**Call notes**

# 24th Feb

Jack - Napier - Sim card stopped working, is now asking for APN again. This is the new sim card and it was working but wonder if the mobile connection driver has dropped off after the recent Windows update.

Louis cooper - trying to open PDF but keeps "not responding". Uptime was at 13 days. Restarted computer - had an update needing to restart pc. Update/restart will take a while so will try PDF again once pc has finished and call us back if there is still an issue.  
Still an issue after restart so did a repair on Adobe - didn't work.

Uninstalled and reinstalled Adobe - now works fine

Lance Cawte - D365 - put invoice number on to purchase order then press ok and comes up with inventory dimension location must be specified. Open PO: 7042112. Invoice number: 5287696

Conrad Owens - emails not working on phone since password change

Richard Strang - pdf to print - attempt to print but get the document could not be printed error.

Have done a repair - didn’t work

Uninstalled and reinstalled - didn’t work

Restarted pc - didn’t work

Reinstalled printer - then it requested to download printer driver so did that.

Then Adobe update from 2017 to 2019 - now pdf's can be printed

Prue Stewart - adjustments process - run proforma for a job to check it, send it etc when check totals comes up with negative at bottom. First proforma is correct with amounts but now after making changes to costs, all proformas created now aren't coming through correct. Can't close job. WO 183953

# 25th Feb

Rebecca – paldesk site stuck on loading in Chrome. – deleted all browser cache – website loaded fine

# 26th Feb

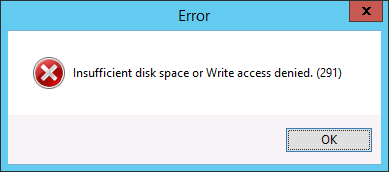
Pete Shaw – NAXT – 70A warehouse is supposed to be the default. Don’t want to see everything else. 68A was set as default. Removed all other warehouses as didn’t need them.

Bex

Deborah – cnu12330p8

Jared – Melbourne – logging on to momentum pro – remote desktop services is busy. +61387915437

Insufficient disk space or write access denied



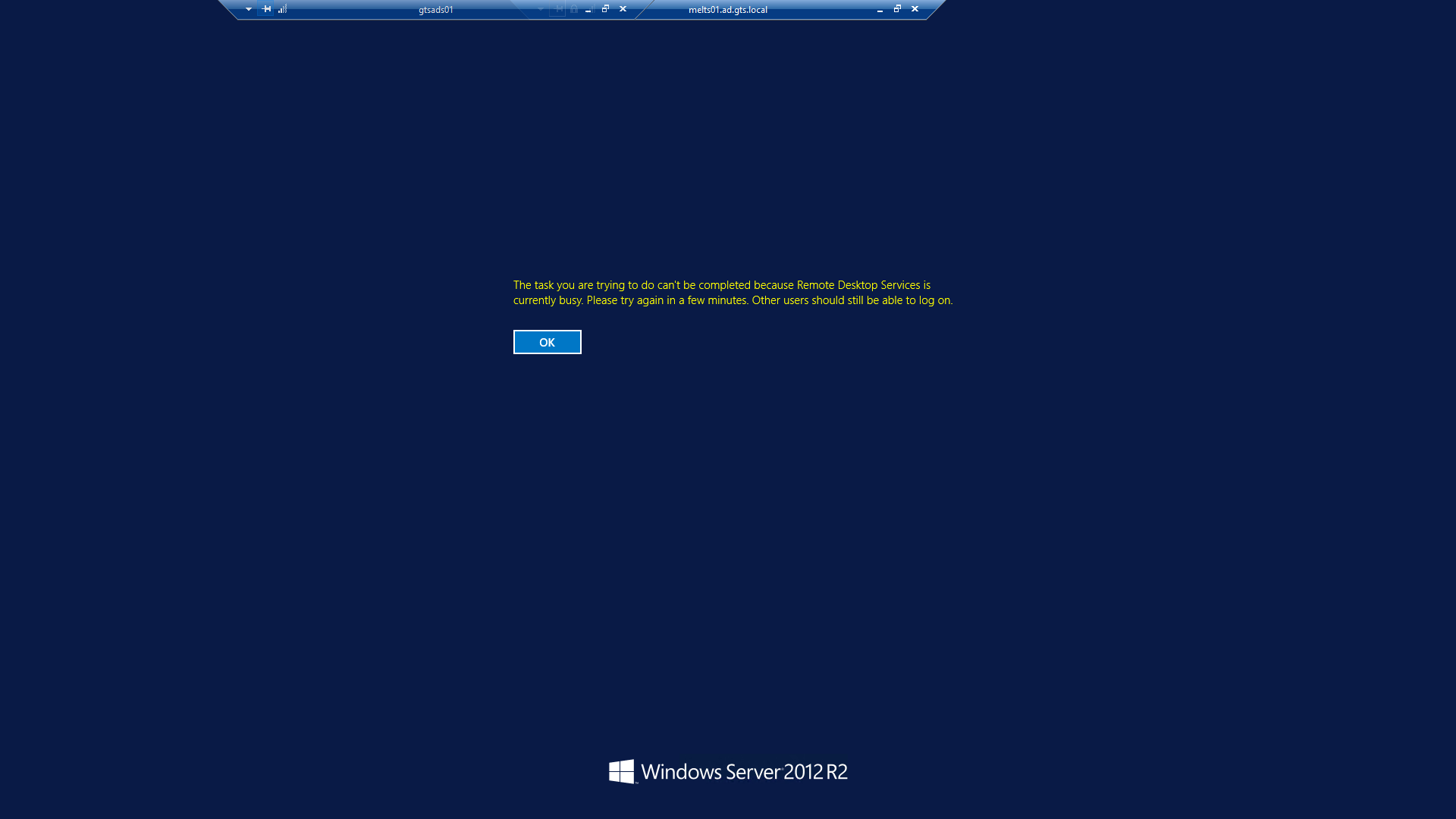
Mike van der sluys – 219417

Christine Thomson –

ET – keeps shutting down then brings up an error,

Picks up ecm but then wants to troubleshjoot and brings up error

Only coms adaptor itself



Jonathon miller – desktop to winterm –

Glenn stone – password to vpn global protect –

Glenn stone –

Hayward – hastings

# 27th Feb

Mark Peterson – gmh –

Cam Main – SIS

Lisa downes – update outlook

Pradeep – printer

Sofio – 4 computers –

Chris – Hamilton – emails – not

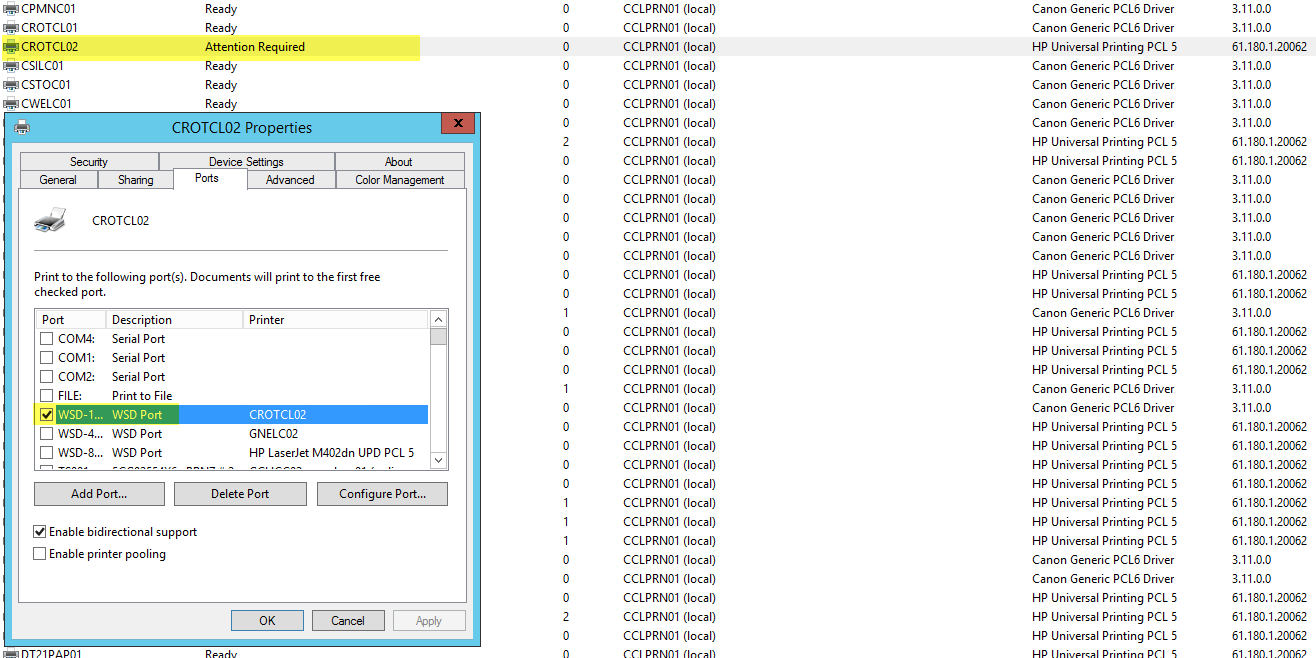
Tony simpson – job NAXT 195857 – seg 1 – parts return on an item, not coming up. 2923

