

Incident No	Date & Time Opened	Technitian	Client ID	Name	Phone No
20001	20/09/2020 9:51AM	David Bold	110	Kevin Frankston	08 9888 8877
20002	11/11/2020 8:35AM	Kevin White	101	Stan Reynolds	08 3333 3333
20003	28/11/2020 7:12PM	Michael Fong	107	Michael Harrison	08 6544 4566

20004	11/12/2020 1:38PM	David Bold	101	Stan Reynolds	08 3333 3333
20005	07/04/2021 11:38AM	Michael Fong	105	Sandra West	08 3574 1151
20006	07/05/2021 8:38PM	David Bold	103	Jack Williams	08 1818 8181

20007	22/05/2021 7:55AM	Kevin White	110	Kevin Frankston	08 9888 8877
20008	5/08/2025 10:45	Gerard	103	Jack Williams	08 1818 8181
			20009	Tuhin	833333333

Email	Description	Device Type
study@tafent.com.au	The entire organisation cannot connect to the Internet. Jack reported that the incident became evident this morning and that the Internet was working fine at close of business yesterday.	Modem Router
sales@gf.com.au	Roberts's printing is sent to printer PL2 on the second floor instead of the default printer located next to his office on floor 3 PL3. Sammy mentioned this happened after a colleague used his computer on the weekend, he also mentioned the colleague currently on leave.	Printer & Scanner
information@ledxr.com.au	Jay cannot log onto the network from his computer.	Desktop Computer

sales@gf.com.au	Paper jammed in printer.	Printer & Scanner
-----------------	--------------------------	-------------------

admin@hyperport.com.au	No audio output from PC internal speaker. Client noticed a burning smell coming from the rear of the computer.	Desktop Computer
------------------------	--	------------------

service@sr.com.au	Lucy cannot log onto her computer, she reset her password yesterday and has now forgotten it.	Desktop Computer
-------------------	---	------------------

study@tafent.com.au	Barry's computer is not starting. He presses the start button but no power.	Desktop Computer
service@sr.com.au	Printer requires replacement toner	Printer & Scanner
sales@gf.com.au	Stans printer got paper jam	Printer & Scanner

Make & Model	Device ID	Category	Priority
Cisco RV132W Wireless-N ADSL2+ VPN Router	CR657	Networking	Priority 1
Brother MFC-L3770CDW	MFD985	Hardware	4

HP ProDesk 400	PC45A	Software	4

Brother MFC-L3770CDW	MFD985	Hardware	4
HP ProDesk 400 G6	PC814	Software	4
Dell Optiplex 5080	PC251	Software	4

HP ProDesk 400 G6	PC008	Hardware	4
Ricoh IMC2000	4321	Hardware	4
Brother MFD985	MFD985	Hardware	1

Action Taken	Escalated	Date & Time Closed	Technician2
<p>No lights flashing on the modem router device.</p> <p>Checked power outlet on wall by trying another device, no problems with power outlet.</p> <p>Tried another power cable in case it was faulty, still no power to the modem router.</p> <p>Escalated as the modem router is suspected to be at faulty.</p> <p>Onsite technician diagnosed the modem router as faulty and replaced it.</p>	Yes	30/09/2020 11:30AM	Samual Smith
<p>The client was guided through the process of checking the default printer settings on his computer. It was found that the default printer on the client's computer was changed to PL2.</p> <p>The client was guided through the process of changing the default printer settings back to PL3. The client then successfully printed a test page on printer PL2.</p>	No	11/11/2020 9:25AM	Kevin White
<p>Client was directed to attempt to log onto the network using a colleague's computer, client was successful. Client was asked to check the Ethernet cable connection behind his computer. Client found the Ethernet cable was missing.</p> <p>Client had a spare Ethernet cable which he connected between his computer and the patch panel. The client was then able to successfully log onto the network from his computer.</p>	No	28/11/2020 8:27PM	Michael Fong

Guided client through the information on the Printers LCD screen to remove the jammed paper. Client noted that the paper was moist. Client was asked to check the paper in the printer tray, the paper was also moist. After short discussions with the client it has become evident that the printing paper was sitting under the porch near the entrance of the building subject to wet weather. The moist paper was disposed and fresh dry paper inserter into the printer. Client successfully printed a test page.	No	11/12/2020 2:25PM	David Bold
Client was instructed to turn off the computer and unplug it from the power outlet. The job has been escalated. Onsite technician diagnosed a faulty motherboard and replaced it.	Yes	08/04/2021 11:00AM	Samual Smith
The moist paper was disposed and fresh dry paper inserter into the printer. Client successfully printed a test page.	No	07/05/2021 9:00AM	David Bold

Client was asked to perform the following basic checks: 1. Power point wall switch was in the on position. The power lead was securely in the power point switch and the switch was turned on. 2. The power lead was securely connected to the power supply of the computer and that the on/off switch on the power supply was switched on. 3. Replace the power lead between the power point and the computer with a known working lead (from another computer). The client issue was solved. The client was then asked to replace the power lead with the presumed faulty power lead and try starting the computer. The computer started. The client was informed that it could have been either a back connection or the cable was not seated properly in the computer's power supply. The client was informed that if it	no	22/05/2021 9:23AM	Kevin White
Toner ordered eta 4/2/25	No		
Restart the printer and removed paper	No	30/07/2025	