ConnectWise Debug Report

Ticket #684422

CW 650748 Form Weekly Onsite Support (week 9th December 2024) [DONT ADD TIME speak with Chris)

Board: Projects (PS HQ)

Status: In Progress Now

Date	Start Time	End Time	Hours	Engineer	Work Type	Notes
2024-12-13	11:10 AM	11:20 AM	0.17	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - comms to engineer \(BrodieW\) # - advised that[[SharePoint Doc: Project Ticket %23684422 - CW 650748 Form Weekly Onsite Support \(week 9th December 2024\]).docx&action=default&mobileredirect=true] ([SharePoint Doc: Project Ticket %23684422 - CW 650748 Form Weekly Onsite Support \(week 9th December 2024\]).docx&action=default&mobileredirect=true) # - engineer advised that he will complete task

Total Hours: 0.17

Ticket #679277

BOC Gas & Gear - Penrose

Board: Projects (PS HQ)

Status: In Progress Now

Date	Start Time	End Time	Hours	Engineer	Work Type	Notes
2024-12-12	08:30 AM	12:55 PM	4.42	Brodie Waugh	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - Headed to BOC Penrose site # - Discussion with George Winn on location of network setup # - Installed Starlink and network gear # - Confirmed Form SSID available # - Coms with Carl - assisted with network troubleshooting and testing # - Confirmed network is configured correctly and working # - Installed printer and configured with Carl # - Confirmed site installation completed and working well
2024-12-11	02:30 PM	02:57 PM	0.45	Brodie Waugh	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # Collect BOC site gear and pack into car
2024-12-09	03:08 PM	03:10 PM	0.03	Brodie Waugh	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # Site contact: # George Winn - 0272902957

Total Hours: 4.90

Ticket #624047

Meetings & Co-ordination

Board: Projects (PS HQ)

Status: In Progress Now

Date	Start Time	End Time	Hours	Engineer	Work Type	Notes
2024-12-11	08:30 AM	08:40 AM	0.17	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - comms to CarlD regarding request by Kenny & Rado @ the St Lukes site # - CarlD advised that he is happy for IT360 to assist with this request # - noted that IT360 will show FormNZ team the 'Sweep' function in Outlook\(new\) # - this will be scheduled in for the next St Lukes onsite.

Total Hours: 0.17

Ticket #624035

St Lukes Site Visit

Board: Projects (PS HQ)

Status: In Progress Now

Date	Start Time	End Time	Hours	Engineer	Work Type	Notes
2024-12-10	02:40 PM	02:55 PM	0.25	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - ticket notes # - updated [iT360 Weekly Detail_Project Ticket #684422 - CW 650748 Form Weekly Onsite Support \ (week 9th December 2024\).docx]([SharePoint Link]) # - follow up with CarID about requests from local users Kenny & Rado # - Kenny & Rado both requested if there is a way to setup rules in Outlook # - awaiting commentary from CarID
2024-12-10	02:15 PM	02:40 PM	0.42	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - Travel
2024-12-10	02:00 PM	02:15 PM	0.25	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - arrived onsite # - checked in with Kenny # - collected hardware for BOC Gas site setup # - spoke with team in GA block to ensure they were not having issues # - comms to CarID to advise that onsite is cut short - due to site works happening
2024-12-10	01:25 PM	02:00 PM	0.58	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - Travel

Total Hours: 1.50

Ticket #622225

Freemans Bay Site Visit (HQ)

Board: Projects (PS HQ)

Status: In Progress Now

Date	Start Time	End Time	Hours	Engineer	Work Type	Notes
2024-12-10	10:57 AM	11:30 AM	0.55	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - ticket notes # - comms to CarlD regarding Stella \(asked me about travelling to Singapore\) # - additional follow up for St Lukes site \(hardware pickup\) # - updated Ignite/SparkBOP doc
2024-12-10	10:35 AM	10:57 AM	0.37	Campbell Jennings	Travel	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - Travel
2024-12-10	09:05 AM	10:35 AM	1.5	Campbell Jennings	Onsite Support	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - arrived onsite # - setup stella's new device # - comms with CarlD to get admin privilages # - installed dell dock drivers # - installed display link drivers # - all monitors working # - setup mail \(outlook new\) # - setip files sync from Sharepoint # - all working and operational # - advised CarlD that it360 admin account was not allowing me too authenticate # - Carl fixed account - tested and working now # - test U7AP for Carl onsite in the HQ office # - AP test worked and AP was adopted # - comms w/ Carl
2024-12-10	08:30 AM	09:05 AM	0.58	Campbell Jennings	Travel	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # - Travel

Total Hours: 3.00

Ticket #639530

Documentation

Board: Projects (PS HQ)

Status: In Progress Now

Date	Start Time	End Time	Hours	Engineer	Work Type	Notes
2024-12-09	02:45 PM	03:30 PM	0.75	Campbell Jennings	Remote Work	Onsite Support - IGNITE (Time Entries, do not close, see both Dave & Campbell first) # meeting with Dave & Chris - automation of Ignite document

Total Hours: 0.75