

# B K Infotech

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E : [kalpesh@bkinfotech.in](mailto:kalpesh@bkinfotech.in)

| <b>Service Status Details : BK1028</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------|-----------|-----------------|--------|---------------------|--------------|---------------------|---------------------|--------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|--------------|-----|--|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9769165602                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Name :</b>               | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          | <b>Technician Mobile :</b>                                               | 9136841703                                                                            |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Date &amp; Time :</b> | 09-10-2019 01:44:54                                                      |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Company Name/Client Name :             | S K Enterprise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Customer's Mobile :      | 9769165602                                                               | Name :                                                                                | Evershine |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Mumbai , , , , Maharashtra             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                          | Type :                                                                   |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Product Name :</b>                  | Antivirus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain :</b>                      | securite issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Comment :</b>            | EPS SERVER INSTALLATION DONE ON SKSERVER ALL ANTIVIRUS UPDAT WORKING NOW                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Remark :</b>                        | EPS SERVER INSTALLATION DONE ON SKSERVER ALL ANTIVIRUS UPDAT WORKING NOW                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Status History :</b>                | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>09-10-2019 03:03:17</td><td>Mayur Pitale</td><td>Completed</td><td>EPS SERVER INSTALLATION DONE ON SKSERVER ALL ANTIVIRUS UPDAT WORKING NOW</td><td></td></tr><tr><td>09-10-2019 01:44:59</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr><tr><td>09-10-2019 01:44:55</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                                                                          |                                                                                       |           | Date Time | Technician Name | Status | Remark              | Sign         | 09-10-2019 03:03:17 | Mayur Pitale        | Completed    | EPS SERVER INSTALLATION DONE ON SKSERVER ALL ANTIVIRUS UPDAT WORKING NOW |  | 09-10-2019 01:44:59 | Mayur Pitale | New |  | - | 09-10-2019 01:44:55 | Mayur Pitale | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Status                   | Remark                                                                   | Sign                                                                                  |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 09-10-2019 03:03:17                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Completed                | EPS SERVER INSTALLATION DONE ON SKSERVER ALL ANTIVIRUS UPDAT WORKING NOW |  |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 09-10-2019 01:44:59                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | New                      |                                                                          | -                                                                                     |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 09-10-2019 01:44:55                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | New                      |                                                                          | -                                                                                     |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Previous Complain History :</b>     | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>25-11-2019 06:04:21</td><td>Mayur Pitale</td><td></td></tr><tr><td>22-11-2019 12:01:41</td><td>Mayur Pitale</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                    |                          |                                                                          |                                                                                       |           | Date Time | Technician Name | Remark | 25-11-2019 06:04:21 | Mayur Pitale |                     | 22-11-2019 12:01:41 | Mayur Pitale |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Remark                   |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 25-11-2019 06:04:21                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 22-11-2019 12:01:41                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                          |                                                                                       |           |           |                 |        |                     |              |                     |                     |              |                                                                          |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |