

RECEIVED FROM:

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BILL TO:

Knor Graphics Design Solutions
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DESCRIPTION	QUANTITY	PRICE	TOTAL
Apr 11 Email issues on iMac April 7th -Ticket Ref # K5I40M - Removed account and attempted several times to re-add the account but it won't let you. Attempted to add the account to Mac mail several times with no success. Checked updates and confirmed that an update was rolled out on April 5th. Attempted to sync accounts from the laptop with the iMac but we need to get the keychain working. Attempted to sign back into Icloud on the Mac and that doesn't work either. Confirmed the account credentials are correct. Looked into using other apps but I don't think it's worth our time at this point. Contacted Apple support, was forced to reset the keychain access. After resetting the keychain access, I was able to re-add Icloud and it brought over exchange and is working.	3.00	CAD 55.00	CAD 165.00
Apr 11 Internet down April 16th - Ticket# HA27QD Internet down, went on-site and powercycled router and switch, everything came back online.	0.25	CAD 55.00	CAD 13.75
Apr 11 Print server install March 16th -Ticket # VC1KVE - LABOUR - Unpacked and configured print server. Reconfigured desktop pc and the Mac Desktop. Was unable to get into the laptop to configure. In addition, tested settings directly connected for Silo to troubleshoot issue with static IP address. Had issues with the print server, diagnosed and determined it was the actual print server it's self. Returned it and purchased a new one and installed it. NOTE: only charged for one install.	1.25	CAD 55.00	CAD 68.75
Apr 11 Print server Unit Print Server IOGEAR	1.00	CAD 54.46	CAD 54.46
Apr 11 Router Swap March 14th - Emily was having issues with the wireless going down on her because the D-link router was old and not working properly. Loaned Cisco small business firewall and configured it for use until the new hardware comes in.	0.75	CAD 55.00	CAD 41.25

Apr 11 Emergency On-site Feb 23rd - Resolved networking issues caused by new internet put into the office by Solo. They did not configure the access point into a router correctly. They also did not connect the router to the rest of the network therefore - server did not work.	1.00	CAD 85.00	CAD 85.00
Apr 11 Print server Unit IOGEAR Print server	1	CAD 54.46	- CAD 54.46
		Sub Total :	CAD 428.21
		Tax - 0.00% :	CAD 0.00
		Payment Made:	CAD 428.21
		Expencc Made:	- CAD 54.46
		TOTAL :	CAD -54.46

PAYMENT INFORMATION

Thank you for your business!

Customers who fall over 90 days behind in payments to Expert Tech. (from any source such as development, consulting, hardware,etc.) will automatically lose all privileges), and will no longer receive technical support until such time as their accounts are current.