**. Internal Maintenance**

**-- User Devices --**

Copy file from previous month and rename

Bookmarks -> Device List -> Business Name -> All Devices

Note details and change accordingly. Refer to Microsoft Windows Versions for discontinued versions (mark discontinued versions of Windows as \*Needs Updating\*)

**-- Network Devices --**

The Dude

Business Name

Router -> Tools -> Winbox -> Session - Disconnect -> RoMon (The HallwaysTM)

Note version names and change accordingly.

View MikroTik Software page for up to date RouterOS version to determine if out of date.

**2. MFA**

Windows Powershell (MY user and pass)

Connect-MsolService

***ITGlue (admin-tsit)***

TeamViewer -> Search "auth" -> Authenticate via Android VM

Enter User and Pass into PowerShell Prompt

Run Get-MsolUser -all (Refer to bookmark "Powershell Commands")

**3. Users**

Incognito Window

Admin Center

***ITGlue (admin-tsit)***

TeamViewer -> Search "auth" -> Authenticate via Android VM

Show All -> Users -> Active Users -> Export users

**4. Security Score**

Incognito Window

Security Score

***ITGlue (admin-tsit)***

TeamViewer -> Search "auth" -> Authenticate via Android VM

Home

Snip "Microsoft Secure Score"

Copy and paste into page 10 of Monthly Services Review

**5. Monthly Services Review**

Copy from previous month and rename

Change date within file

Replace tables on pages 8/9 (Network Devices Overview & Client Device Report, refer to Internal Maintenance step 1)

**6. Monthly Maintenance Sheet**

Update Monthly Maintenance - "Month" "Year"

Save

**7. Create Ticket**

Set billing to DO NOT BILL. Update notes. Put hours accordingly.

Double ticket click -> Time -> Edit

ALT + I + R -> Create new row

UniFi (remote in and log into default gateway, user will be UniFi)

**Maintenance Checklists** are in the Total Solutions IT SharePoint (access this via File Explorer)
Total Solutions IT > TSIT – Documents > General > 03 – Maintenance
Here you will find maintenance checklist folders for businesses, which are conducted per month.

In this folder is also 3 documents:
- Monthly Maintenance (used to track progress on maintenance)
- Repair & Updates (after maintenance is complete, go through and repair any issues)
- Template (this is a template of what needs to be checked for user devices and servers)

When creating a new maintenance checklist for a new month, follow the naming scheme of previous months. Be sure to update all dates for every month, both inside and outside of documents.

Use colour schemes to be able to easily determine what devices are doing:
- Green is for when devices are behaving optimally
- Yellow is for when there is a minor error.
- Red is for critical errors

Windows versions are categorised as follows:
- Green (Up-to-date for that edition of windows)
- Yellow (Still in service, but an update is available)
- Red (No longer in service, update is necessary)

To access 2FA when prompted, open TeamViewer and search “auth”. This will launch a virtual machine which the 2FA application runs on.

Be sure not to be vague when noting issues, as the client must be able to interpret what you are saying.

Note the date when documenting SFC results to ensure the SFC was done for the month.

 **STEPS:**

Before starting any steps, be sure to perform SFC checks for servers, as they can run in the background while you perform the rest of the maintenance. Click on the device in SolarWinds > Tools > CMD Prompt > sfc /scannow.

1. Copy Internal Maintenance excel sheet and Monthly Services Review word document to new folder for the month.
2. Open the internal maintenance sheet and update all device information according to SolarWinds.
3. Launch The Dude and search for a business name on the left to check if their network equipment is up to date.
4. Right click on a router/LTE device > tools > winbox > session (top left) > disconnect > Connect to RoMON. This will easily let you see the version of all connected devices (excluding the device you used to RoMON in. You can mouse over a device in the device map to view its version). Check the Mikrotik Software page to see what the latest RouterOS version is.
5. Copy the updated data into the Monthly Services Review word document. Replace old data.
6. Go into an incognito browser and sign into the [admin portal](https://admin.microsoft.com/Adminportal/Home#/homepage) for the relevant business. You will need the admin-tsit credentials from ITGlue and access to the 2FA app in TeamViewer
7. Navigate to Users > Export Users. Move the generated file into the folder you have made for the month.
8. Open the security admin centre and copy/paste the security score into the Monthly Services Review word document using the snipping tool (delete the old one and replace).
9. Run PowerShell as admin and input **connect-msolservice.** Repeat the credential/2FA process in step 6.
10. Copy the 4th text body under “Export Microsoft 365 2FA” in the [TSIT knowledge base](https://kb.totalsolutionsit.com/microsoft/windows/411/) and paste it into PowerShell. This will export a file to your C: drive. Move this file to the folder you made for the month. Be sure to rename all files/folders according to the previous month, while updating the dates.
11. Double check that all steps are complete and that all dates have been updated. Update the Internal Maintenance excel sheet so that others know it is ready.