

Case Study – SMS Application Issues

Customer

- Network Infrastructure Manager, International Auto Manufacturer.

Challenge

- The Auto Manufacturer deployed a new remote access system to their mobile users using VPN technology.
- The network and systems management teams were having problems in deploying and installing business applications to remote mobile users, using the Microsoft Systems Management Server (SMS) software.
- Their infrastructure was extremely complex with very little documentation.
- Traffic between the client and the VPN server, located in Paris, was encrypted making it extremely difficult to decode the network packets.

Methodology

- Using Advance7's **RPR** methodology, the **REACT®** team captured details of the problem.
- A custom built data analyser was created to capture VPN traffic prior to being encrypted.
- Working with the customer network and systems team the problem was repeatedly reproduced and data collected.

Result

- Three separate problems were identified and Advance7's recommended fixes applied:
 - Missing entries within the Domain Name Server (DNS) environment.
 - Incorrectly configured rules on an Infrastructure firewall.
 - Misconfiguration of the Active Directory settings on the SMS server.
- Once the fixes were applied remote clients were able to download their new and updated applications in a timely fashion.
- Enabled the support teams to concentrate on other work-load

Clarity – commitment – innovation

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