Ritchelle – email – spam

Tuane – zero pick line

Scanned in to system

# 28th Feb

Brent van der burg – printer stopped working – crotcl2 – 2 weeks it stopped

Nicholas gibbons – d365

Craig Stephenson – OSCAR login

Peter hinsen – word

Sorry, please ignore last message, it was accidentally sent to you.

Ang fraser – access excel??

Dispatch it nzc shut itself down

Dion- Hamilton – loan phone Samsung A30 – setup

# 16th March

Bruce Whitfield

Oscilloscope – won’t install – driver error

Updated driver through “browse my computer” instead of “automatically search”

Alfred – password –

Stella – no login pops up on winterm – stuck on “starting winpro”

Marion tare – not getting emails from transpec – twl

Nico – Melbourne – access from home – going to try global protect tonight

Patrick singh –

Gideon – cat inspect app – iphone update –

Global protect

Michelle middleditch – adjusting description

# 17th March

Paula – gmh – palmy

Phil ingram – Ciaran – off site access – vpn –

Karyn – gough group desktop issue

Dion – twl wellington – new Samsung

Kimberley baker – working from home –

Jill Bentley – Palmerston north –

Bradley Pederson – annual leave for 2 weeks – divert calls – Vodafone – setting up himself on phone

Glenn stone – account lockout

Jimmy la – cubes are down

Frank reid – working from home –

Ms Projects? 9 march – m

Anara – create skype meeting

Dion – twl – wellington – product

Bryan yorke – nigel Langford

Nico – Melbourne – coulnt get mopro, g drive or email (mopro – put in password but then said you don’t have access or authorization.)

# 18th March

Judi ratahi – new drive added to group

Mark palmer – gis –

Don Coetzee – hyster service tool – hydraulic user interface

Nadine grady –

Jacob – Auckland – pc –

Andy johnson – test skype call

Calum – excel

Charlotte g – chris britton – 60330

Ryan p – phone functions unlocked – skype call

# 19th March

Bevan boyce - So he is saying he can't access FMS (freight management system) from home but everything else works fine. I asked him if he connects to VPN and he tried to tell me that we have moved away from using VPN and something about Teamviewer.. I dont know. I told him that there is 4 ways to access stuff from home and VPN was one of them. He said things changed about 18 months ago so i said well things have changed since then and a lot of the time it is best to use VPN

# 15th May

Bevan – PowerBi

Cant open workspaces, d365 pr

oduction reports – one of reports using the data is not correct.

Prabhuram

Internet –

Chris britton – hp notebook –

# 11th June

Gary liddington -hyster dealer portal wont load

<https://partnerportal.hyster.com/>

sean -twl wiri – fin dims from puke – wiri

mark palmer - locked out

wendy neves – Rotorua – 229496 – open labour into time and attendance – cost cntre 9501 not active

3 lines it is on and needs to be changed to 1001

Sc208194-02 03 01

Josh – whangarei – log in desktop hydraulics course –

Dave – Rotorua – log in – app on phone - **Application:** CWS – Primary

Hayward taylor – no printer – steph fixed

Prue stewart – work order on cash sale account – gone through cahneged address everywhere – previous person on list that used the account t-land decking – cash sale non serialised. – print proforma – needs to be taupo roofing

