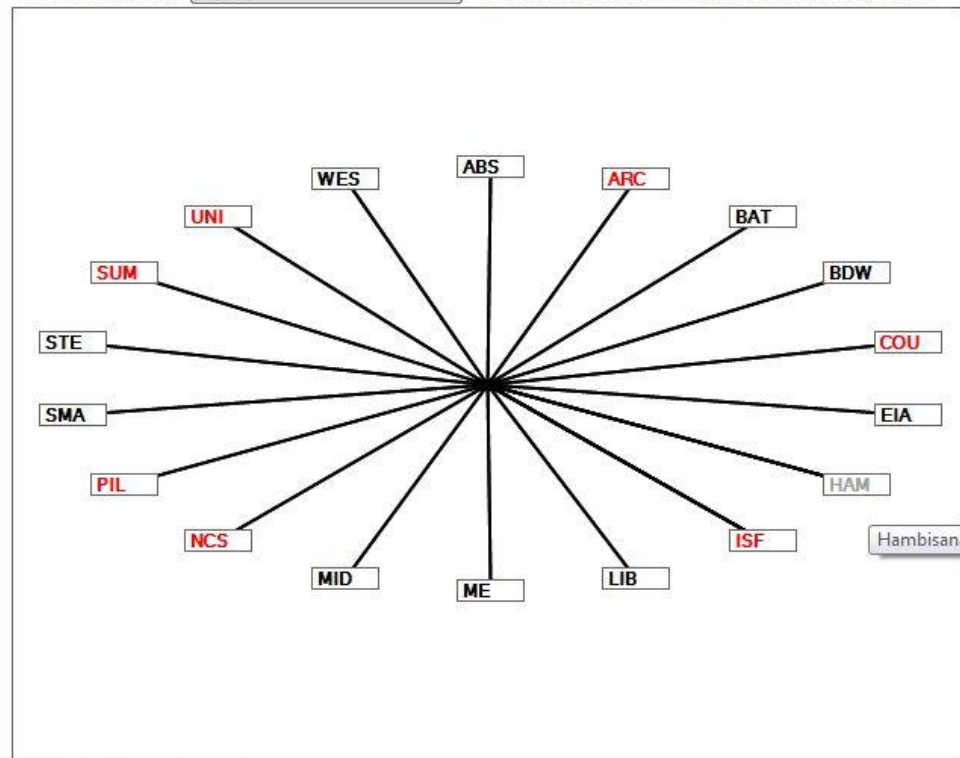
Insite - Management - - [HOME]

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.98**

Select Company **ABSOL**

Show all companies  Show only companies with alerts



Alerts

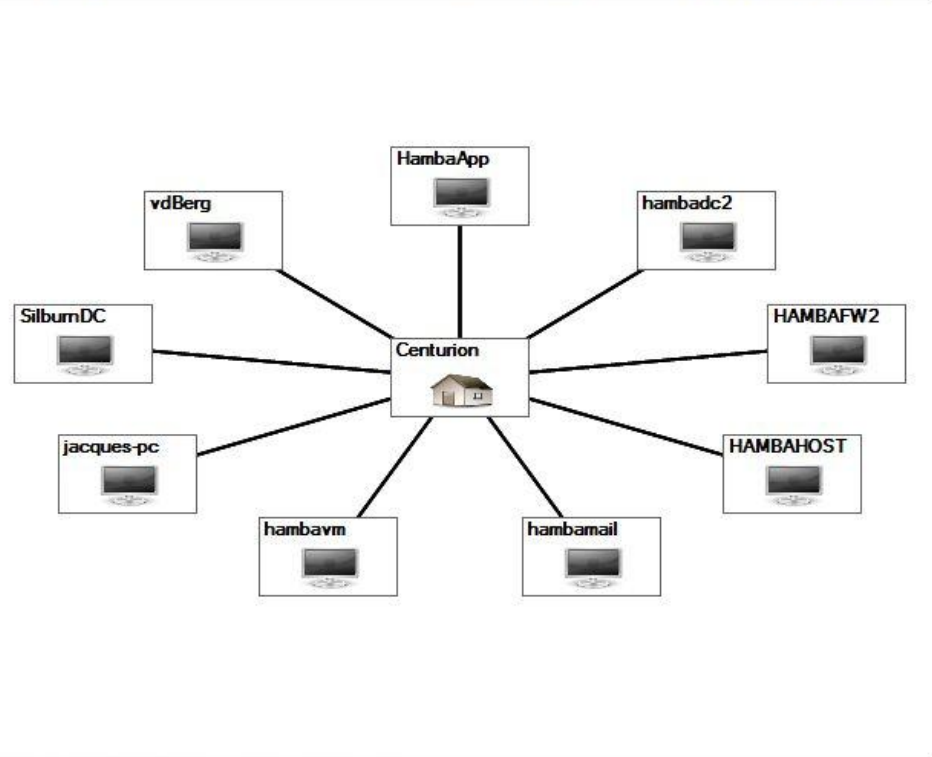
<b>CPU</b>  ✓	<b>HDD</b>  ✓
<b>Memory</b>  ✓	<b>Connectivity</b>  ✓
<b>Services</b>  ✓	<b>ServerPoll</b>  ✓
<b>Events Log</b>  ✓	

