Job/Ticket Report
Full History

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JOB DESCRIPTION

Date/Time	Time From	Time To	Status
07/02/2024	12:00:00 AM	12:00:00 AM	IN

Detail of task required to be done:

SETUP VPN FOR:-

- MOBILE USERS,
- REMOTE ACCESS FOR WINDOWS DESKTOPS/LAPTOPS.

JOB DETAILS

Date/Time	Time From	Time To	Time Worked	Status	Private
07/02/2024 06:30:08 PM	06:30:08 PM	10:55:17 PM		P	True

Detail of task performed by:

CHANGED FIREWALL CONFIGURATION TO REMOVE AMWIN SERVER PORT FORWARDING SO WE CAN HAVE REMOVE ACCESS TO FIREWALL DIRECTLY FROM OUR COMPUTER NETWORKS.

SETUP VPN:

- SETUP MOBILE VPN SERVER ON WATCHGUARD T85 FIREWALL
- CREATE USER PROFILE FOR WHT-MOBILEUSER
- SETUP APPLE VPN CONNECTION - ISSUE WITH APPLE VPN CONNECTIVITY

Date/Time	Time From	Time To	Time Worked	Status	Private
08/02/2024 09:15:00 AM	09:15:49 AM	09:40:04 AM		P	True

Detail of task performed by:

SENT EMAIL TO BEN EXPLAINING THAT WE HAVE AN ISSUE WITH THE3 SETUP/CONFIGURATION OF THE MOBILE VPN. WE SUSPECTED THE WATCHGUARD DOCUMENTATION WAS NOT IN SYNC WITH THE VERSION (LATEST BUILD).

NEED TO CONTACT WATCHGUARD TO CONFIRM A FEW THINGS.

Date/Time	Time From	Time To	Time Worked	Status	Private
08/02/2024 10:02:00 AM	10:02:25 AM	10:23:52 AM		P	True

Detail of task performed by:

CONTACTED WATCHGUARD, THEY CONFIRM THE CONFIGURATION AND DOCUMENTATION WAS

OUT OF SYNC. WE TRIED SETTING UP THE MOBILE VPN WITH THE AUTOMATTED SCRIPT WITH NO LUCK.

THEN TRIED WITH APPLYING THE CERTIFICATES MANUALLY STILL NO LUCK.

WAITING ON WATCHGUARD TO DO FURTHER TESTING.

Date/Time	Time From	Time To	Time Worked	Status	Private
08/02/2024 11:35:00 AM	11:35:02 AM	12:04:55 PM		P	True

Detail of task performed by:

CONTACTED BY WATCHGUARD, THEY ASKED IF WE COULD USE/CONFIGURE THE DEFAULT MAIL APP ON IOS TO EMAIL AND OPEN THE .MOBILECONFIG FILE. I SAID THAT THATS IS OK FOR TESTING BUT IF THAT IS THE FIX THEN I NEED TO FLY TO SYDNEY TO CONFIGURE THE APP.

I TRIED THROUGH OUTLOOK WITH NO LUCK.

UPDATE:

WITH FURTHER TESTING I DOWNLOADED THE .MOBILECONFIG TO THE DOWNLOADS FOLDER ON THE IOS DEVICE, THEN OPENED THE FILE AND IT IMPORTED CORRECTLY.

I THEN COMPLETED THE CONFIGURATION OF THE VPN FINISHED THE CONFIGURATION.

SUCCESSFULLY SETUP.

Date/Time	Time From	Time To	Time Worked	Status	Private
09/02/2024 10:05:00 AM	10:05:39 AM	10:07:09 AM		P	True

Detail of task performed by:

WORKED ON SETTING UP MOBILE VPN FOR WINDOWS LAPTOP/DESKTOPS.

WATCHGUARD INSISTED TO USE THE WATCHGUARD VPN CLIENT.

SUCCESSFULLY CONFIGURED WINDOWS NETWORKING VPN.

SHOWED BEN HOW TO SETUP IT UP.

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11494	10/02/2024 03:19:21 AM	JOB / SUPPORT TICKET (CREATED & ASSIGNED), FOR: Trevor
11505	10/02/2024 11:08:41 PM	JOB / SUPPORT TICKET (TIME UPDATED), FOR: Trevor Mifsud
11506	10/02/2024 11:09:57 PM	JOB / SUPPORT TICKET (TIME UPDATED), FOR: Trevor Mifsud
11507	10/02/2024 11:10:22 PM	JOB / SUPPORT TICKET (TIME UPDATED), FOR: Trevor Mifsud
11508	10/02/2024 11:11:00 PM	JOB / SUPPORT TICKET (TIME UPDATED), FOR: Trevor Mifsud