

NUVO

INFORME DE CONTINUIDAD BCDR

MINERA KOLPA

SETIEMBRE 2026

4 TICKETS ABIERTOS

BORRADOR - DATOS PENDIENTES

I. DIAGNÓSTICO DE RESILIENCIA

Datto BCDR devolvió 2 appliances, 15 agentes activos y 0 alertas para el cliente.

Indicador	Resultado	Criterio
Estado operativo	BCDR conectado	Según respuesta de Datto
Appliances	15 activos / 41 total	Inventario BCDR
Agentes activos	15	No archivados ni pausados
Respaldo	250 éxitos / 387 intentos	Intentos registrados
Alertas	0	Devueltas por API

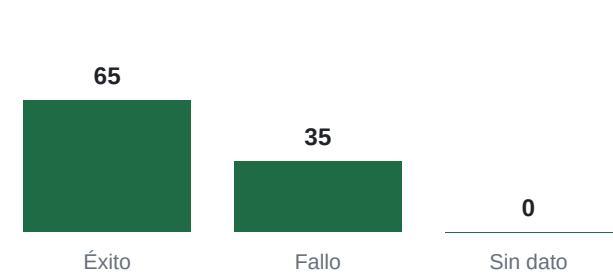
II. INDICADORES DE CALIDAD Y CUMPLIMIENTO DEL MES

Métrica	Valor	Lectura
Uso local	21275.90 GB	93.3% utilizado
Disponible local	1526.39 GB	Margen restante
Uso off-site	41.60 TB utilizados	Replicación en nube
Ultimo backup exitoso	2026-10-13 14:05 UTC	Marca temporal UTC

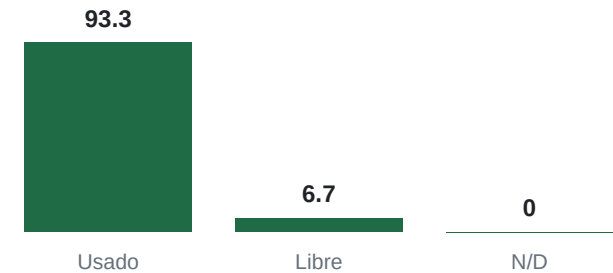
III. AUDITORÍA TÉCNICA Y RESILIENCIA OPERATIVA

Estado	Cantidad	Interpretación
Activos	15	Protección vigente
Archivados	21	No cuentan como protección activa
Pausados	5	Requieren revisión
Total	41	Agentes devueltos por Datto

Resultado de respaldos



Capacidad local



IV. DETALLE OPERATIVO Y GOBERNANZA

Appliance	Modelo	Serial	Tickets
KLP-S512	S5-12	84160C130D0A	0
KLPLM-S512	S5-12	6C92CF745FE0	0

Detalle de agentes protegidos

Agente	Estado	Vol. prot.	Vol. sin prot.	Ultimo snapshot
CMKHUADC02	No activo	1	0	N/D
CMKHUADES01	Activo	2	0	2026-09-01 03:06 UTC
CMKHUAFS01	No activo	5	1	N/D
CMKMINDB01	Activo	3	0	2026-09-01 03:00 UTC
SRVADMINA	No activo	1	0	2026-05-26 13:00 UTC
CMKMINSF01	Activo	2	0	2026-09-01 03:03 UTC
Rescue-192.168.28.111-1	No activo	1	0	2025-04-01 14:05 UTC
Rescue-192.168.28.13-1	No activo	3	0	N/D
Rescue-192.168.28.36-1	No activo	3	0	2025-04-01 14:09 UTC
Rescue-192.168.28.17-1	No activo	2	0	2025-04-01 14:11 UTC
CMKHUAFS01	Activo	5	0	2026-09-01 03:02 UTC
CMKHUAWU01	Activo	1	0	2026-09-01 03:07 UTC
CMKMINAPLI01	Activo	1	0	2026-09-01 03:05 UTC
CMKMINCOST01	Activo	2	0	2026-09-01 03:10 UTC

Alertas y acciones

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

Recomendación

Revisar agentes archivados, respaldos fallidos y capacidad local.

V. BITÁCORA DE TICKETS EN CURSO (AUTOTASK)

Estado	Resultado	Observación
verified	4 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	MINERA KOLPA	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: 2026-10-13T15:03:12.383113+00:00.

4 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 T20261006.0013: SIN ESPACIO - CMKLIMGRG01 - BCDR - Kolpa

Estado: En Curso | Prioridad: 03 - Media | Responsable: Jhon Soto | Vencimiento: 2026-10-21T03:00:00.000Z

<https://www12.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicket&TicketID=108034>

Ticket T20261008.0010: SIN CONEXION - CMKLIMRRHH01 192.168.24.55

Estado: En Curso | Prioridad: 02 - Alta | Responsable: Gianfranco Salinas Camazé | Vencimiento: 2026-10-17T15:16:00.000Z

<https://www12.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicket&TicketID=108104>

Ticket T20261012.0027: CRITICAL ERROR for CMKLIMRRHH01 on KLPLM-S512 (6c92cf745fe0)

Estado: Nuevo | Prioridad: 03 - Media | Responsable: Gianfranco Salinas Camazé | Vencimiento: 2026-10-15T13:07:00.000Z

<https://www12.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicket&TicketID=108344>

Ticket T20261012.0052: CRITICAL ERROR for CMKLIMGRG01 on KLPLM-S512 (6c92cf745fe0)

Estado: Nuevo | Prioridad: 03 - Media | Responsable: Sin asignar | Vencimiento: 2026-10-15T20:06:00.000Z

<https://www12.autotask.net/Autotask/AutotaskExtend/ExecuteCommand.aspx?Code=OpenTicket&TicketID=108369>

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: CMKHUADC02

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot:

agentVersion: 3.0.18.5

latestOffsite: 1731380522

Registro 2

name: CMKHUADES01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1788231960

agentVersion: 3.0.18.24

latestOffsite: 1788059221

Registro 3

name: CMKHUAFS01

isArchived: True

isPaused: False

protectedVolumesCount: 5

unprotectedVolumesCount: 1

lastSnapshot:

agentVersion: 3.0.18.2

latestOffsite: 1742698800

Registro 4

name: CMKMINDB01

isArchived: False

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1788231601

agentVersion: 3.0.18.24

latestOffsite: 1788058801

Registro 5

name: SRVADMINA

isArchived: False

isPaused: True

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1779800402

agentVersion: 3.0.18.21

latestOffsite: 1779800402

Registro 6

name: CMKMINFS01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1788231781

agentVersion: 3.0.18.24

latestOffsite: 1788058981

Registro 7

name: Rescue-192.168.28.111-1

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1743516351

agentVersion: 3.0.18.13

latestOffsite: 1743476400

Registro 8

name: Rescue-192.168.28.13-1

isArchived: True

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot:

agentVersion: 3.0.18.13

latestOffsite: 1743476400

Registro 9

name: Rescue-192.168.28.36-1

isArchived: True

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1743516566

agentVersion: 3.0.18.5

latestOffsite: 1743476400

Registro 10

name: Rescue-192.168.28.17-1

isArchived: True

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1743516713

agentVersion: 3.0.18.5

latestOffsite: 1743476400

Registro 11

name: CMKHUAFS01

isArchived: False

isPaused: False

protectedVolumesCount: 5

unprotectedVolumesCount: 0

lastSnapshot: 1788231720

agentVersion: 3.0.18.25

latestOffsite: 1787972582

Registro 12

name: CMKHUAWU01

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1788232021

agentVersion: 3.0.18.25

latestOffsite: 1788059221

Registro 13

name: CMKMINAPLI01

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1788231901

agentVersion: 3.0.18.24

latestOffsite: 1788059101

Registro 14

name: CMKMINCOST01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1788232201

agentVersion: 3.0.18.25

latestOffsite: 1788059461

Registro 15

name: Rescue-192.168.28.17-2

isArchived: True

isPaused: False

protectedVolumesCount: 0

unprotectedVolumesCount: 0

lastSnapshot: 1748537062

agentVersion: 3.0.18.5

latestOffsite: No informado

Registro 16

name: Rescue-192.168.28.17-3

isArchived: True

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1748643300

agentVersion: 3.0.18.5

latestOffsite: No informado

Registro 17

name: Rescue-192.168.28.9-1

isArchived: True

isPaused: False

protectedVolumesCount: 0

unprotectedVolumesCount: 0

lastSnapshot: 1748893219

agentVersion: 3.0.18.13

latestOffsite: No informado

Registro 18

name: localhost.localdomain

isArchived: False

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 1

lastSnapshot: 1788231601

agentVersion: 3.0.29.5

latestOffsite: 1788058801

Registro 19

name: Rescue-192.168.28.111-2

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1754785861

agentVersion: 3.0.18.13

latestOffsite: 1754708402

Registro 20

name: Rescue-192.168.28.40-1

isArchived: False

isPaused: True

protectedVolumesCount: 3

unprotectedVolumesCount: 1

lastSnapshot: 1784589430

agentVersion: 3.0.29.5

latestOffsite: 1784589430

Registro 21

name: AD2019

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1742685121

agentVersion: 3.0.18.13

latestOffsite: 1742685121

Registro 22

name: CMKLIMFS01

isArchived: True

isPaused: False

protectedVolumesCount: 6

unprotectedVolumesCount: 0

lastSnapshot: 1742684761

agentVersion: 3.0.18.13

latestOffsite: 1742684761

Registro 23

name: CMKLIMGRG01

isArchived: True

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1742684581

agentVersion: 3.0.18.17

latestOffsite: 1742684581

Registro 24

name: CMKLIMDB01

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791900301

agentVersion: 3.0.18.25

latestOffsite: 1791846362

Registro 25

name: CMKLIMRRHH01

isArchived: True

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1781651040

agentVersion: 3.0.18.24

latestOffsite: 1781651040

Registro 26

name: CMKLIMRRHH01

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 1

lastSnapshot: 1791407341

agentVersion: 3.0.18.25

latestOffsite: 1791407341

Registro 27

name: CMKLIMRD01

isArchived: False

isPaused: True

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1779113282

agentVersion: 3.0.18.24

latestOffsite: 1779113282

Registro 28

name: CMKLIMCNT01

isArchived: False

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1791900001

agentVersion: 3.0.18.24

latestOffsite: 1791846061

Registro 29

name: CMKLIMCNT06

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791900001

agentVersion: 3.0.18.25

latestOffsite: 1791846061

Registro 30

name: CMKLIMCNT02

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1742685001

agentVersion: 3.0.18.13

latestOffsite: 1742685001

Registro 31

name: CMKLIMANTV

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1778000640

agentVersion: 3.0.18.21

latestOffsite: 1778000640

Registro 32

name: Rescue-192.168.24.62-1

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1751996233

agentVersion: 3.0.18.13

latestOffsite: 1751994060

Registro 33

name: Rescue-192.168.24.54-1

isArchived: True

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1751995772

agentVersion: 3.0.18.13

latestOffsite: 1751994060

Registro 34

name: Rescue-192.168.24.17-1

isArchived: True

isPaused: False

protectedVolumesCount: 6

unprotectedVolumesCount: 0

lastSnapshot: 1759416498

agentVersion: 3.0.18.13

latestOffsite: 1758671955

Registro 35

name: Rescue-192.168.24.45-1

isArchived: True

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1751996860

agentVersion: 3.0.18.13

latestOffsite: 1746713557

Registro 36

name: CMKLIMRSV

isArchived: False

isPaused: False

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1791900120

agentVersion: 3.0.18.25

latestOffsite: 1791846182

Registro 37

name: CMKLIMGRG01

isArchived: False

isPaused: False

protectedVolumesCount: 3

unprotectedVolumesCount: 0

lastSnapshot: 1791241501

agentVersion: 3.0.18.24

latestOffsite: 1791241501

Registro 38

name: AD2019

isArchived: False

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1791900181

agentVersion: 3.0.18.25

latestOffsite: 1791846241

Registro 39

name: Rescue-192.168.24.62-1

isArchived: True

isPaused: False

protectedVolumesCount: 1

unprotectedVolumesCount: 0

lastSnapshot: 1759417560

agentVersion: 3.0.18.18

latestOffsite: 1759359600

Registro 40

name: CMKLIMFS02

isArchived: False

isPaused: True

protectedVolumesCount: 4

unprotectedVolumesCount: 2

lastSnapshot: 1785971040

agentVersion: 3.0.18.25

latestOffsite: 1785971040

Registro 41

name: cmklmsftp01

isArchived: False

isPaused: True

protectedVolumesCount: 2

unprotectedVolumesCount: 0

lastSnapshot: 1779747660

agentVersion: 3.0.29.5

latestOffsite: 1779747660

Registro 1

name: CMKHUADC02

last_local: 0

last_offsite: 1731380522

Registro 2

name: CMKHUADES01

last_local: 1788231960

last_offsite: 1788059221

Registro 3

name: CMKHUAFS01

last_local: 0

last_offsite: 1742698800

Registro 4

name: CMKMINDB01

last_local: 1788231601

last_offsite: 1788058801

Registro 5

name: SRVADMINA

last_local: 1779800402

last_offsite: 1779800402

Registro 6

name: CMKMINFS01

last_local: 1788231781

last_offsite: 1788058981

Registro 7

name: Rescue-192.168.28.111-1

last_local: 1743516351

last_offsite: 1743476400

Registro 8

name: Rescue-192.168.28.13-1

last_local: 0

last_offsite: 1743476400

Registro 9

name: Rescue-192.168.28.36-1

last_local: 1743516566

last_offsite: 1743476400

Registro 10

name: Rescue-192.168.28.17-1

last_local: 1743516713

last_offsite: 1743476400

Registro 11

name: CMKHUAFS01

last_local: 1788231720

last_offsite: 1787972582

Registro 12

name: CMKHUAWU01

last_local: 1788232021

last_offsite: 1788059221

Registro 13

name: CMKMINAPLI01

last_local: 1788231901

last_offsite: 1788059101

Registro 14

name: CMKMINCOST01

last_local: 1788232201

last_offsite: 1788059461

Registro 15

name: localhost.localdomain

last_local: 1788231601

last_offsite: 1788058801

Registro 16

name: Rescue-192.168.28.111-2

last_local: 1754785861

last_offsite: 1754708402

Registro 17

name: Rescue-192.168.28.40-1

last_local: 1784589430

last_offsite: 1784589430

Registro 18

name: AD2019

last_local: 1742685121

last_offsite: 1742685121

Registro 19

name: CMKLIMFS01

last_local: 1742684761

last_offsite: 1742684761

Registro 20

name: CMKLIMGRG01

last_local: 1742684581

last_offsite: 1742684581

Registro 21

name: CMKLIMDB01

last_local: 1791900301

last_offsite: 1791846362

Registro 22

name: CMKLIMRRHH01

last_local: 1781651040

last_offsite: 1781651040

Registro 23

name: CMKLIMRRHH01

last_local: 1791407341

last_offsite: 1791407341

Registro 24

name: CMKLIMRD01

last_local: 1779113282

last_offsite: 1779113282

Registro 25

name: CMKLIMCNT01

last_local: 1791900001

last_offsite: 1791846061

Registro 26

name: CMKLIMCNT06

last_local: 1791900001

last_offsite: 1791846061

Registro 27

name: CMKLIMCNT02

last_local: 1742685001

last_offsite: 1742685001

Registro 28

name: CMKLIMANTV

last_local: 1778000640

last_offsite: 1778000640

Registro 29

name: Rescue-192.168.24.62-1

last_local: 1751996233

last_offsite: 1751994060

Registro 30

name: Rescue-192.168.24.54-1

last_local: 1751995772

last_offsite: 1751994060

Registro 31

name: Rescue-192.168.24.17-1

last_local: 1759416498

last_offsite: 1758671955

Registro 32

name: Rescue-192.168.24.45-1

last_local: 1751996860

last_offsite: 1746713557

Registro 33

name: CMKLIMRSV

last_local: 1791900120

last_offsite: 1791846182

Registro 34

name: CMKLIMGRG01

last_local: 1791241501

last_offsite: 1791241501

Registro 35

name: AD2019

last_local: 1791900181

last_offsite: 1791846241

Registro 36

name: Rescue-192.168.24.62-1

last_local: 1759417560

last_offsite: 1759359600

Registro 37

name: CMKLIMFS02

last_local: 1785971040

last_offsite: 1785971040

Registro 38

name: cmklimsftp01

last_local: 1779747660

last_offsite: 1779747660