

NUVO

INFORME DE CONTINUIDAD BCDR

ADEX

SETIEMBRE 2026

1 TICKETS ABIERTOS

BORRADOR - DATOS PENDIENTES

I. DIAGNÓSTICO DE RESILIENCIA

Datto BCDR devolvió 2 appliances, 45 agentes activos y 2 alertas para el cliente.

Indicador	Resultado	Criterio
Estado operativo	BCDR conectado	Según respuesta de Datto
Appliances	45 activos / 48 total	Inventario BCDR
Agentes activos	45	No archivados ni pausados
Respaldo	463 éxitos / 480 intentos	Intentos registrados
Alertas	2	Devueltas por API

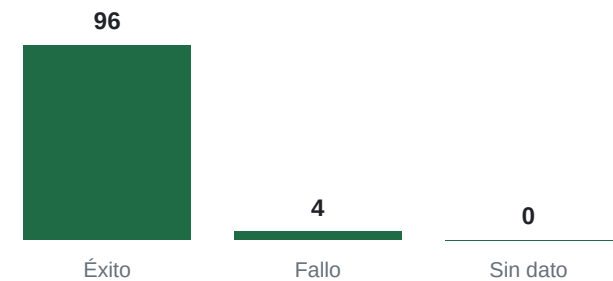
II. INDICADORES DE CALIDAD Y CUMPLIMIENTO DEL MES

Métrica	Valor	Lectura
Uso local	11467.87 GB	68.3% utilizado
Disponible local	5334.44 GB	Margen restante
Uso off-site	22.85 TB utilizados	Replicación en nube
Ultimo backup exitoso	2026-10-13 15:32 UTC	Marca temporal UTC

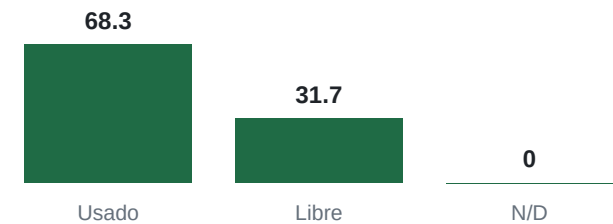
III. AUDITORÍA TÉCNICA Y RESILIENCIA OPERATIVA

Estado	Cantidad	Interpretación
Activos	45	Protección vigente
Archivados	2	No cuentan como protección activa
Pausados	1	Requieren revisión
Total	48	Agentes devueltos por Datto

Resultado de respaldos



Capacidad local



IV. DETALLE OPERATIVO Y GOBERNANZA

Appliance	Modelo	Serial	Tickets
ADX-S5-12	S5-12	84160C3168C4	0
ADX-S5-6	S5-6	84160C2F3524	0

Detalle de agentes protegidos

Agente	Estado	Vol. prot.	Vol. sin prot.	Ultimo snapshot
SRVPCTS01	Activo	2	0	2026-10-13 15:09 UTC
SRVASOFPROD	Activo	1	0	2026-10-13 15:23 UTC
SRVSIABUC	Activo	1	0	2026-10-13 15:00 UTC
srv-wara	Activo	1	0	2026-10-13 15:16 UTC
SRVPCWEBPROD	Activo	1	0	2026-10-13 15:01 UTC
SRVPCTSPROD	Activo	1	0	2026-10-13 15:14 UTC
Rescue-10.31.1.218-1	Activo	1	0	2026-10-13 15:00 UTC
Rescue-10.31.1.236-1	Activo	1	0	2026-10-13 15:01 UTC
SRVBDPROD1	Activo	2	0	2026-10-13 15:03 UTC
SRVPRDDWH01	Activo	2	0	2026-10-13 15:21 UTC
SRVNEWSUS	Activo	2	0	2026-10-13 15:27 UTC
SRVSINTADAP	Activo	2	0	2026-10-13 15:25 UTC
SRVCRMAPP	Activo	1	0	2026-10-13 15:06 UTC
SRVDC01	Activo	2	0	2026-10-13 15:04 UTC

Alertas y acciones

Severidad	Detalle	Fecha
N/D	Device Not Seen Alert	N/D
N/D	Device Not Seen Alert	N/D

Recomendación

Revisar agentes archivados, respaldos fallidos y capacidad local.