Click on a company to view sites

Main Screen	Calls		View All Alerts (7)	Reports		
	Unassigned Calls (3)	Active Calls (19)		Call Reports	Billable Hours	Call Type

# Site Specific Overview

Select Company ABSOL  Show all companies  Show only companies with alerts



### Alerts

<b>CPU</b>  ✓	<b>HDD</b>  ✓
<b>Memory</b>  ✓	<b>Connectivity</b>  ✓
<b>Services</b>  ✓	<b>ServerPoll</b>  ✓
<b>Events Log</b>  ✓	

Click on a server to view it's info, or on the site to goto sites

<b>Calls</b>	<b>Alerts</b>	<b>Reports</b>
<a href="#">Main Screen</a>	<a href="#">Unassigned Calls (3)</a>	<a href="#">View All Alerts (7)</a>
<a href="#">Active Calls (19)</a>	<a href="#">Call Reports</a>	<a href="#">Billable Hours</a>
	<a href="#">Call Type</a>	<a href="#">Active Calls Over SLA</a>

# Alert Overview

View All Alerts

ID	Company	Site	Server	ServerPoll	HDD	Service	Connectivit	Eventlog	Memory	CPU	Acknowled	Resolve
36	Arc Inc	Blackhe...	ARC-FIL...	✓	✗	✓	✓	✓	✓	✓	Ack	Resolve
21	Couzyn	Brooklyn	COUZY...	✗	✓	✓	✓	✓	✓	✓	Ack	Resolve
25	Couzyn	Brooklyn	COUZY...	✗	✓	✓	✓	✓	✓	✓	Ack	Resolve
95	ISF Serv...	Johanne...	isfdc	✓	✓	✗	✗	✓	✓	✓	Ack	Resolve
48	Pilog	Centurion	PILOGAV	✓	✓	✓	✗	✓	✓	✓	Ack	Resolve
102	Summit	Monum...	summitsrv	✗	✓	✓	✓	✓	✓	✓	Ack	Resolve
67	Unicus	Rivonia	UNICUS...	✗	✓	✓	✓	✓	✓	✓	Ack	Resolve

Resolve All

# Detailed Server Alerts

Insite - Management - [viewServerDetails]

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.98**

Server Name: **HAMBAHOST**    Last File Received: **2011/01/11 10:46:29 AM**    Last Ping Received: **2011/01/11 10:51:29 AM**

Report Settings  
 Start Date and Time: 10:53:53 2011-01-10  
 End Date and Time: 10:53:53 2011-01-11  
 Refresh

CPU   
 ServerPoll   
 Services   
 HDD   
 Memory   
 Connectivity   
 EventLog

Server Summary

Latest errors

Type	Time	Reading	Threshold
CPU: Intel(R) Core(TM)2 ...	2010/12/17 09:12:49 AM	91%	90%
Memory	2011/01/11 10:46:29 AM	84%	80%
HDD	No Error	No Error	No Error
Connectivity	No Error	No Error	No Error

C:    CPU0

Gauge values are based on the avg readings for the time specified

**Calls**  
 Main Screen    Unassigned Calls (6)    Active Calls (27)

**Alerts**  
 View All Alerts (11)

**Reports**  
 Call Reports    Billable Hours    Call Type    Active Calls Over SLA

# Fully Configurable

Insite - Management - - [viewServerDetails]

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.98**

Server Name: **HAMBAHOST**    Last File Received: **2011/01/11 09:06:30 AM**    Last Ping Received: **2011/01/11 09:11:30 AM**

Report Settings  
Start Date and Time: 09:13:53 2011-01-10  
End Date and Time: 09:13:53 2011-01-11  
Refresh

**CPU** **ServerPoll** **Services** **HDD** **Memory** **Connectivity** **EventLog**

Configuration

Configuration | Drive Space | Services | Connectivity | Event log | Temperature | CPU | Memory

**Configuration**

Default serverpoll: 5 minutes  Monitor  
Default snapshot interval: 5 minutes  
Default upload interval: 10 minutes

Notifications

SMTP Server name	mail.hambisana.co.za	From address	servmon@hambisana.co.za
SMTP Username		From display name	HambaHost Server Mon
SMTP Password		To address	jacques.vandemerwe@hami

Go To Company And Site Settings    Save    Cancel

**Calls**    **Alerts**    **Reports**

Main Screen    Unassigned Calls (4)    Active Calls (19)    View All Alerts (8)    Call Reports    Billable Hours    Call Type    Active Calls Over SLA

# Alert Setup

Insite - Management - - [viewServerDetails]

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.98**

Server Name: **HAMBAHOST**    Last File Received: **2011/01/11 09:16:30 AM**    Last Ping Received: **2011/01/11 09:21:30 AM**

Report Settings  
 Start Date and Time: 09:23:01 2011-01-10  
 End Date and Time: 09:23:01 2011-01-11  
 Refresh

CPU ✓    ServerPoll ✓    Services ✓    HDD ✓    Memory ✓    Connectivity ✓    Event Log ✓

Configuration

Configuration | Drive Space | Services | Connectivity | Event log | Temperature | CPU | Memory

**Drive Space**

	DriveLetter	DriveLabel	Capacity	Monitored	Threshold	DriveSerial
▶	A:	Unnamed	0	<input type="checkbox"/>	90	No Serial
	C:		159915859968	<input checked="" type="checkbox"/>	90	6C3144A2

Go To Company And Site Settings    Save    Cancel

Calls    Alerts    Reports

Main Screen    Unassigned Calls (4)    Active Calls (19)    View All Alerts (8)    Call Reports    Billable Hours    Call Type    Active Calls Over SLA

# Sensible Information Reports

Insite - Management - - [viewServerDetails]

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.98**

Server Name: **HAMBAHOST** Last File Received **2011/01/11 09:06:30 AM** Last Ping Received **2011/01/11 09:11:30 AM**

Report Settings  
Start Date and Time: 09:13:53 2011-01-10  
End Date and Time: 09:13:53 2011-01-11  
Refresh

CPU ✓ ServerPoll ✓ Services ✓ HDD ✓ Memory ✓ Connectivity ✓ EventLog ✓

**HDD**

Summary  
HDD  
CPU  
Memory  
Services  
Connectivity  
IP's  
Temperature Log  
EventLog  
Configuration

HDD space used

The chart displays the percentage of HDD space used for drive C:. The y-axis is labeled '% Used' and ranges from 0 to 100. The x-axis is labeled 'Drive' and shows 'C:'. A red bar represents the 'Threshold' at approximately 90%. A green bar represents the 'Reading' at approximately 68%. A legend on the right indicates that red represents the 'Threshold' and green represents the 'Reading'.