Admin.teams.microsoft.com

Graeme mcbridde – working from home – Wanganui – setup email on phone – having

Laptop – 2 screens – look at different drives – access to c drive on laptop – have jsust started bnack with company on Monday 8th – shaun armed? – needs to contact Jason Mathewson – he is contacting the wrong IT

Charlotte gibb –

Nathan welch – phone – rebuild centre – came up with reboot – stuck on Samsung symbol

Phone SN R58MC3TQW0J – Stuart Hodgkins

Anara – chris heaton’s expenses keep going to stop –

Glenn – Rotorua – new phone – used data -

# 12th June

Gavin hoyland – reset mfa for Daniel hatten and Justin Whelan

Yajna – hr team – forgotten phone passcode

Richard joyce – d365

Matt mckenna – working from home – connected to vpn – outlook

Anand – 229755 – message – cannot verify server identity – the identiy imap.com cannot be verified by mail.

Judy Ratahi – printer got fault –

Daniel vent

Prue – lost internet – Tauranga

# 15th June

Grant capper – download from Palfinger – file cannot open - .STP

<https://www.freecadweb.org/>

reset Samsung phone – updating phone could of caused it to go to config screen

Damian Brodie –

R58N20C902L

Bradley turner – install SIS

Michelle middleditch – phone not connecting to ggh\_mob

Jack linley – trouble with sim card – when out in field, asks for apn – can’t connect. But when in office it sometimes connects. – full service –

Sonja Erasmus – in wiri cat meeting rm – booked meeting from 10am-1pm – start another meeting at 11am

Gts Melbourne – outlook – 10.202.11.106 – Sri Kannan – created new mail profile

Greer – tableau – parts group

Charlotte gibb – hard restart laptop -turned back on – next

Tina shur – Teamviewer ID – 877978137 – 965kvs

Password - 2i8e7r

Robyn linton – issue with headset – unplug usb and replug it back in.

# 16th June

Vickie warren – lockout

Gavin Hoyland – Cameron Vaughan – sim card needs to be registered – gavin has some spare empty ones and company thought that Cameron had a company phone but doesn’t

Owen – working from home – naxt wont open – opened up GGH desktop

Marcella – aussie – log in to window

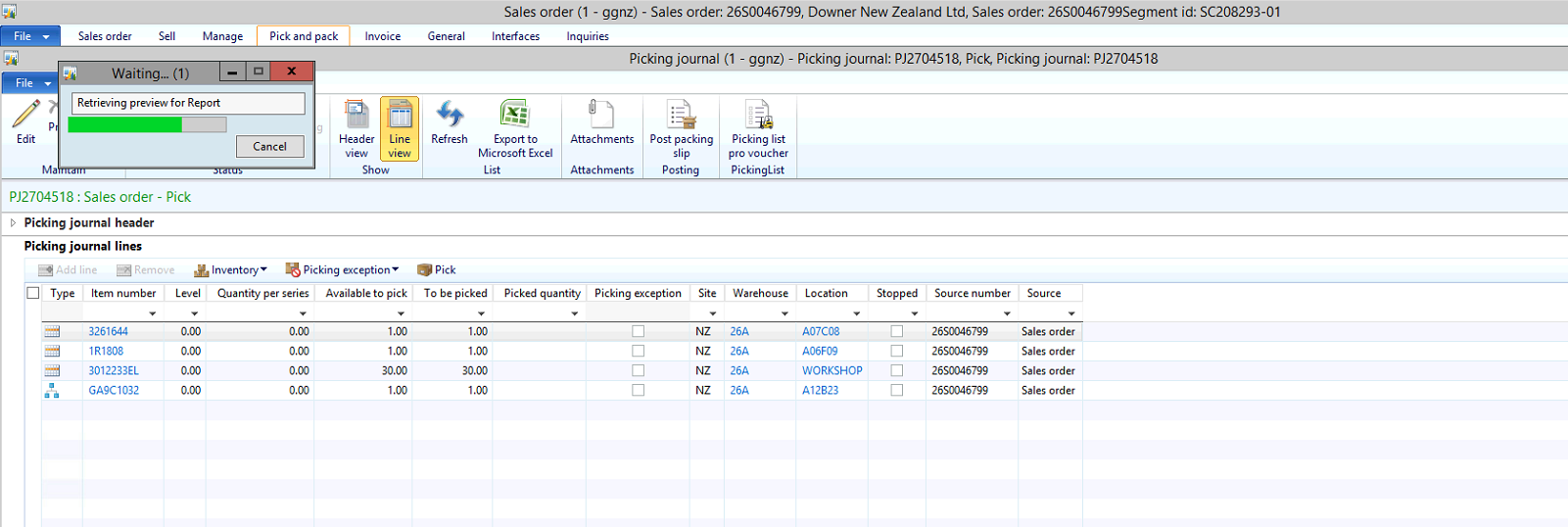
Richard skiffington – no internet Rotorua

Jess macfarlane – find out what role is james brewin

Jimmy brewin – mouse isn’t working well tried updating drivers - nothing

About 6 months – when on google – update chrome – didn’t change – deleted cache

# 17th June

Leah Baron – naxt reports – pick some parts – retrieve parts -pick and pack -wait for packing slip – just reading and reading – not getting paper work printed – processing a SO – pick parts – pick picking list – doesn’t show any report – retrieving preview for report.

Picking journal – picking list pro voucher

Vaihei hunter – set up desktop – trade staff personnel – health and safety – john

Adrian – twl –

Ben – started apprenticeship

Robyn – corin? Using roger rileys

Jason manak-

Luke kearns – Ramon –

Graham –

Prue – proforma is stuck? wo191913

Sor00309585

Jennie mcmath –

Gavin hoyland –

# 18th June

Jamie – can’t connect to skype

Jonathan Patrick – laptop wont connect to internet – says check internet connection. No one else having issues. Usually automatically connects to the wifi when turned on. – not connected to ethernet

Gavin hoyland – Christian di, johan, paul Harley, steven thomasen, Mathew wiliams

Alwyn – using dif laptop – no et

Billy Sinclair –

Ho hogg – little town outside of hawkes bay – waitakerei? – 100.120.138.147

Scott white – hp man changed motherboard – guy left – log on to try

Justine oconnell –

Paul grinter

# 19th June

Judy Ratahi –

Ryan Petersen – plugged into ute usb – answer phone call and cant hear anything – Bluetooth connection works but

Jenny fuller – printer –

Dean – Rotorua – enquiry – gotta do training next week from home – making up training courses – old laptop

10.2.31.18

# 22nd June

Mark

Callum beckett – new user – 230516

Anara – new printer – scanner – entered emails –

Wynand –

?? – phone

Gavin hoyland – reset gareth taylor, Jacques wales

Gavin hoyland –

Andy bunny – old laptop upgraded getting sent, Ipad – can’t get into from previous rep – scott bonnington –

Matt mckenna – cain Thompson – authentication reset

Locki? –

Mark Costello – new laptop – working fine – screen – docking station –

# 23rd June

Phil ingrim – trouble getting into – cat inspect app –

Dean Henderson – set computer up – wouldn’t work from home

Ian sione –

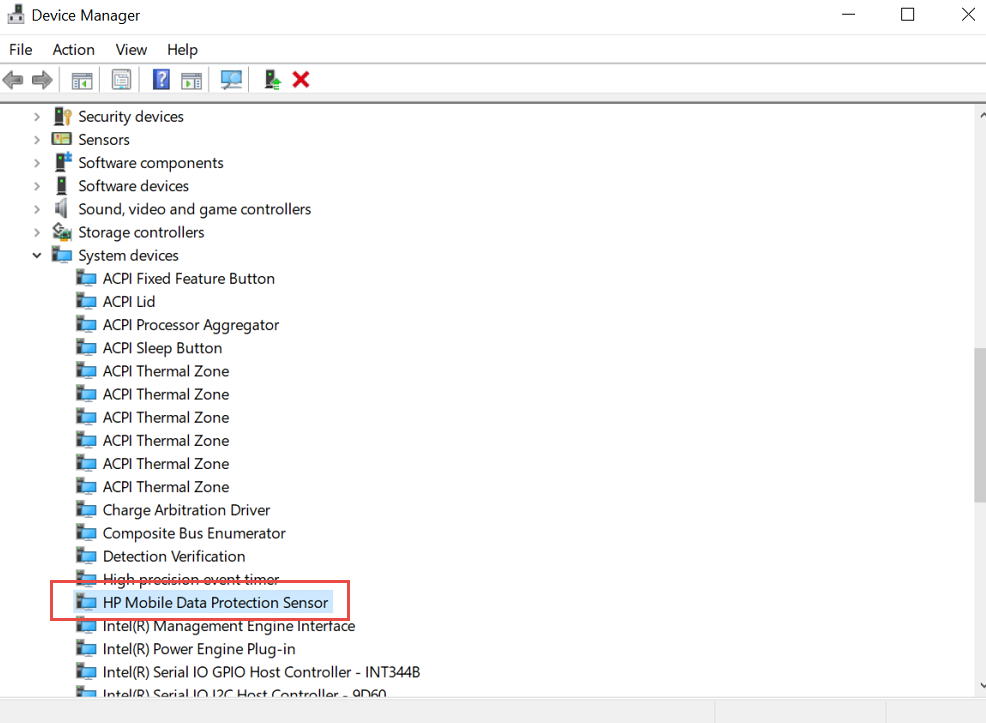
Nathan welch – in Palmerston north – log in to didi app –https://digitaldealers.au error: looks like something went wrong, we track users automatically but if the problem persists please contact us– Nathan can log in fine

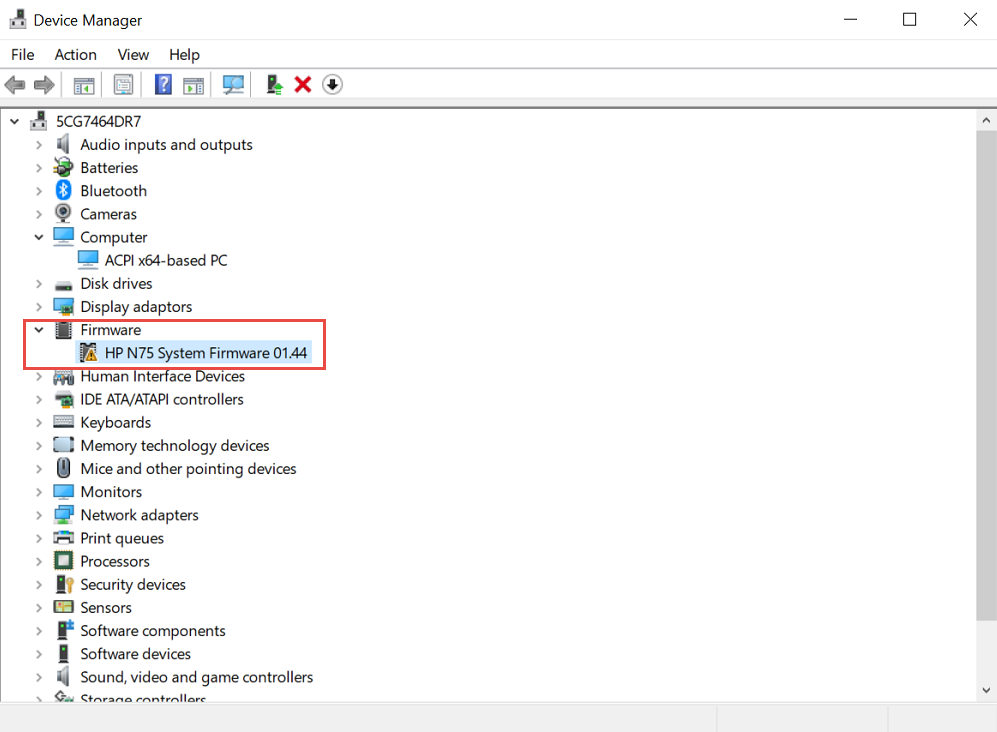
Brad turner

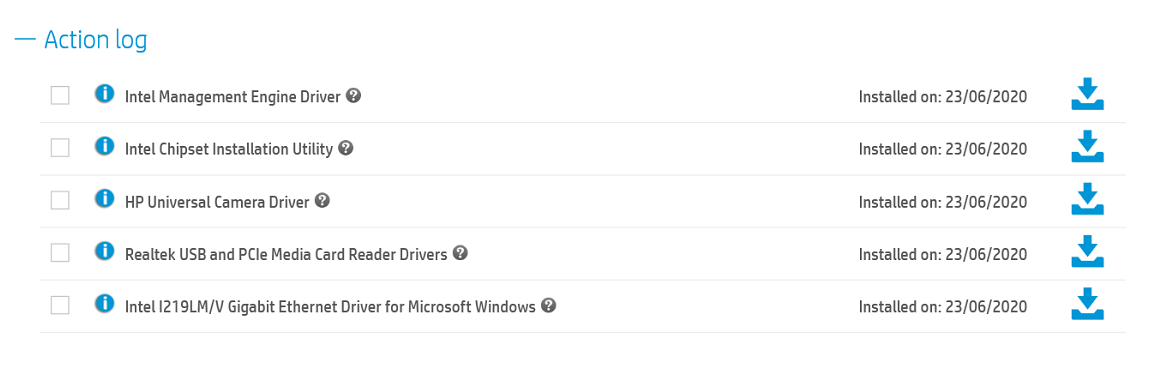
Phil dykstra

Jamie hazner –

Scott White – Joe Millward laptop – 10.31.11.100 – 5CG7464DR7 – did a sim swap 18th June – worked fine when I tested it – laptop still wanting sim pin locked – Status showing as "no internet access" when trying to connect to sim card - doesn't ask for sim pin though - did all updates in HP Support Assistant – restarted PC for updates to finish installation – updated PC firmware from 0.24 to 01.44







Mark palmer – in Auckland – Divneil

Candice –

Mark Costello – naxt – equipment from customer – export to excel – wont allow editing

Matt mckenna – mark pollard authenticator setup not working – scan qr code – takes a little while to load then says account doesn’t exist – [mark.pollard@goughcat.co.nz](mailto:mark.pollard@goughcat.co.nz)

# 24th June

Maddison reed –

John hirst – visio

John Irvine – headset not working for skype – Bluetooth device with yellow triangle – uninstalled device then scanned for hardware changes then Plantronics installed correctly

Judy Ratahi – request from customer – mail failure – spark issue – email from spark asking to do something and send it to them to look at

Samantha Roberts – SO – 228171

Matt Mckenna – cisco phone – mark james – branch manager – steve wisnewski –

Luke Loader – Ciaran – transferring contacts to Samsung

Aaron papu 100.113.106.85

Jess macfarlane – outlook issue – email sitting in outbox

230473

on a different oreder

Julie taylor – grant whitelaw – signature on his emails – chief executive officer

Andrew Kenny – send travelling docking stations for hp tablet x

Andrew stockdill – customer cws – re-enable – bt mining – ian Woollett – btmibw – [ian.woollett@bathurst.co.nz](mailto:ian.woollett@bathurst.co.nz)

