



CT TECH EXPRESS

Managed IT Services · Central Connecticut
860-398-9221 · matt@cttechexpress.com ·
cttechexpress.com

MONTHLY IT HEALTH REPORT

September 2026

Riverbend Insurance Group

Middletown, CT · Reporting period Aug 21 – Sep 20,
2026

Prepared September 22, 2026

OVERALL STATUS

Good — all systems protected

9 desktops, 2 laptops, 1 server monitored · 12 of 12 devices protected by managed antivirus · 3 threats stopped automatically this period · 12 of 12 backed up

12

Devices monitored

99.98%

Internet uptime

3

Threats stopped

2

Recommendations

SERVICE SUMMARY

Our monitoring raised 6 alerts this period. Every one was reviewed by us — the table below shows what was detected and where.

WHAT WAS DETECTED	TIMES	DEVICES
Malware blocked automatically	3	Front Desk 1, Claims – Dana
Low disk space warning	2	Underwriting – Paul
Device offline longer than expected	1	Sales Laptop – Chris

Work completed this period

- Aug 26** — Freed 38 GB on Underwriting – Paul by clearing old update caches and archived email files; disk warnings cleared.
- Sep 3** — Turned on multi-factor authentication for the remaining 4 Microsoft 365 accounts; every user account is now MFA-protected.
- Sep 9** — Installed and configured the new Dell OptiPlex for the Claims department, migrated files and printers, and retired the 9-year-old machine it replaced.
- Sep 15** — Reviewed the quarantined files from the Sep 12 phishing attachment and confirmed nothing executed; sent a short "what to look for" note to staff.

SECURITY

All 12 monitored devices run centrally managed Bitdefender antivirus, kept up to date automatically. Security events this period:

- **Sep 12** — A malicious email attachment (Invoice_8831.zip) was detected on **Front Desk 1** and quarantined before it could run. No action was required.
- **Sep 4** — A browser-based threat was blocked automatically on **Claims – Dana**. No action was required.
- **Aug 29** — Malware was blocked automatically on **Front Desk 1**. No action was required.

Windows updates: 12 of 12 devices installed updates within the last 45 days.

Multi-factor authentication: 14 of 14 Microsoft 365 accounts protected.

YOUR COMPUTER FLEET

DEVICE	OPERATING SYSTEM	MODEL YEAR (APPROX.)	DISK SPACE	LAST SEEN	STATUS
RB-SERVER Dell PowerEdge T350	Windows Server 2022 Standard	2023 (3 yrs)	69% free	Sep 22	✓ Healthy No issues detected
Front Desk 1 Dell OptiPlex 7010	Windows 11 Pro	~2023 (3 yrs)	78% free	Sep 22	✓ Healthy No issues detected
Front Desk 2 Dell OptiPlex 7010	Windows 11 Pro	~2023 (3 yrs)	81% free	Sep 22	✓ Healthy No issues detected
Claims – Dana Dell OptiPlex 7020	Windows 11 Pro	2026 (new)	91% free	Sep 22	✓ Healthy Installed Sep 9
Claims – Marcus HP ProDesk 400 G9	Windows 11 Pro	~2022 (4 yrs)	56% free	Sep 22	i Note Updates installed, restart pending
Underwriting – Paul Dell OptiPlex 5090	Windows 11 Pro	~2021 (5 yrs)	42% free	Sep 22	✓ Healthy Disk cleanup completed Aug 26
Underwriting – Jen Dell OptiPlex 5090	Windows 11 Pro	~2021 (5 yrs)	63% free	Sep 22	✓ Healthy No issues detected
Owner – Susan Dell OptiPlex 7080	Windows 11 Pro	~2020 (6 yrs)	52% free	Sep 22	✓ Healthy No issues detected

DEVICE	OPERATING SYSTEM	MODEL YEAR (APPROX.)	DISK SPACE	LAST SEEN	STATUS
Accounting Dell OptiPlex 3070	Windows 11 Pro	~2019 (7 yrs)	34% free	Sep 22	⚠ Watch 7 years old — worth starting to think about eventual replacement
Conference Room Lenovo ThinkCentre M70q	Windows 11 Pro	~2022 (4 yrs)	85% free	Sep 19	✓ Healthy No issues detected
Sales Laptop – Chris Dell Latitude 5540	Windows 11 Pro	~2023 (3 yrs)	59% free	Sep 21	✓ Healthy No issues detected
Owner Laptop – Susan Microsoft Surface Laptop 5	Windows 11 Pro	~2023 (3 yrs)	48% free	Sep 22	✓ Healthy No issues detected

"Last seen" is the last time the device checked in with our monitoring — laptops that are powered off or away from the internet check in less often. Equipment ages marked "~" are estimated from each computer's model generation.