Drive	Threshold (%)	Reading (%)
C:	90	68

1 of 1 100% Find | Next

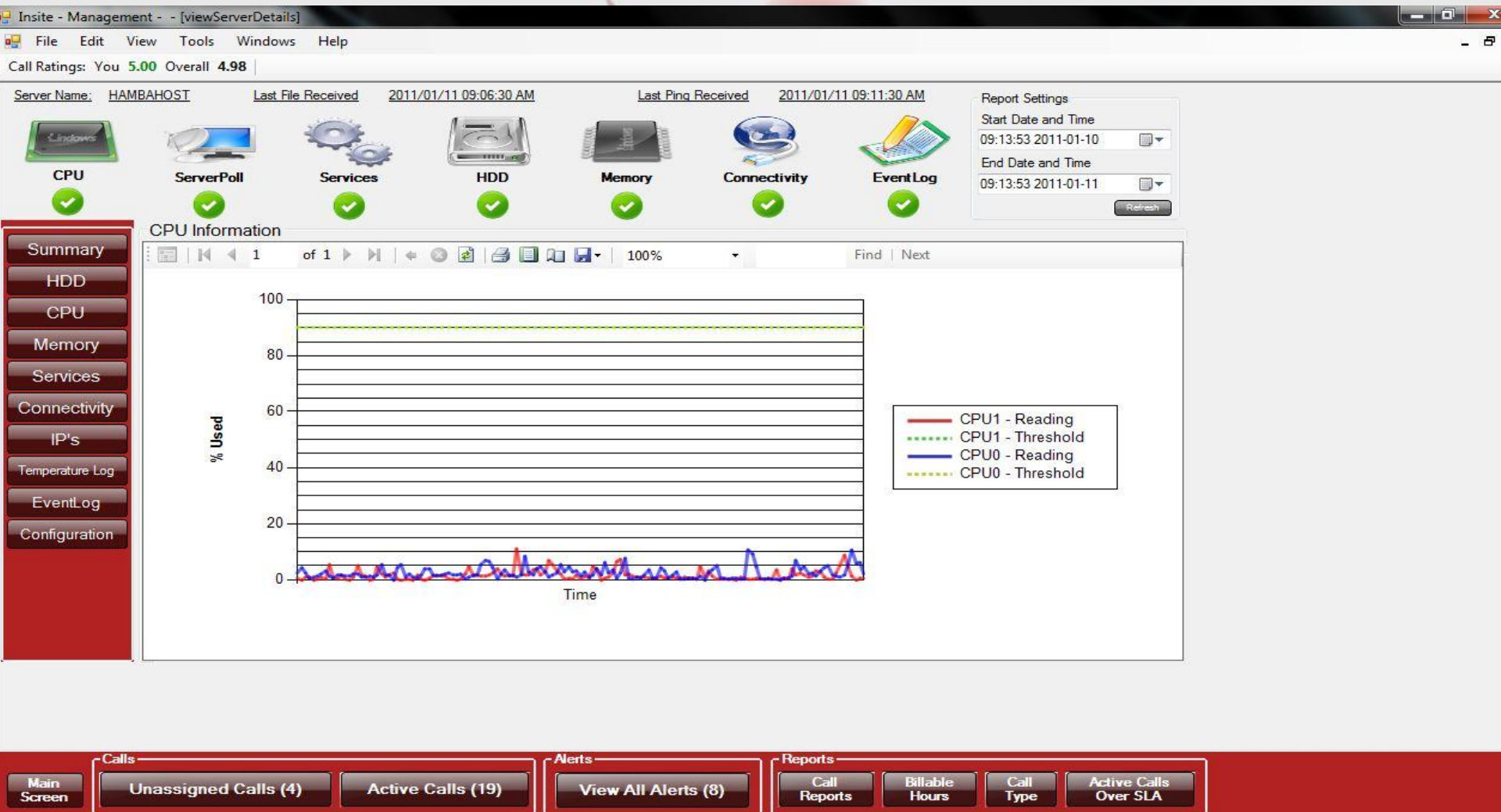
Calls: **Unassigned Calls (4)** **Active Calls (19)**

Alerts: **View All Alerts (8)**

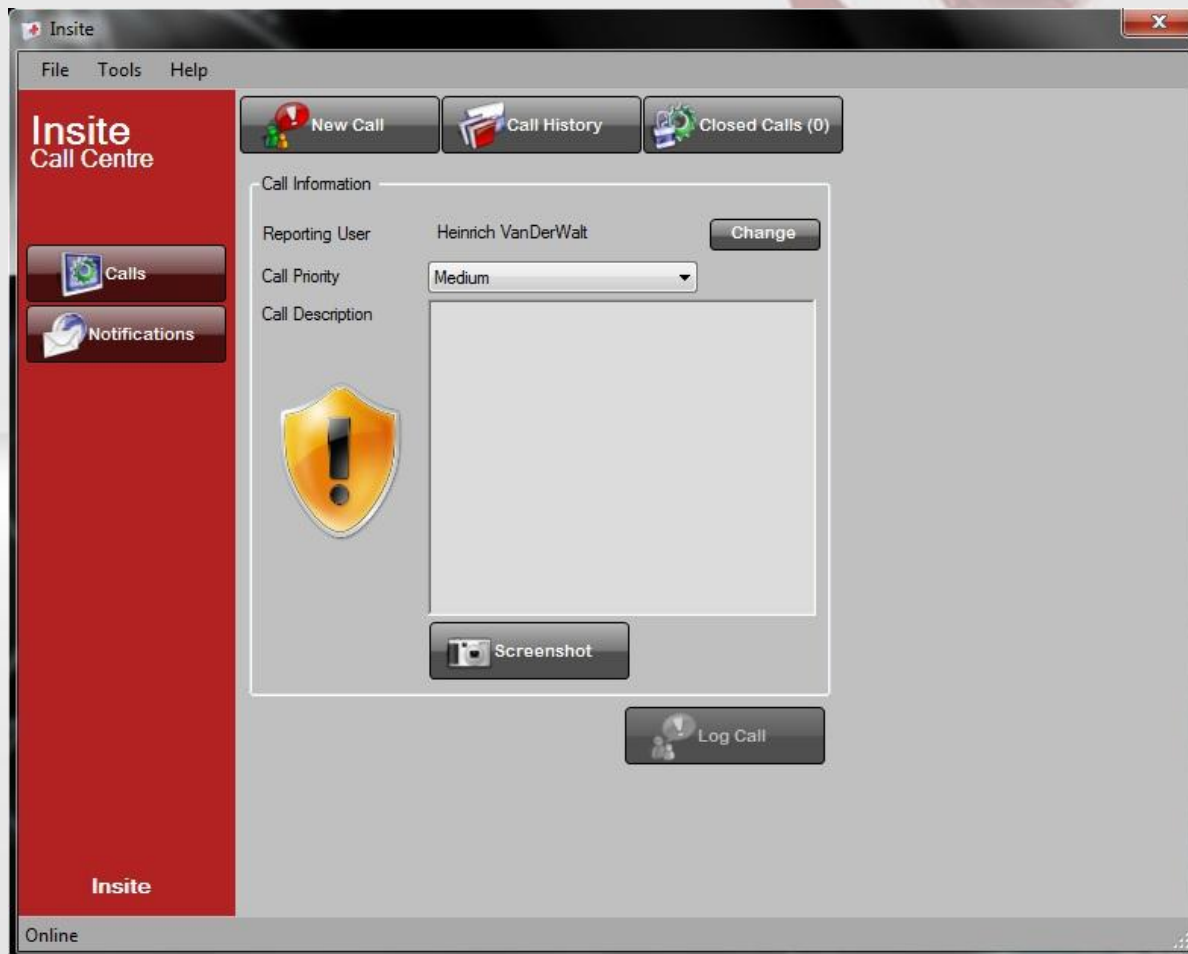
Reports: **Call Reports** **Billable Hours** **Call Type** **Active Calls Over SLA**

