

# Shubham Infotech

**Regd. Office :** Shubham Infotech Hubtown Solaris Office No:-1212 12th Floor, Opposite Teli Gali, Andheri East, Mumbai  
**Support : | W :**  
**E :** info@shubhaminfo.com

| <b>Service Status Details : SI10</b>                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------|-----------|-----------------|--------|--------|------|---------------------|---------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|---------------|-----|--|---|---------------------|---------------|-----|--|---|
| <b>Priority :</b>                                                         | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Created By :</b>                                                       | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complaint Mob. No. :</b>                                               | 90824 0386                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Name :</b>                                                  | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          | <b>Technician Mobile :</b>                                                                                                                                                                               | 7710866227                                                                            |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Ticket Type :</b>                                                      | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Date &amp; Time :</b> | 14-11-2019 01:13:30                                                                                                                                                                                      |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Vendor Details :</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Company Name/Client Name :                                                | Directorate Of Archive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Customer's Mobile :      | 90824 0386                                                                                                                                                                                               | Name :                                                                                | Santosh Chavan |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Address :</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Mumbai , M.G.Road, Kala Ghoda Fort Mumbai-400032 , , 400032 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>AMC Details :</b>                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Expiry Date :                                                             | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          | Type :                                                                                                                                                                                                   |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Product Name :</b>                                                     | desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain :</b>                                                         | windows problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>                                               | checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>                                                | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Remark :</b>                                                           | checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <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>14-11-2019 01:22:32</td><td>Harshal Gujar</td><td>Completed</td><td>checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok</td><td></td></tr><tr><td>14-11-2019 01:13:47</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr><tr><td>14-11-2019 01:13:31</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                                                                                                                                                                                                          |                                                                                       |                | Date Time | Technician Name | Status | Remark | Sign | 14-11-2019 01:22:32 | Harshal Gujar | Completed | checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok |  | 14-11-2019 01:13:47 | Harshal Gujar | New |  | - | 14-11-2019 01:13:31 | Harshal Gujar | New |  | - |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Status                   | Remark                                                                                                                                                                                                   | Sign                                                                                  |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 14-11-2019 01:22:32                                                       | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Completed                | checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok |  |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 14-11-2019 01:13:47                                                       | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | New                      |                                                                                                                                                                                                          | -                                                                                     |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 14-11-2019 01:13:31                                                       | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | New                      |                                                                                                                                                                                                          | -                                                                                     |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Previous Complain History :</b>                                        | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                                                                          |                                                                                       |                | Date Time | Technician Name | Remark |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Remark                   |                                                                                                                                                                                                          |                                                                                       |                |           |                 |        |        |      |                     |               |           |                                                                                                                                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |