




# 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 : SI285</b>                               |  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
|---|--|--|---|---|---------------|-----------|-----------------|--------|---------------------|---------------|--|---------------------|----------------|---|---|---------------------|---------------|-----|--|---|---------------------|---------------|-----|--|---|
| <b>Priority :</b>   | Low  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Created By :</b>   | Admin - Shubham Infotech   |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complaint Mob. No. :</b>   |  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Name :</b>  | Harshal Gujar  |  | <b>Technician Mobile :</b>  | 7710866227  |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Ticket Type :</b>  | Complain   | <b>Date &amp; Time :</b>   | 11-02-2020 11:03:11   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Vendor Details :</b>   |  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Company Name/Client Name :</b>                                   | Directorate Of Printing & Stationery   | <b>Customer's Mobile :</b>   |   | <b>Name :</b>   | Sudhakar More |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Address :</b>  |  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| Mumbai , Near Charni Road Railway Station, , , 400004 , Maharashtra |  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>AMC Details :</b>  |  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Expiry Date :</b>  | 06-08-2020 12:00:00  |  | <b>Type :</b>   | Comprehensive   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Product Name :</b>   | Desktop Computer   |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain :</b>   | visit  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>   | new machine Windows start with slow machine data backup machine full format new Windows 10 pro installed all basic installed quick heal install machine working ok.  |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>  | Desktop - Shubham Infotech   |  |   |   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Remark :</b>   | new machine Windows start with slow machine data backup machine full format new Windows 10 pro installed all basic installed quick heal install 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>12-02-2020 10:12:13</td><td>Harshal Gujar</td><td>Completed</td><td>new machine Windows start with slow machine data backup machine full format new Windows 10 pro installed all basic installed quick heal install machine working ok.</td><td></td></tr><tr><td>11-02-2020 11:03:20</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr><tr><td>11-02-2020 11:03:12</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |  |   |   |               | Date Time | Technician Name | Status | Remark              | Sign          | 12-02-2020 10:12:13  | Harshal Gujar       | Completed      | new machine Windows start with slow machine data backup machine full format new Windows 10 pro installed all basic installed quick heal install machine working ok. |  | 11-02-2020 11:03:20 | Harshal Gujar | New |  | - | 11-02-2020 11:03:12 | Harshal Gujar | New |  | - |
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| 11-02-2020 11:03:20   | Harshal Gujar  | New  |   | -   |               |           |                 |        |                     |               |  |                     |                |   |   |                     |               |     |  |   |                     |               |     |  |   |
| 11-02-2020 11:03:12   | 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><tr><td>07-02-2020 10:19:55</td><td>Harshal Gujar</td><td>1)ms office 2010 problem uninstall and reinstall problem solved. 2)2 connector crimping cable connect on machine problem solved.</td></tr><tr><td>06-02-2020 10:35:52</td><td>Vishal Dodekar</td><td>network problem (fiber optic modem problem , crimping lan wire , change property of lan change from static to dynamic, remove lan from modem and put in switch</td></tr></tbody></table>   |  |   |   |               | Date Time | Technician Name | Remark | 07-02-2020 10:19:55 | Harshal Gujar | 1)ms office 2010 problem uninstall and reinstall problem solved. 2)2 connector crimping cable connect on machine problem solved. | 06-02-2020 10:35:52 | Vishal Dodekar | network problem (fiber optic modem problem , crimping lan wire , change property of lan change from static to dynamic, remove lan from modem and put in switch      |   |                     |               |     |  |   |                     |               |     |  |   |
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