

# Sample Ltd.

# IT Report

Data	29 February 2008
Address	7/F, Park Hovan Commercial Building, 18 Hillwood Road, Tsimshatsui, Kln, HK
Tel	3421 0866
Fax	3010 5769
Technician	Eric Law

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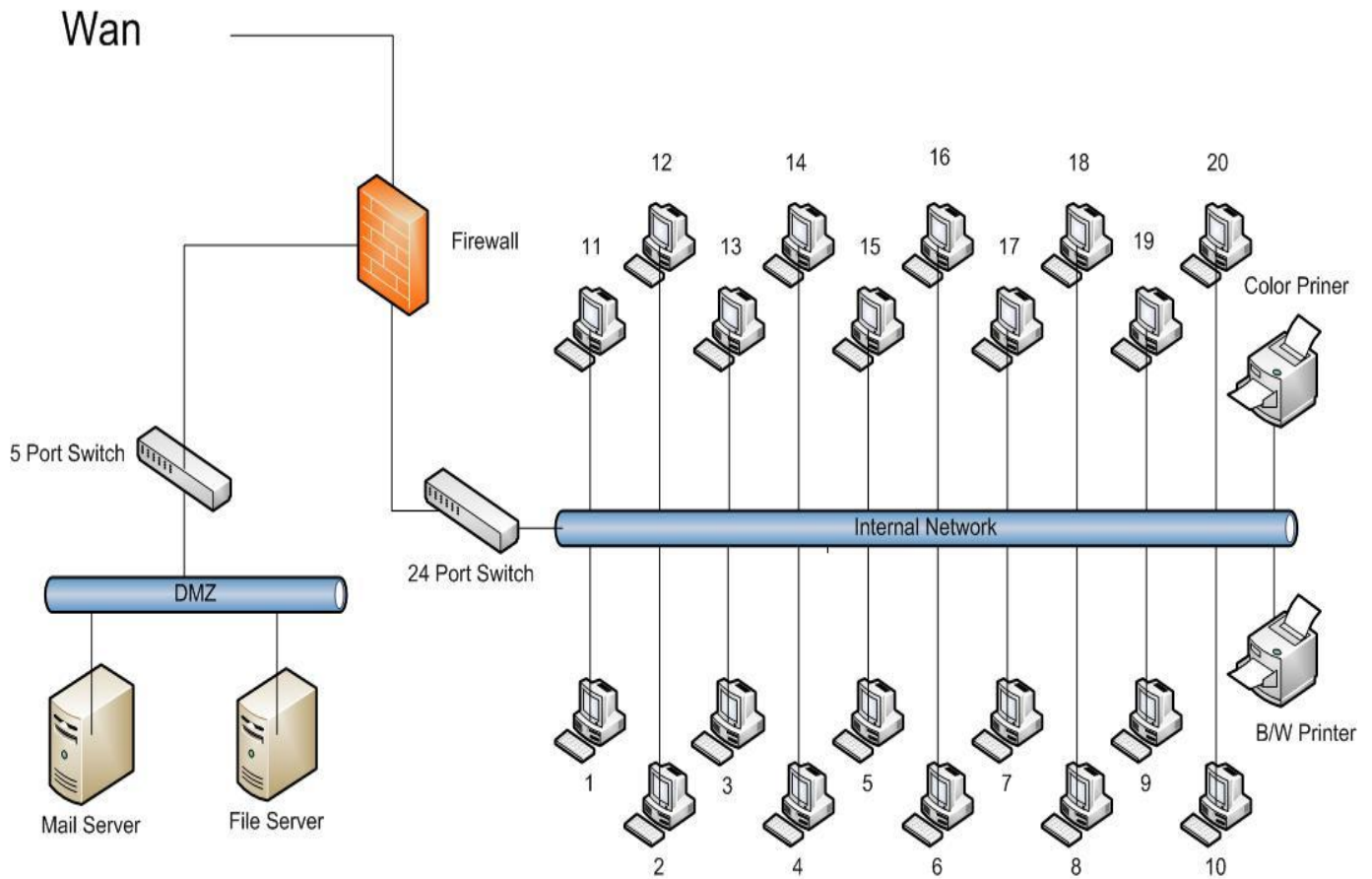
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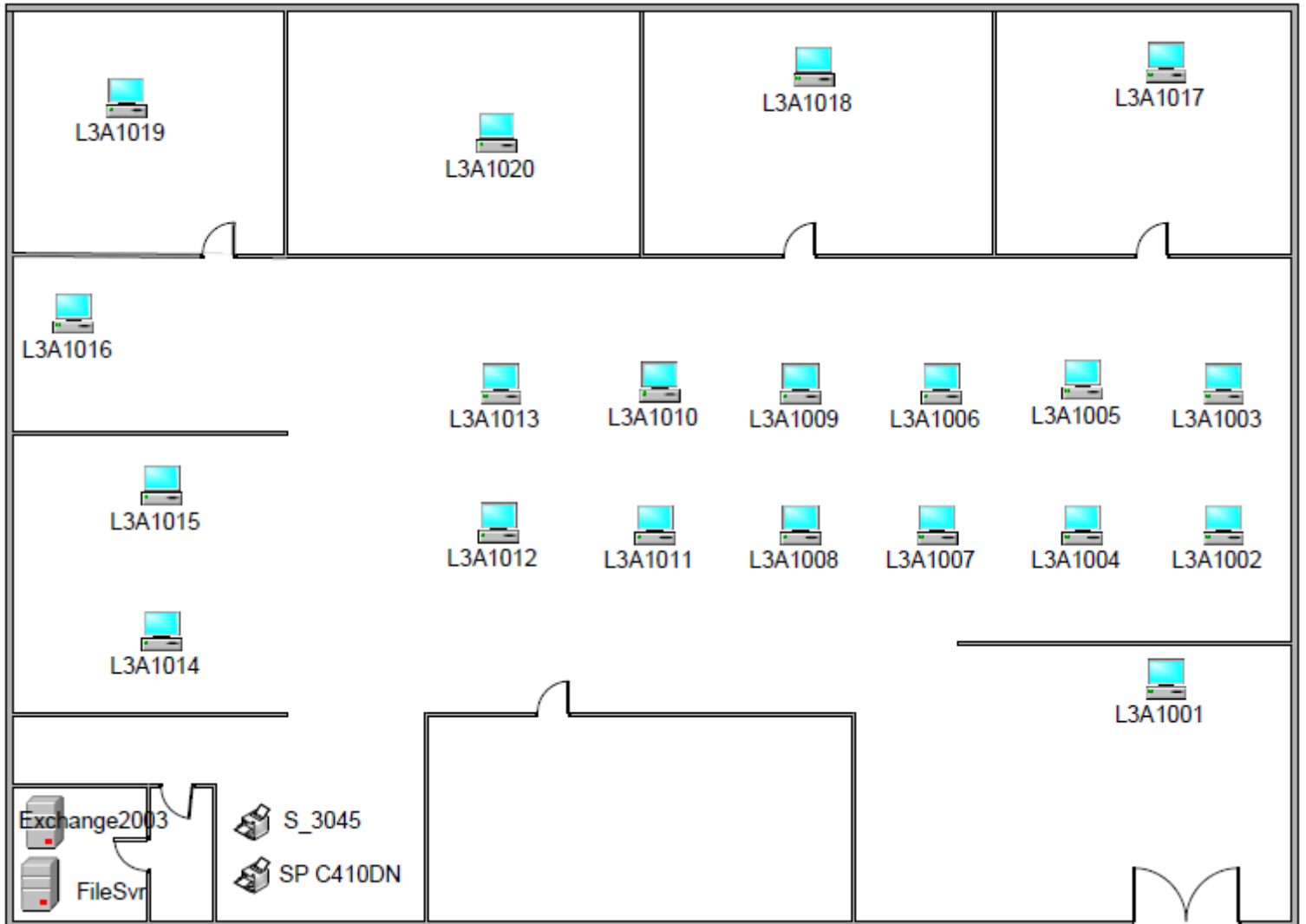
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# 1. Network Diagram

