

NUVO

INFORME DE CONTINUIDAD ENDPOINT BACKUP

KURESA S.A.

Cuenta contratante: KURESA
SETIEMBRE 2026

1 TICKETS ABIERTOS

BORRADOR - DATOS PENDIENTES

I. DIAGNÓSTICO DE RESILIENCIA

La API Datto devolvió 7 activos de respaldo de endpoint asociados al cliente.

Indicador	Resultado	Criterio
Estado operativo	Datto Endpoint Backup conectado	Según respuesta de Datto
Servicios	7	Servicios coincidentes
Backup reciente	1791900842	Resultado devuelto por API
Seats utilizados	N/D	Licencias/usuarios reportados
Alertas	Disponible en el detalle del activ	Detalle por servicio

II. INDICADORES DE CALIDAD Y CUMPLIMIENTO DEL MES

Métrica	Valor	Lectura
Servicios SaaS	7	Servicios coincidentes
Backup reciente	1791900842	Servicios con protección reciente
Seats utilizados	N/D	Dato devuelto por Datto
Almacenamiento	N/D	No expuesto por este endpoint

III. AUDITORÍA TÉCNICA Y RESILIENCIA OPERATIVA

Estado	Cantidad	Interpretación
Activos	N/D	Protección vigente
Archivados	N/D	No cuentan como protección activa
Pausados	N/D	Requieren revisión
Total	N/D	Agentes devueltos por Datto

Resultado de respaldos

Capacidad local



IV. DETALLE OPERATIVO Y GOBERNANZA

Appliance	Modelo	Serial	Tickets
N/D	N/D	N/D	N/D

Detalle de agentes protegidos

Agente	Estado	Vol. prot.	Vol. sin prot.	Ultimo snapshot
PRIM01	Activo	N/D	N/D	N/D
GET01NEW	Activo	N/D	N/D	N/D
TI01	Activo	N/D	N/D	N/D
IMP01	Activo	N/D	N/D	N/D
IND08	Activo	N/D	N/D	N/D
TI16	Activo	N/D	N/D	N/D
CONSU05N	Activo	N/D	N/D	N/D

Alertas y acciones

Severidad	Detalle	Fecha
N/D	No hay alertas detalladas devuelta	N/D

Recomendación

Revisar activos con respaldo antiguo o alertas activas.

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	KURESA S.A.	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: 2026-10-15. Consulta: 2026-10-13T14:38:53.703276+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 T20260914.0092: Pruebas DRP y Confección de Plan de Contingencia

Estado: En Curso | Prioridad: 02 - Alta | Responsable: Nick Cuevas | Vencimiento: 2026-10-15T19:34:00.000Z

<https://ww12.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicket&TicketID=107006>

Cuenta: KURESA

1 tickets abiertos del cliente; consulta completa

Revise la relacion de estos tickets con la organizacion reportada antes de asignar acciones. La consulta especifica de la organizacion se informa por separado.

Ticket T20260914.0092: Pruebas DRP y Confección de Plan de Contingencia

Estado: En Curso | Prioridad: 02 - Alta | Responsable: Nick Cuevas

<https://ww12.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicket&TicketID=107006>

Cobertura del modelo: 60%. Clasificacion: incomplete.

Pendiente: Volumen protegido

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: PRIM01

status: paired

type: dtceis

screenshotSuccess: True

organizationId: 44895

organizationName: Kuresa S.A.

resellerId: 26361

backupState: True

lastScreenshotUrl: <https://device.dattobackup.com/sirisReporting/images/latest/3214fda6791827ffd47a4b4ca0a7c5f9ba3286d997e9a33b05764dcb57973b1b.jpg?cb=68d975f24f5022ac98ec2f5fb53f65d7>

assetUuid: 0192301a5f7b49b9aa74120c15aa76e6

lastBackup: 1791900541

last10Backups: [{ 'timestamp': 1791900541, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791843841, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791836821, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791829922, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791822241, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791814921, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791766441, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791760261, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1791656521, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791649921, 'backupStatus': True, 'screenshotSuccess': None }]

hostname: PRIM01

macAddress: 8c-16-45-f3-7c-ac

externalIp: 10.46.144.240

smbiosVendor: LENOVO

smbiosName: 20HES0JN00

agentCode: 6T5DMGAT6

protectedVolume: 999533455360

Registro 2

name: GET01NEW

status: paired

type: dtceis

screenshotSuccess: True

organizationId: 44895

organizationName: Kuresa S.A.

resellerId: 26361

backupState: True

lastScreenshotUrl: <https://device.dattobackup.com/sirisReporting/images/latest/0d7e8bb1a404a7901e50c0b56856373b4214a511cf6395867a0a68762caee5ac.jpg?cb=68d975f24f5022ac98ec2f5fb53f65d7>

assetUuid: 73c4c16800554b9cade7b8b9602dcd60

lastBackup: 1790996942

last10Backups: [{ 'timestamp': 1790996942, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790995262, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790988063, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1790981162, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790974083, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790967302, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790960405, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790953263, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790949846, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790944861, 'backupStatus': True, 'screenshotSuccess': None }]

hostname: GET01NEW

macAddress: 08-6a-c5-dc-af-bf

externalIp: 10.46.144.240

smbiosVendor: LENOVO

smbiosName: 82A3

agentCode: 7YSX2DX4E

protectedVolume: 510557945856

Registro 3

name: TI01

status: paired

type: dtceis

screenshotSuccess: True

organizationId: 44895

organizationName: Kuresa S.A.

resellerId: 26361

backupState: True

lastScreenshotUrl: <https://device.dattobackup.com/sirisReporting/images/latest/032af9f81d63736e912d82a04feffe4c7d558541d3725ec9a099629bab1c4e6e.jpg?cb=68d975f24f5022ac98ec2f5fb53f65d7>

assetUuid: a38b7e1b224e4ee097ab029be6e5952b

lastBackup: 1791900842

last10Backups: [{ 'timestamp': 1791900842, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791898502, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791868443, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791842524, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791837782, 'backupStatus': True, 'screenshotSuccess': True}, { 'timestamp': 1791518521, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791511261, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791504543, 'backupStatus': True, 'screenshotSuccess': True}, { 'timestamp': 1791497342, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791490744, 'backupStatus': True, 'screenshotSuccess': None}]

hostname: TI01

macAddress: 84-a9-38-8f-85-ce

externalIp: 10.46.144.240

smbiosVendor: LENOVO

smbiosName: 20W1S1PL00

agentCode: 8Z5KAURT4

protectedVolume: 1022359502848

Registro 4

name: IMP01

status: paired

type: dtceis

screenshotSuccess: True

organizationId: 44895

organizationName: Kuresa S.A.

resellerId: 26361

backupState: True

lastScreenshotUrl: <https://device.dattobackup.com/sirisReporting/images/latest/75efd476e7cfda01182f86d0373b20f04668d1ab3ad4906596b780bfaaa64163.jpg?cb=68d975f24f5022ac98ec2f5fb53f65d7>

assetUuid: fa16c4613d924263a99511c269decce0

lastBackup: 1791897121

last10Backups: [{ 'timestamp': 1791897121, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791894964, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791846602, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791839762, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791832443, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791825122, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791817862, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791810783, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791806943, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791754682, 'backupStatus': True, 'screenshotSuccess': None}]

hostname: IMP01

macAddress: 04-0e-3c-8d-90-bc

externalIp: 10.46.144.240

smbiosVendor: HP

smbiosName: HP ProBook 450 G6

agentCode: D5XGZ6XRT

protectedVolume: 1023537717760

Registro 5

name: IND08

status: paired

type: dtceis

screenshotSuccess: True

organizationId: 44895

organizationName: Kuresa S.A.

resellerId: 26361

backupState: True

lastScreenshotUrl: <https://device.dattobackup.com/sirisReporting/images/latest/d1a628248123affb84afd59ca65268027ea277428fc967ac1b71a0a8e3bd75b8.jpg?cb=58d95456cd9a2e2f3a220739d1b8434e>

assetUuid: 731187eff94b4d5494960015e5f010f7

lastBackup: 1791835743

last10Backups: [{ 'timestamp': 1791835743, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791827402, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790814243, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1788219964, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1788212703, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1788209343, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1788201602, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1787673002, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1787665142, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1787662324, 'backupStatus': True, 'screenshotSuccess': None }]

hostname: IND08

macAddress: 00-09-0f-aa-00-01

externalIp: 10.46.144.240

smbiosVendor: LENOVO

smbiosName: 20VD

agentCode: AZPVYG8GD

protectedVolume: 510601986048

Registro 6

name: TI16

status: paired

type: dtceis

screenshotSuccess: True

organizationId: 44895

organizationName: Kuresa S.A.

