

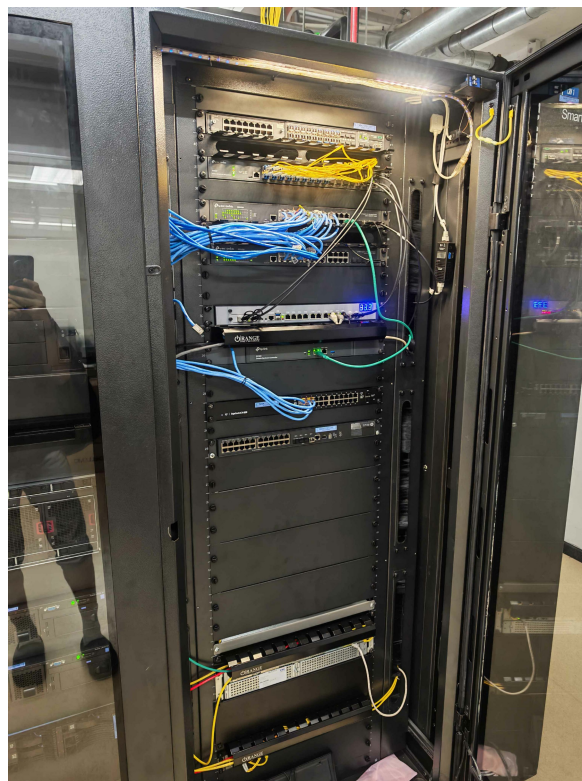


SOUL KATANA

Perkhidmatan Penyelenggaraan Rangkaian Komputer Dan Server Selama Tiga (3) Tahun Untuk Syarikat Air Darul Aman Sdn Bhd (SADA) - SADA/OM/QS/002/11/2/2024

Report Period of 01/07/2025 - 31/12/2025

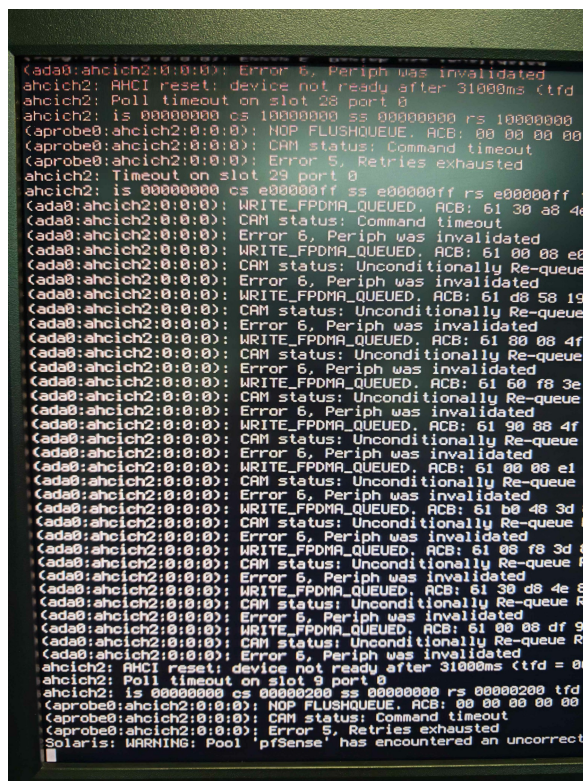
Date	Description
05/08/2025	Core Switch firmware update to 1.0.4 Build 20250218 Rel.54965
05/08/2025	Network Controller firmware update to 1.30.7 Build 20250704 Rel.78617 (Stable)
20/08/2025	Firewall firmware upgraded from 24.11-RELEASE to 25.07.1-RELEASE
21/08/2025	Update SADA Mobile complain policy - user needs to wait another 5 minutes before he/she can submit another complain. This is to avoid flooding of redundant complains on the administrators side.
24/08/2025	Firewall down/non-responsive at about 1000. Personnel Asyraf messaged to inform. Rebooted and continue monitoring. Unfortunately log did not produce any reason of the predicament.



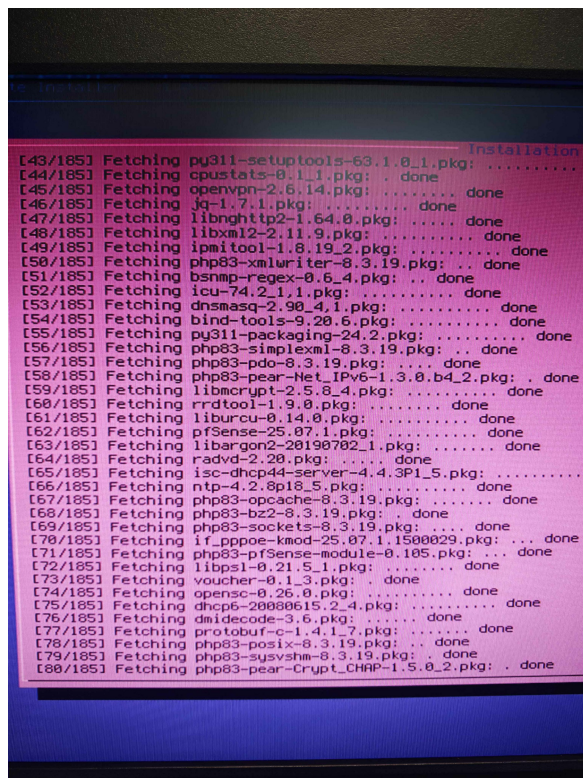
28/08/2025	Early morning there were reports stating all VPN sites are down due to TM Unifi upgrade the day before. Personnel Fauzi called to all sites to get each respective WAN IPs and used them to connect and reconfigure the remote firewalls to the new IP at HQ.
28/08/2025	In the evening, it was reported that the firewall at HQ is not responding. Whilst no network technician was around to handle the situation (incident around 4pm+), many staffs made to leave early. Arrived at the datacenter for troubleshooting and found that the SSD is having errors. Restart the firewall and keeps monitoring.

SOUL KATANA

Date	Description
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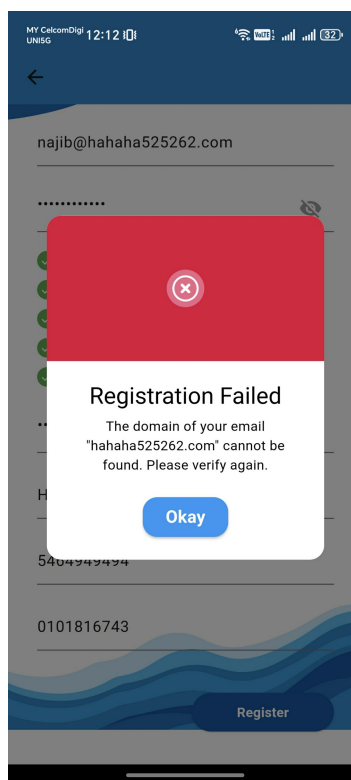
30/08/2025	Took the network down at about 1900. Extracted the problematic mSATA module out and installed a new NVMe module. Managed to reinstall back PFSense Plus version 25.07.1-RELEASE.
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Date	Description
02/09/2025	primera.sada.com.my HTTP process hung. The command top shows memory hitting limit. Restarted the server.
12/09/2025	Update DMZ-01 and DMZ-02 switch firmware from the current 1.30.4 to 1.30.10
12/09/2025	Update core switch firmware from the current 1.0.4 to 1.0.10
26/09/2025	Add additional email verification process in the registration routine to check MX record for valid email domain:

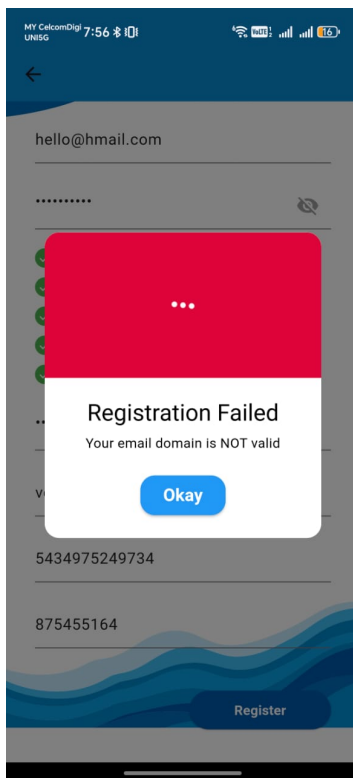
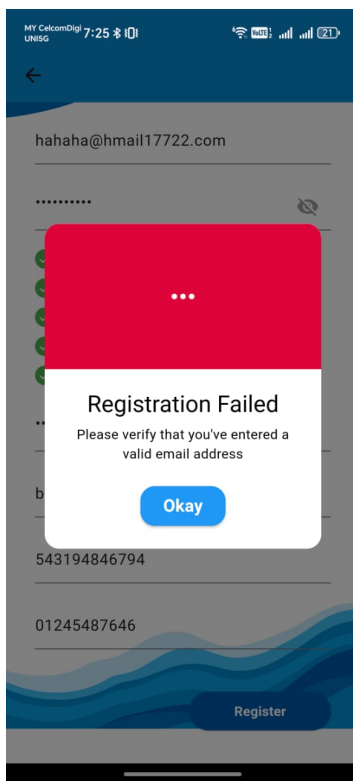
```
elseif (!checkdnsrr($hostname, $type)) {  
    echo json_encode (  
        array (  
            'success' => false,  
            'id' => "email",  
            'title' => "Registration Error",  
            'message' => "The domain of your email \"\".$hostname.\"\" cannot be found. Please verify again."  
        )  
    );  
}
```



02/10/2025	Updated the code to verify email domain using the following mechanism: 1. If the domain has valid MX record 2. If the 'valid' MX record doesn't point to localhost or 127.0.0.1
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Date **Description**



06/10/2025 Payment problem identified by personnel Asyraf for account 1100017438013 which under the user Nur' Ain Fatimah Binti Zamsari Mohamad - Apparently the special character in the name hindered SQL insertion. Issue solved by addslashes()



Date	Description
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06/10/2025	Update OpenVPN config for IFAS dev users.
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A value of 0 disables this feature.
This option is ignored in Peer-to-Peer Shared Key mode and in SSL/TLS mode with a not restart.

Ping method

keepalive helper uses interval and timeout parameters to define ping and ping-restart
ping = interval
ping-restart = timeout*2
push ping = interval
push ping-restart = timeout

Ping
Ping remote over the TCP/UDP control channel if no packets have been sent for at least

Push ping to client ☐ Push ping to VPN client

Ping restart or exit
Exit or restart OpenVPN after timeout from remote

Ping restart or exit seconds

Push to client ☒ Push ping-restart/ping-exit to VPN client

Advanced Client Settings

04/11/2025	Registration, Installation, Configuration and Deploy of the Domain SADA.MY
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- Acquiring domain from MYNIC (domain unlock from 1400-1500)
- Documentation with Exabytes (2 Years)
- Reconfiguration of NS to SADA BIND server
- SOA, MX, A Configuration
- Put alive the name mx.sada.my
- New SSL cert registration/generation for mx.sada.my
- Email Web Client local configuration to accept the new domain sada.my
- Configure SSL for Exim, Nginx
- SPF, DKIM, DMARC and reverse DNS configuration for email server (new IP)
- Testing and Deploy

18/11/2025	Personnel Fauzi provided new server for the current primera to operate - Installed with Ubuntu 24.04 with IP 10.1.2.7
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03/12/2025	Manage to configure new server (staging) with direct oci_connect to datamart server. Later development will no longer use proxy oci_connect at 10.34.1.58 to retrieve datamart data.
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