## Sample Ltd Office Diagram



## 2. Floor Plan



## 3. Hardware

### 3.1 Network

Cisco ASA5505 : 1  
**Total number of firewall : 1**

3com Baseline Switch 2824 : 1  
 Linksys 105 : 1  
**Total number of switch : 2**

Device code	S001-0001
Device type	Firewall
Name	Cisco ASA5505
Config	20080110.txt
S/N	JP123A43Q
Warranty date	31-1-2009
Location	HK office
Last maintenance date	20 February 2009

Device code	S001-0002
Device type	Switch
Name	3com Baseline Switch 2824
Config	None
S/N	0100/Q3EW6P0013976
Warranty date	31-1-2009
Location	HK office
Last maintenance date	20 February 2009

Device code	S001-0003
Device type	Switch
Name	Linksys 105
Config	None
S/N	O13DS873-001
Warranty date	31-1-2009
Location	HK office
Last maintenance date	20 February 2009

### 3.2 Server

IBM x3200 M3 Server(Tower) : 2

**Total number of Server : 2**

Device code	S001-0004
Device type	Server
Server Name	Exchange2007
Model	IBM x3200 M3 Server(Tower)
Cpu	Xeon QC X3430 2.4GHz
Ram	4 GB
HardDisk	SATA 500GB *3
Raid	Raid 5
S/N	320DA123
Warranty date	10-1-2009(7x24x4)
Location	HK office
Last maintenance date	16 February 2009

Device code	S001-0005
Device type	Server
Server Name	Filesvr
Model	IBM x3200 M3 Server(Tower)
Cpu	Xeon QC X3430 2.4GHz
Ram	4 GB
HardDisk	SATA 500GB *3
Raid	Raid 5
S/N	685AS123
Warranty date	10-1-2009 (5x4xNBD)
Location	HK office
Last maintenance date	16 February 2009

### 3.3 Desktop

IBM T100 Desktop : 18

IBM T300 Desktop : 2

**Total number of server : 20**

Device code	S001-0006
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1001
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Peter

Device code	S001-007
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1002
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Mary

Device code	S001-0008
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1003
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Michael

Device code	S001-0009
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1004
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Isabella

Device code	S001-0010
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1005
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Grace

Device code	S001-0011
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1006
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	David

Device code	S001-0012
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1007
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Samuel

Device code	S001-0013
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1008
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Jackson

Device code	S001-0014
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1009
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Lily

Device code	S001-0015
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1010
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Thomas

Device code	S001-0016
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1011
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Timothy

Device code	S001-0017
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1012
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Alex

Device code	S001-0018
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1013
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Henry

Device code	S001-0019
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1014
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Richard

Device code	S001-0020
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1015
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Michelle

Device code	S001-0021
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1016
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Sara

Device code	S001-0022
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1017
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Emily

Device code	S001-0023
Device type	Desktop
Model	IBM T100 Desktop
Name(S/N)	L3A1018
CPU	Intel Pentium Dual CPU E2140
Ram	1G ram
HardDisk	80GB
CD ROM	DVD-Rom
Location	HK office
Last maintenance date	16 February 2009
User	Jack

Device code	S001-0024
Device type	Desktop
Model	IBM T300 Desktop
Name(S/N)	L3A1019
CPU	Intel Core 2 Dual CPU 8400
Ram	4G ram
HardDisk	320GB
CD ROM	DVD-RW
Location	HK office
Last maintenance date	16 February 2009
User	Joe

Device code	S001-0025
Device type	Desktop
Model	IBM T300 Desktop
Name(S/N)	L3A1020
CPU	Intel Core 2 Dual CPU 8400
Ram	4G ram
HardDisk	320GB
CD ROM	DVD-RW
Location	HK office
Last maintenance date	16 February 2009
User	Sam

### 3.4 Printer

Ricoh Aficio3045 : 1

Ricoh Aficio SP C410DN : 1

**Total number of printer : 2**

Device code	S001-0026
Device type	Printer
Name	Ricoh Aficio3045
Location	HK office
Network Share name	<a href="\\filesvr\S_3045">\\filesvr\S_3045</a>
IP address	192.168.0.1
Login account & password	A/C: admin PW: 123456789
Config	Fax to email Scanner B/W Printer
Last maintenance date	2February 2009

Device code	S001-0027
Device type	Printer
Name	Ricoh Aficio SP C410DN
Location	HK office
Network Share name	<a href="\\filesvr\SP_410DN">\\filesvr\SP_410DN</a>
IP	192.168.0.2
Login account & password	A/C: admin PW: 123456789
Config	Color Printer
Last maintenance date	2February 2009

#### Spare toner cartridge

Ricoh Aficio SP C410DN:

Black : 1

Red : 1

Yellow : 1

Blue : 1

Ricoh Aficio3045:

Black : 1

## 4. Software & License

### 4.1 Server

Name	Exchange2007
OS	Windows Server 2003 R2 32 bit
IP Address	192.168.0.3
Administrator Password	0123456789
Domain	Mon.com.hk
Config	Active Directory DNS Server Exchange 2003 Domain contorllor
License	XXXX-XXXX-XXXX-XXXX Mail(25 user): XXXX-XXXX-XXXX-XXXX 25 user: XXXX-XXXX-XXXX-XXXX

Name	Filersvr
OS	Windows Server 2003 R2 32 bit
IP Address	192.168.0.4
Administrator Password	0123456789
Domain	Mon.com.hk
Config	File shareing
License	XXXX-XXXX-XXXX-XXXX

### 4.2 Desktop

Name	IBM T100 desktop (L3A1001 ~ L3A1020)
License	Right front Side Windows XP OEM License Label Windows office 2007 Vol License (25 User)

## 5.Support Log

Date: 8 Dec 2008

Time: 10:00 – 12:00

Description
L3A1005,L3A1016 can not auto update anti-virus, FIXED
Server event log OK
Install PDF Reader in L3A1010
Checked L31006 Mouse problem (Replace a new one)
Checked Backup copy ,OK

Date: 8 Jan 2000

Time: 10:00 – 12:00

Description
L3A1005,L3A1016 anti-virus auto update is OK
Server event log OK
L3A1020 outlook question, FIXED
L31010 USB problem, FIXED
Checked Backup copy ,OK

Date: 8 Feb 2000

Time: 10:00 – 12:00

Description
Firewall status OK
Server event log OK.
Network traffice OK
Checked Backup copy, OK

## 6.Recommendation

- Desktop Ram up to 2g Ram
- Filer Server increase Hard disk.
- Buy new color because Ricoh Aficio SP C410DN always busy.
- Setup New Wireless router for customer