Current user: jacques.vandermerwe Status

# Multiple Value Comparisons



# Easy Call Logging



**Attention!**

Your Callcentre is now  
hiding here !  
You can use the application to log  
a support request.



# Call Management

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.97**

## Active Calls


Find call

### SLA Legend

< 25%   >= 25% and < 75%   >= 75% and < 100%   > 100%

Call Number	Description	Company	Site	Name	Computer IP	Priority	Status
201042963	Pilog - Please have a look if Facbook is open for Linda.	Hambisana	Centurion	Antonie Gerber	192.168.6.254	Low	Open
201042962	Pilog - Please have a look at my outlook Sig. Hugo Lubbe	Hambisana	Centurion	Antonie Gerber	192.168.6.254	Medium	Open
201042958	Enza Pieterse se netwerk is weer af	Couzyn	Brooklyn	Johan Christensen	172.16.1.39	Medium	Open
201042953	Enza Pieterse sukkel met haar laptop en die MTN modem	Couzyn	Brooklyn	Johan Christensen	172.16.1.39	Medium	Open
201042952	Wilma du Plessis se KYOCERA Netwerk printer wil nie werk nie	Couzyn	Brooklyn	Johan Christensen	172.16.1.39	Medium	Open
201042951	Aletta Lourens se sleutelbord werk nie. Vervang asb	Couzyn	Brooklyn	Johan Christensen	172.16.1.39	Medium	Open
201042950	Daar begin vandag drie nuwe dames in die plekke van Carol Smal, Suzette Nel en Janine Lemmer. Stel asb drie rekenaars vir hulle op met die nodige sagteware en toeganklikhede. Dankie, Johan	Couzyn	Brooklyn	Johan Christensen	172.16.1.39	Medium	Open
201042946	Dir Mariana Vorster sukkel met haar HP Laptop. Gaan sien haar asb	Couzyn	Brooklyn	Johan Christensen	172.16.1.39	Medium	Open

Logged by : [Antonie Gerber](#)

Priority **Low** 

Assigned To : [Antonie Gerber](#)

Call Logged : 2010/04/30 11:23:29 AM

Open for : 0 days 0:32

Active for : 1 hours

Client IP : 192.168.6.254

Status : Open

Call Type : Desktop

Call Details [201042963](#)

[Refresh](#)

### Call History

Stamp	Description
2010/04/30 11:30 AM	The call has been classified as the following type: Desktop
2010/04/30 11:30 AM	Your call has been assigned to a technician
2010/04/30 11:23 AM	CallNumber 201042963 has been logged.

### Problem Description:

Pilog - Please have a look if Facbook is open for Linda.

### High Rating Description:

Had problems from last week

### Actions

[Update Log](#)

[Change Priority](#)

[Change Status](#)

### View

# Customer Management

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.97**

- ABC Bank
  - Botswana
  - Rivonia
- ABSOL
  - Garsfontein
- Arc Inc
  - Blackheath
  - Bathopele
  - Pretoria CBD
- BDWR
  - Potch
- Botswana
  - Francistown
  - Game City
  - HQ - Fairground
  - Square
- Couzyn
  - Brooklyn
- Daneille
  - DanSite 1
  - Site2
  - Site3
- Esmé Coetzer
  - Kerksdorp
- Hambisana
  - Centurion
  - Kerksdorp
- ILNA LEMMER PHYSIO
  - Akasia



Configuration Quality Control Change Control Notes Reminders

General SLA Terms Finance Contract

Site details

Name Centurion

Website www.hambisana.co.za

Address

Contact Numbers

Remarks

Servers

HAMBAFW2  
HAMBAHOST  
jacques-pc

Delete Server

# Global Information Store

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.97**

Group	Item	Value
Wireless	IP Address	192.168.0.10
Wireless	Description	Linksys Router
Wireless	Username	Admin
Wireless	Password	P1ngP0ng
Wireless	Pass phase	9bfed3ca2e
ADSL Info	ADSL Line Number	012 653 5078

- Couzyn
  - Brooklyn
- Daneille
  - DanSite1
  - Site2
  - Site3
- Esme Coetzer
  - Klerksdorp
- Hambisana
  - Centurion
  - Klerksdorp
- ILNA LEMMER PHYSIK
  - Akasia
- Infinitem
  - Pretoria
- ISF Services
  - HQ
  - Johannesburg
- Libwin
  - Bezuidenhoud Valle
- Mideast
  - Midrand
- Mozambique
  - Beira
  - Beira
  - Chimoio
  - Maputo
  - Maputo Downtown
  - Matola

**Add new**

Choose a group or create a new one

Choose an item or create a new one

Set a value

[Add New](#)

- 3rd Party Name
- ADSL Info
- DHCP
- DHCP
- DNS
- Email info
- FW IP
- Port

Group

Item

Value

# Notification System

File Edit View Tools Windows Help

Call Ratings: You **5.00** Overall **4.97**

Selection

ID	Company	Site	Names
220	Arc Inc	Blackheath	Daleen Groen
337	Bathopele	Pretoria CBD	Debbie Joubert
299	Bathopele	Pretoria CBD	Debrah M
300	Bathopele	Pretoria CBD	Debrah Matsi
125	Couzyn	Brooklyn	Dawn Hattingh
180	Couzyn	Brooklyn	Derick Nel
279	Hambisana	Centurion	Daneille Nel
179	Pilog	Centurion	Danie Loubser
9	Pilog	Centurion	Diren Moodley
101	Pilog	Centurion	Dirk Bamard
45	Pilog	Centurion	dirk de jager
293	Pilog	Centurion	Dirk deJager
197	Pilog	Centurion	Dries Odendaal
34	Pilog	Centurion	Dries Odendaal
150	Probec	Braampark	David Hancock

Type in the name you are looking for in the textbox:

d

Add -->

Notifications to

ID	Company	Site	Names
365	Arc Inc	Blackheath	Heinrich du Toit
279	Hambisana	Centurion	Daneille Nel

<- Remove

Clear

Message

Please check for updates....

Submit

# License Management

Computer Name	Processor	HDD	Memory	CDROM	FDD	Software
Antheab	800 megahertz AMD Duron	40.01 Gigabytes Usable Hard Drive Capacity	384 Megabytes Installed Memory	E-IDE CD-ROM 52X L	3.5" Floppy drive	Windows XP Professional Service Pack 2 (build 2600) Microsoft - Office Professional Edition 2003 Akron Software (Pty) Ltd - ProMan Offline System Version Akron Software (Pty) Ltd - ProMan Plus Version Adobe Reader Version 7.0.5.2005092300
Brumildam	1.50 gigahertz AMD Athlon XP	20.48 Gigabytes Usable Hard Drive Capacity	224 Megabytes Installed Memory	None	3.5" Floppy drive	Windows XP Professional Service Pack 2 (build 2600) Microsoft - Office Professional Edition 2003 Akron Software (Pty) Ltd - ProMan Offline System Version CAT - RouteMst Version 1.01.0091
Cindyk	2.00 gigahertz Intel Celeron	20.01 Gigabytes Usable Hard Drive Capacity	638 Megabytes Installed Memory	HL-DT-ST CD-ROM GCR-8523B	3.5" Floppy drive	Windows XP Professional Service Pack 2 (build 2600) Microsoft - Office Professional Edition 2003 Akron Software (Pty) Ltd - ProMan Offline System Version Akron Software (Pty) Ltd - ProMan Plus Version Adobe Reader Version 7.0.5.2005092300 Ellada Computer Systems - RouteMst Version 1.00.0008
Elmarie	2.00 gigahertz Intel Celeron	20.01 Gigabytes Usable Hard Drive Capacity	510 Megabytes Installed Memory	HL-DT-ST CD-ROM GCR-8523B	3.5" Floppy drive	Windows XP Professional Service Pack 2 (build 2600) Microsoft - Office Professional Edition 2003 Akron Software (Pty) Ltd - ProMan Offline System Version Akron Software (Pty) Ltd - ProMan Plus Version Adobe Reader Version 7.0.5.2005092300 Ellada Computer Systems - RouteMst Version 1.00.0008
Elnab	1.50 gigahertz AMD Athlon XP	20.48 Gigabytes Usable Hard Drive Capacity	224 Megabytes Installed Memory	OEM CD-ROM F563E	3.5" Floppy drive	Windows XP Professional Service Pack 2 (build 2600) Microsoft - Office Professional Edition 2003 Akron Software (Pty) Ltd - ProMan Offline System Version Akron Software (Pty) Ltd - ProMan Plus Version Adobe Reader Version 7.0.5.2005092300 Softline Holdings - Pastel Partner 2005 Build Version 8.01

# Software Inventory

File Edit View Tools Windows Help

Call Ratings: You 5.00 Overall 4.97

- ABC Bank
- ABC Bank
- ABSOL
- Arc Inc
- Bathopele
- BDWR
- Botswana
- Couzyn
- Daneille
- Esmé Coetzer
- Hambisana
  - Centurion
  - Kerksdorp
- ILNA LEMMER PHYSIO
- Infinium
- ISF Services
- ISF Services
- Libwin
- Mideast
- Mozambique
- NCS
- NG Kerk Universiteits Oord
- Pilog
- Pilog
- Probec
- Silbum Drake
- Smart Village
- Spektrum Risk
- Stevensons
- Tanzania
- Wesvalia
- Yellow Payroll
- Zambia
- Zimbabwe

Software  Hardware

Information

1 of 52 100% Find | Next

## Software By Site

### Hambisana

#### Centurion

Asset Number	Name	Surname	Installed Software Caption
00000			
	Chris	James	32 Bit HP CIO Components Installer
	Chris	James	Adobe Reader 9
	Chris	James	Adobe Reader 9.2
	Chris	James	Adobe Reader 9.3
	Chris	James	Adobe Reader 9.3.2
	Chris	James	BlackBerry Desktop Software 4.6
	Chris	James	Crystal Reports Basic for Visual Studio 2008
	Chris	James	Java Auto Updater
	Chris	James	Java(TM) 6 Update 17
	Chris	James	Java(TM) 6 Update 20
	Chris	James	Microsoft .NET Compact Framework 2.0 SP2

# Hardware Inventory

File Edit View Tools Windows Help

Call Ratings: You 5.00 Overall 4.97

- ABC Bank
- ABC Bank
- ABSOL
- Arc Inc
- Bathopele
- BDWR
- Botswana
- Couzyn
- Daneille
- Esmé Coetzer
- Hambisana
  - Centurion
  - Klerksdorp
- ILNA LEMMER PHYSIO
- Infinitum
- ISF Services
- ISF Services
- Libwin
- Mideast
- Mozambique
- NCS
- NG Kerk Universiteits Oord
- Pilog
- Pilog
- Probec
- Silbum Drake
- Smart Village
- Spektrum Risk
- Stevensons
- Tanzania
- Wesvalia
- Yellow Payroll
- Zambia
- Zimbabwe