resellerId: 26361

backupState: True

lastScreenshotUrl: https://device.dattobackup.com/sirisReporting/images/latest/e65db740f06516177e78759a1ca4790a3a5772d39d64eaf9e23151618f68e0b3.jpg?cb=58d95456cd9a2e2f3a220739d1b8434e

assetUuid: 4e009e9a4be3424f92e1af577d45746e

lastBackup: 1791897423

last10Backups: [{ 'timestamp': 1791897423, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791896342, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791839522, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791832684, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791825782, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791818222, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791810963, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791809643, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1791580202, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791573122, 'backupStatus': True, 'screenshotSuccess': None }]

hostname: TI16

macAddress: d8-5e-d3-96-1d-61

externalIp: 10.46.144.240

smbiosVendor: Gigabyte Technology Co., Ltd.

smbiosName: B660M DS3H DDR4

agentCode: EG5XRT3UR

protectedVolume: 999176536064

Registro 7

name: CONSU05N

status: paired

type: dtceis

screenshotSuccess: True

organizationId: 44895

organizationName: Kuresa S.A.

resellerId: 26361

backupState: True

lastScreenshotUrl: <https://device.dattobackup.com/sirisReporting/images/latest/f526ffe6c4b4ffaebc656dca1ccba0996e46e0301c2828124968f42a298d4291.jpg?cb=58d95456cd9a2e2f3a220739d1b8434e>

assetUuid: 51fe4feb806c4e048a9fb2ba1df42d8b

lastBackup: 1791899284

last10Backups: [{ 'timestamp': 1791899284, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791897723, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791842344, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791834184, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791829503, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791819845, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791811203, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791733443, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791732245, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1791589504, 'backupStatus': True, 'screenshotSuccess': None }]

hostname: CONSU05N

macAddress: b0-47-e9-85-fa-da

externalIp: 10.46.144.240

smbiosVendor: LENOVO

smbiosName: 21HJ000VLM

agentCode: WS35MYUPN

protectedVolume: 1021821583360

Registro 1

name: PRIM01

state: True

last10Backups: [{ 'timestamp': 1791900541, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791843841, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791836821, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791829922, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791822241, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791814921, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791766441, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791760261, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1791656521, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791649921, 'backupStatus': True, 'screenshotSuccess': None }]

Registro 2

name: GET01NEW

state: True

last10Backups: [{ 'timestamp': 1790996942, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790995262, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790988063, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1790981162, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790974083, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790967302, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790960405, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790953263, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790949846, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1790944861, 'backupStatus': True, 'screenshotSuccess': None }]

Registro 3

name: TI01

state: True

last10Backups: [{ 'timestamp': 1791900842, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791898502, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791868443, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791842524, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791837782, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1791518521, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791511261, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791504543, 'backupStatus': True, 'screenshotSuccess': True }, { 'timestamp': 1791497342, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791490744, 'backupStatus': True, 'screenshotSuccess': None }]

Registro 4

name: IMP01

state: True

last10Backups: [{ 'timestamp': 1791897121, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791894964, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791846602, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791839762, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791832443, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791825122, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791817862, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791810783, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791806943, 'backupStatus': True, 'screenshotSuccess': None }, { 'timestamp': 1791754682, 'backupStatus': True, 'screenshotSuccess': None }]

Registro 5

name: IND08

state: True

last10Backups: [{ 'timestamp': 1791835743, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791827402, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1790814243, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1788219964, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1788212703, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1788209343, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1788201602, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1787673002, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1787665142, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1787662324, 'backupStatus': True, 'screenshotSuccess': None}]

Registro 6

name: TI16

state: True

last10Backups: [{ 'timestamp': 1791897423, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791896342, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791839522, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791832684, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791825782, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791818222, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791810963, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791809643, 'backupStatus': True, 'screenshotSuccess': True}, { 'timestamp': 1791580202, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791573122, 'backupStatus': True, 'screenshotSuccess': None}]

Registro 7

name: CONSU05N

state: True

last10Backups: [{ 'timestamp': 1791899284, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791897723, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791842344, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791834184, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791829503, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791819845, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791811203, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791733443, 'backupStatus': True, 'screenshotSuccess': None}, { 'timestamp': 1791732245, 'backupStatus': True, 'screenshotSuccess': True}, { 'timestamp': 1791589504, 'backupStatus': True, 'screenshotSuccess': None}]