PROTECTION & BACKUP COVERAGE

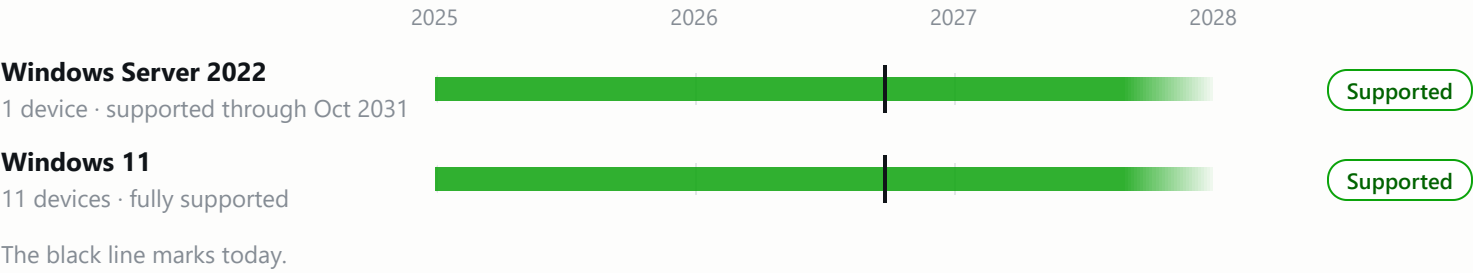
Antivirus and drive health are read live from each computer's monitoring agent. File backup shows whichever service is protecting that computer's files. 12 of 12 devices have an active file backup.

DEVICE	ANTIVIRUS (BITDEFENDER)	DRIVE HEALTH	FILE BACKUP
RB-SERVER Server	✓ Active	✓ Healthy 4 drives, all healthy	IDrive360 cloud backup ✓ Active last backup Sep 22
Front Desk 1 Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22
Front Desk 2 Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22
Claims – Dana Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22
Claims – Marcus Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22

DEVICE	ANTIVIRUS (BITDEFENDER)	DRIVE HEALTH	FILE BACKUP
Underwriting – Paul Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22
Underwriting – Jen Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22
Owner – Susan Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22
Accounting Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22
Conference Room Desktop	✓ Active	✓ Healthy healthy, no wear or errors reported	Microsoft OneDrive ✓ Syncing signed in, up to date
Sales Laptop – Chris Laptop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 21
Owner Laptop – Susan Laptop	✓ Active	✓ Healthy healthy, no wear or errors reported	IDrive360 cloud backup ✓ Active last backup Sep 22

OPERATING SYSTEM SUPPORT

How much security-update runway each operating system in your fleet has left. When a bar ends, Microsoft stops issuing security fixes for that system.



EQUIPMENT AGE & REPLACEMENT PLANNING





Well-maintained business computers routinely run reliably for many years — there is no need to replace working equipment early. The dashed line at 7 years marks a good time to start thinking about eventual replacement, and the shaded area (8+ years) is where planning ahead becomes more important, so upgrades happen on your schedule rather than after a failure.

SERVER & BACKUPS

Backup check: 11 of 11 backed-up devices completed a successful backup within the last 7 days.

The server is backed up nightly to encrypted cloud storage with 30 days of version history, plus a local image backup for fast full-server recovery. Backup completion and file counts are verified daily by our monitoring.

NETWORK

Internet, firewall, and Wi-Fi are provided by a UniFi Dream Machine Pro with cloud management and always-on monitoring.

Network hardware: 4 of 4 centrally managed devices reporting online. Internet uptime this period: 99.98% (one 9-minute carrier outage on Sep 2, 3:14 AM).

DEVICE	MODEL	SERIAL NUMBER	FIRMWARE	STATUS
Riverbend Gateway Firewall / security appliance	UDM-Pro	7483C2E1A9F0	4.3.6	Online
Server Closet Switch 24-port PoE switch	USW-24-PoE	D021F9B34C17	7.1.26	Online
Front Office AP Wi-Fi access point	U6-Pro	E063DA8B5F42	6.6.77	Online
Back Office AP Wi-Fi access point	U6-Pro	E063DA8B5F51	6.6.77	Online

Centrally managed devices are pulled live from the UniFi cloud at the time this report was generated. Serial numbers are listed so you have them on hand for warranty or support claims.

DOMAINS, CERTIFICATES & RENEWALS

Expiration dates we track on your behalf. A lapsed domain takes your website and email down; a lapsed security certificate makes browsers show visitors a "not secure" warning. We check these every month so a renewal never catches you by surprise.

ITEM	WHAT IT COVERS	PROVIDER	EXPIRES	STATUS
riverbendinsurancet.com Company website and email domain	Website security certificate (HTTPS)	Let's Encrypt	Nov 30, 2026	Auto-renewing
riverbendinsurancet.com Company website and email domain	Domain name registration	GoDaddy	Mar 14, 2028	Current
Microsoft 365 Business Premium	14 user licences	Microsoft	Jan 8, 2027	Current
Bitdefender GravityZone	12 device licences	CT Tech Express	Monthly	Current

RECOMMENDATIONS & ITEMS TO WATCH



Watch

Accounting desktop: now 7 years old. It is running fine and there is no urgency, but it is a good time to start thinking about a replacement in the next budget cycle so it happens on your schedule.



Suggestion

Phishing awareness training: two of this month's three blocked threats arrived as email attachments. We can enroll your staff in an online security-awareness program: short self-paced lessons on spotting phishing, plus periodic simulated phishing emails so you can see who clicks. Results are tracked per user and summarized in this report. Low cost, no scheduling, and it measurably reduces the chance of someone opening the next one.

PLANNED FOR NEXT PERIOD

- Continued 24/7 monitoring and managed antivirus protection on all devices
- Nightly backup verification on all 12 devices
- Coordinate a restart for Claims – Marcus to complete pending updates
- Quarterly review of Microsoft 365 sign-in activity and sharing settings
- Set up phishing-awareness training for staff, if approved