V. BITÁCORA DE TICKETS EN CURSO (AUTOTASK)

Estado	Resultado	Observación
verified	1 TICKETS ABIERTOS	Detalle en las paginas siguientes

VI. GOBERNANZA DE OPERACIONES: SU RED DE RESPUESTA ESTRATÉGICA

Rol	Responsable	Contacto
Soporte técnico	Equipo de Soporte Nuvo	soporte@nuvomsp.com
Calidad	Departamento de Calidad	calidad@nuvomsp.com
Cliente	ADEX	No disponible en fuente API

VII. TRAZABILIDAD Y ACCIONES

El reporte fue generado desde la fuente configurada para la plataforma. Los valores no expuestos se mantienen como N/D y requieren validación antes del envío al cliente.

Fecha de entrega del cronograma: 2026-10-05. Consulta: 2026-10-13T15:43:31.772339+00:00.

1 tickets abiertos del cliente; consulta completa

El usuario debe revisar cada ticket y gestionar su resolucion antes de la entrega, cuando sea posible. El sistema no cierra tickets.

Ticket T20261007.0003: Bootable Screenshot for SRVPCTS on ADX-S5-6 (84160c2f3524) FAILED

Estado: Caso Reabierto | Prioridad: 04 - Baja | Responsable: Jhon Soto | Vencimiento: 2026-10-14T06:29:00.000Z

<https://ww12.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicket&TicketID=108057>

Cobertura del modelo: 67%. Clasificacion: incomplete.

Pendiente: Actualizacion de agentes

Pendiente: Conexion remota

Pendiente: Evidencia del periodo 2026-09 (la captura actual no prueba un mes historico)

Pendiente: Contactos NUVO

Pendiente: Contactos del cliente

Evidencia: api.json

Registro 1

name: SRVPCTS01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904141

agentVersion: 3.0.18.25

latestOffsite: 1791862020

Registro 2

name: SRVASOFPROD

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791904981

agentVersion: 3.0.18.18

latestOffsite: 1791863220

Registro 3

name: SRVSIABUC

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791903602

agentVersion: 3.0.18.18

latestOffsite: 1791860400

Registro 4

name: srv-wara

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791904561

agentVersion: 3.0.18.25

latestOffsite: 1791862740

Registro 5

name: SRVPCWEBPROD

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791903662

agentVersion: 3.0.18.25

latestOffsite: 1791860400

Registro 6

name: SRVPCTSPROD

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791904441

agentVersion: 3.0.18.25

latestOffsite: 1791862380

Registro 7

name: Rescue-10.31.1.218-1

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791903602

agentVersion: 3.0.18.11

latestOffsite: 1791860400

Registro 8

name: Rescue-10.31.1.236-1

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791903662

agentVersion: 3.0.18.11

latestOffsite: 1791860400

Registro 9

name: SRVBDPROD1

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903782

agentVersion: 3.0.18.25

latestOffsite: 1791860700

Registro 10

name: SRVPRDDWH01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904861

agentVersion: 3.0.18.25

latestOffsite: 1791863160

Registro 11

name: SRVNEWWSUS
isArchived: False
isPaused: False
protectedVolumesCount: 2
unprotectedVolumesCount: 0
lastSnapshot: 1791905222
agentVersion: 3.0.18.25
latestOffsite: 1791863400

Registro 12

name: SRVSINTADAP
isArchived: False
isPaused: False
protectedVolumesCount: 2
unprotectedVolumesCount: 0
lastSnapshot: 1791905101
agentVersion: 3.0.18.18
latestOffsite: 1791863280

Registro 13

name: SRVCRMAPP
isArchived: False
isPaused: False
protectedVolumesCount: 1
unprotectedVolumesCount: 0
lastSnapshot: 1791903962
agentVersion: 3.0.18.25
latestOffsite: 1791861780

Registro 14

name: SRVDC01
isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903842

agentVersion: 3.0.18.25

latestOffsite: 1791861540

Registro 15

name: SRVDC02

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904561

agentVersion: 3.0.18.25

latestOffsite: 1791862860

Registro 16

name: SRVPRODAP001

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903842

agentVersion: 3.0.18.18

latestOffsite: 1791860820

Registro 17

name: SRVEXPALILDN

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904441

agentVersion: 3.0.18.25

latestOffsite: 1791862620

Registro 18

name: SRVEXPALIWEB

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904321

agentVersion: 3.0.18.25

latestOffsite: 1791862320

Registro 19

name: SRVPCDBPROD

isArchived: False

isPaused: False

protectedVolumesCount: 4

unprotectedVolumesCount: 0

lastSnapshot: 1791904681

agentVersion: 3.0.18.25

latestOffsite: 1791862980

Registro 20

name: WIN-CP5S00T70A1

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791905101

agentVersion: 3.0.18.25

latestOffsite: 1791863340

Registro 21

name: SRVFILE

isArchived: False

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1791904681

agentVersion: 3.0.18.18

latestOffsite: 1791862980

Registro 22

name: SRVPRDLN

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904201

agentVersion: 3.0.18.24

latestOffsite: 1791862200

Registro 23

name: SRVBD01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904801

agentVersion: 2.8.0.0

latestOffsite: 1791863100

Registro 24

name: Rescue-10.31.1.96-1

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791903662

agentVersion: 3.0.18.11

latestOffsite: 1791860400

Registro 25

name: Rescue-10.31.1.60-1

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903662

agentVersion: 3.0.18.11

latestOffsite: 1791860400

Registro 26

name: Rescue-10.31.1.61-1

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903662

agentVersion: 3.0.18.11

latestOffsite: 1791860400

Registro 27

name: Rescue-10.31.1.65-1

isArchived: True

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1789078366

agentVersion: 3.0.18.21

latestOffsite: 1789009261

Registro 28

name: SRVBMD-TOTEM

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot:

agentVersion: 3.0.18.13

latestOffsite: 1749876962

Registro 29

name: SRVGLPI02

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791904921

agentVersion: 3.0.18.18

latestOffsite: 1791862142

Registro 30

name: SRVSINTADBD

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791905222

agentVersion: 3.0.18.18

latestOffsite: 1791862561

Registro 31

name: SRVPCTS

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904380

agentVersion: 3.0.18.25

latestOffsite: 1791861242

Registro 32

name: SRVPRDTS01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904141

agentVersion: 3.0.18.25

latestOffsite: 1791861062

Registro 33

name: SRVPRODBD001

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904081

agentVersion: 3.0.18.18

latestOffsite: 1791860822

Registro 34

name: SRVWEB02

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791905042

agentVersion: 3.0.18.18

latestOffsite: 1791862322

Registro 35

name: Rescue-10.31.1.18-1

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903661

agentVersion: 3.0.18.11

latestOffsite: 1791860462

Registro 36

name: Rescue-10.31.1.120-1

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903661

agentVersion: 3.0.18.11

latestOffsite: 1791860462

Registro 37

name: SRVTICKET01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791905462

agentVersion: 3.0.18.18

latestOffsite: 1791862681

Registro 38

name: SRV-SPS

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791904501

agentVersion: 2.8.0.0

latestOffsite: 1791861901

Registro 39

name: SRVPRDLN02

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791904922

agentVersion: 3.0.18.18

latestOffsite: 1791862202

Registro 40

name: SRV-ERP

isArchived: False

isPaused: False

protectedVolumesCount: 4

unprotectedVolumesCount: 0

lastSnapshot: 1791903661

agentVersion: 2.8.0.0

latestOffsite: 1791860462

Registro 41

name: SRVCRMDB
isArchived: False
isPaused: False
protectedVolumesCount: 2
unprotectedVolumesCount: 0
lastSnapshot: 1791903661
agentVersion: 3.0.18.21
latestOffsite: 1791860462

Registro 42

name: SRVPCTS02restor
isArchived: False
isPaused: True
protectedVolumesCount: 2
unprotectedVolumesCount: 0
lastSnapshot: 1753517402
agentVersion: 3.0.18.25
latestOffsite: 1753503901

Registro 43

name: SRVTTSDDES
isArchived: False
isPaused: False
protectedVolumesCount: 2
unprotectedVolumesCount: 0
lastSnapshot: 1791904380
agentVersion: 3.0.18.25
latestOffsite: 1791861780

Registro 44

name: SRVTTS
isArchived: False

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1791905401

agentVersion: 2.8.0.0

latestOffsite: 1791862561

Registro 45

name: SRVIISTEST2

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791905522

agentVersion: 3.0.18.25

latestOffsite: 1791862681

Registro 46

name: Rescue-10.31.1.97-1

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791903661

agentVersion: 3.0.18.11

latestOffsite: 1791860462

Registro 47

name: Rescue-10.31.1.242-1

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791903661

agentVersion: 3.0.18.11

latestOffsite: 1791860462

Registro 48

name: Rescue-10.31.1.197-3

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 1

lastSnapshot: 1791903661

agentVersion: 3.0.18.13

latestOffsite: 1791860462

Registro 1

name: SRVPCTS01

last_local: 1791904141

last_offsite: 1791862020

Registro 2

name: SRVASOFPROD

last_local: 1791904981

last_offsite: 1791863220

Registro 3

name: SRVSIABUC

last_local: 1791903602

last_offsite: 1791860400

Registro 4

name: srv-wara

last_local: 1791904561

last_offsite: 1791862740

Registro 5

name: SRVPCWEBPROD

last_local: 1791903662

last_offsite: 1791860400

Registro 6

name: SRVPCTSPROD

last_local: 1791904441

last_offsite: 1791862380

Registro 7

name: Rescue-10.31.1.218-1

last_local: 1791903602

last_offsite: 1791860400

Registro 8

name: Rescue-10.31.1.236-1

last_local: 1791903662

last_offsite: 1791860400

Registro 9

name: SRVBDPROD1

last_local: 1791903782

last_offsite: 1791860700

Registro 10

name: SRVPRDDWH01

last_local: 1791904861

last_offsite: 1791863160

Registro 11

name: SRVNEWWSUS

last_local: 1791905222

last_offsite: 1791863400

Registro 12

name: SRVSINTADAP

last_local: 1791905101

last_offsite: 1791863280

Registro 13

name: SRVCRMAPP

last_local: 1791903962

last_offsite: 1791861780

Registro 14

name: SRVDC01

last_local: 1791903842

last_offsite: 1791861540

Registro 15

name: SRVDC02

last_local: 1791904561

last_offsite: 1791862860

Registro 16

name: SRVPRODAP001

last_local: 1791903842

last_offsite: 1791860820

Registro 17

name: SRVEXPALILDN

last_local: 1791904441

last_offsite: 1791862620

Registro 18

name: SRVEXPALIWEB

last_local: 1791904321

last_offsite: 1791862320

Registro 19

name: SRVPCDBPROD

last_local: 1791904681

last_offsite: 1791862980

Registro 20

name: WIN-CP5S00T70A1

last_local: 1791905101

last_offsite: 1791863340

Registro 21

name: SRVFILE

last_local: 1791904681

last_offsite: 1791862980

Registro 22

name: SRVPRDLDN

last_local: 1791904201

last_offsite: 1791862200

Registro 23

name: SRVBD01

last_local: 1791904801

last_offsite: 1791863100

Registro 24

name: Rescue-10.31.1.96-1

last_local: 1791903662

last_offsite: 1791860400

Registro 25

name: Rescue-10.31.1.60-1

last_local: 1791903662

last_offsite: 1791860400

Registro 26

name: Rescue-10.31.1.61-1

last_local: 1791903662

last_offsite: 1791860400

Registro 27

name: Rescue-10.31.1.65-1

last_local: 1789078366

last_offsite: 1789009261

Registro 28

name: SRVBMD-TOTEM

last_local: 0

last_offsite: 1749876962

Registro 29

name: SRVGLPI02

last_local: 1791904921

last_offsite: 1791862142

Registro 30

name: SRVSINTADBD

last_local: 1791905222

last_offsite: 1791862561

Registro 31

name: SRVPCTS

last_local: 1791904380

last_offsite: 1791861242

Registro 32

name: SRVPRDTS01

last_local: 1791904141

last_offsite: 1791861062

Registro 33

name: SRVPRODBD001

last_local: 1791904081

last_offsite: 1791860822

Registro 34

name: SRVWEB02

last_local: 1791905042

last_offsite: 1791862322

Registro 35

name: Rescue-10.31.1.18-1

last_local: 1791903661

last_offsite: 1791860462

Registro 36

name: Rescue-10.31.1.120-1

last_local: 1791903661

last_offsite: 1791860462

Registro 37

name: SRVTICKET01

last_local: 1791905462

last_offsite: 1791862681

Registro 38

name: SRV-SPS

last_local: 1791904501

last_offsite: 1791861901

Registro 39

name: SRVPRDLDN02

last_local: 1791904922

last_offsite: 1791862202

Registro 40

name: SRV-ERP

last_local: 1791903661

last_offsite: 1791860462

Registro 41

name: SRVCRMDB

last_local: 1791903661

last_offsite: 1791860462

Registro 42

name: SRVPCTS02restor

last_local: 1753517402

last_offsite: 1753503901

Registro 43

name: SRVTTSDDES

last_local: 1791904380

last_offsite: 1791861780

Registro 44

name: SRVTTS

last_local: 1791905401

last_offsite: 1791862561

Registro 45

name: SRVIISTEST2

last_local: 1791905522

last_offsite: 1791862681

Registro 46

name: Rescue-10.31.1.97-1

last_local: 1791903661

last_offsite: 1791860462

Registro 47

name: Rescue-10.31.1.242-1

last_local: 1791903661

last_offsite: 1791860462

Registro 48

name: Rescue-10.31.1.197-3

last_local: 1791903661

last_offsite: 1791860462