Software Hardware

Information

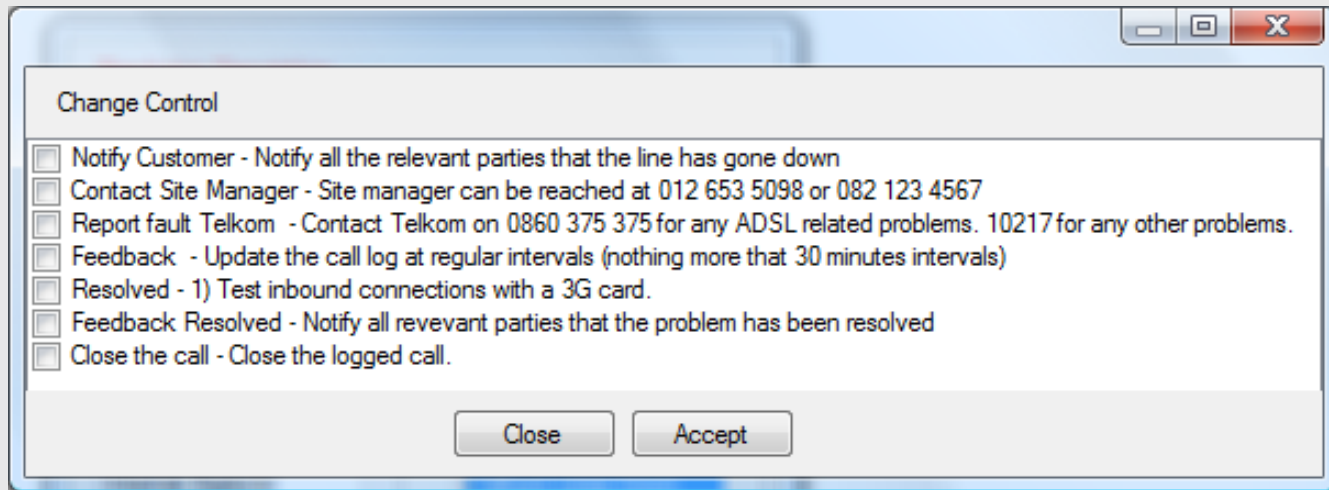
1 of 4 100% Find | Next

## Hardware By Company

### Hambisana

Site Name	Asset Number	Name	Surname	General Information Domain	General Information User Name	Memory HDD Size	Memory HDD Model	Memory CD Description	Memory CD Drive	Memory Oper Mem Capacity
Centurion	00000									
		Chris	James				RIM BlackBerry SD USB Device	CD-ROM Drive	D:	1073741824
		Chris	James				RIM BlackBerry USB Device	CD-ROM Drive	D:	1073741824
		Chris	James				RIM BlackBerry USB Device	CD-ROM Drive	D:	2147483648
		Chris	James			1924715520	TREK TDMINIG4 USB Device	CD-ROM Drive	D:	1073741824
		Chris	James			250056737	ST3250310	CD-ROM	D:	107374182

# Change Control

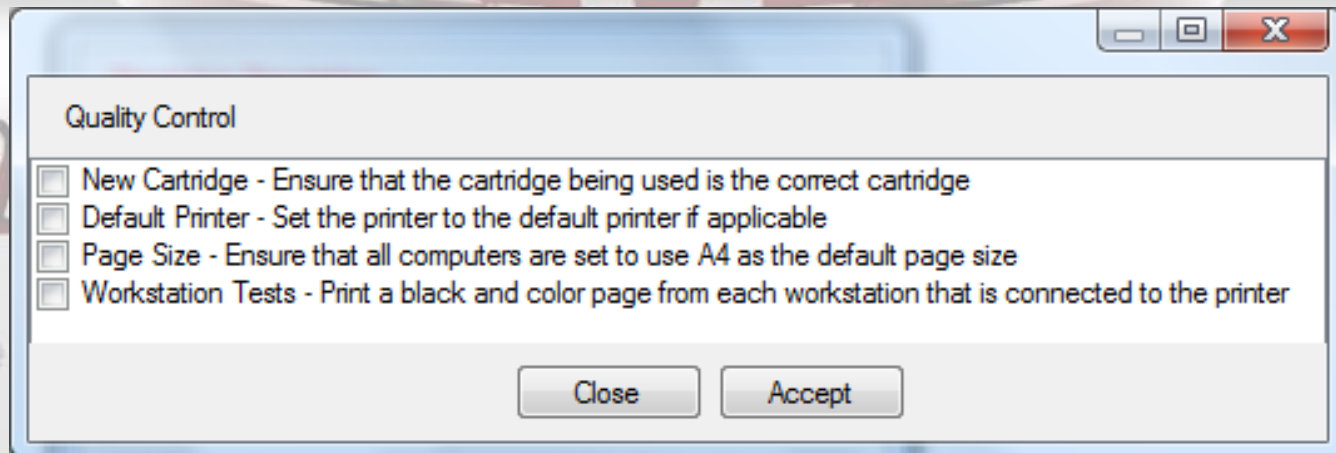


Change Control

- Notify Customer - Notify all the relevant parties that the line has gone down
- Contact Site Manager - Site manager can be reached at 012 653 5098 or 082 123 4567
- Report fault Telkom - Contact Telkom on 0860 375 375 for any ADSL related problems. 10217 for any other problems.
- Feedback - Update the call log at regular intervals (nothing more that 30 minutes intervals)
- Resolved - 1) Test inbound connections with a 3G card.
- Feedback Resolved - Notify all revevant parties that the problem has been resolved
- Close the call - Close the logged call.

Close Accept

# Quality Control



Quality Control

- New Cartridge - Ensure that the cartridge being used is the correct cartridge
- Default Printer - Set the printer to the default printer if applicable
- Page Size - Ensure that all computers are set to use A4 as the default page size
- Workstation Tests - Print a black and color page from each workstation that is connected to the printer

Close Accept