# 25th June

Jan hibberd – download

Grant dix –

Martin Jacobs –

Richard skiffington – damian evans – laptop won’t charge

Shannon – palmy branch

Mel murphy – chch ho emails –

356148093931753

Charlotte gibb – trying to credit invoice – seg 6 to reopen to charge time to

Graham small – online forms

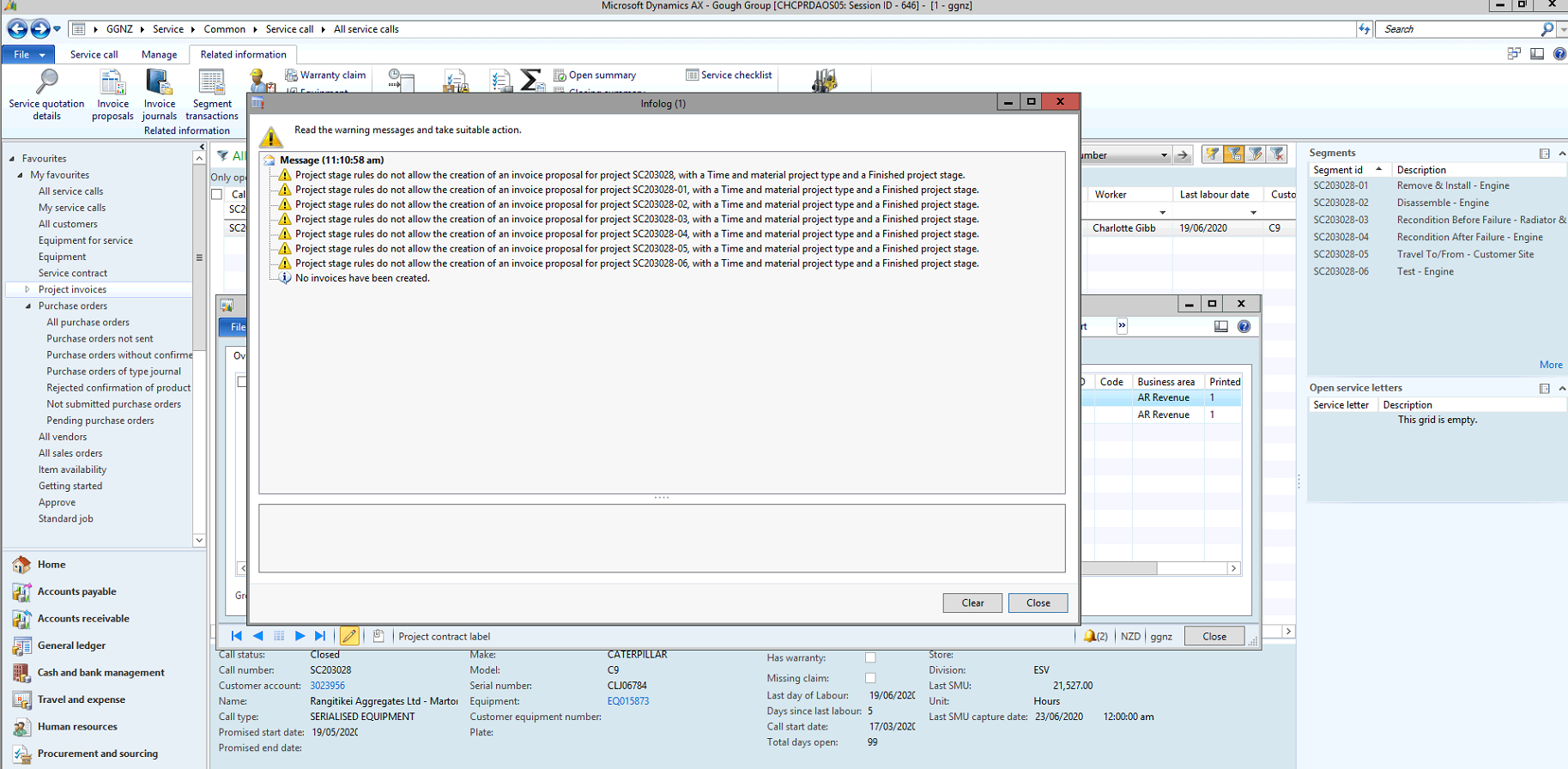
Nicole Fitzpatrick – zac’s v1b has a mind of its own =- screen registeres sometimes on what you want to do, sometimes it doesn’t – like the screen sensitivity isn’t working properly -calver – 021573157

356146092507228

Luke – issues are sorted but not very good

353218102113223

Gavin hoyland – martin oliver



Put the project in “in progress” then charlotte was able to credit invoice

# 26th June

Michelle middleditch – sql error – sc183419

Keith chetty – transferred calls – phil

98

Steven fourie – Andrew stockdill – trying to set up sis usb –

[\\ad.ggh.co.nz\GGHGroups\Cat Business Unit\Sales\BM's\Price lists APD\202006](file:///\\ad.ggh.co.nz\GGHGroups\Cat%20Business%20Unit\Sales\BM's\Price%20lists%20APD\202006)

Anara – 113472 – Quinton unable to approve – recalled – Anara resubmit –

Jimmy la –

Keegan – notification keeps coming up – iphone 6 – had invitation

# 29th June

Crystal – Rotorua – screens duplicating

Sam Robertson – log on naxt – cit

Rudi victor – expense? In d365 – 10.239.11.184 – trying to upload/post expense

Wayne baker – bottom of ribbon – send error -send an email

Rikus – didi – not recognising email - @goughcat – sign in was successful but does not meet criteria of the software. 100.79.67.100

165.26.7843

231259 - SSRS\_Emergency\_CAT\_PO, UserEmergencyPO, Emergency\_Cat\_POs\_Read

Wayne baker –

# 30th June

Daniel – castelli – misc cost lines in naxt – charge out vehicle milage – at the end of the line where you put in the vehicle you want to allocate to

Josh johnson – network folder for IT department - [\\ad.ggh.co.nz\gghgroups\Gough](file:///\\ad.ggh.co.nz\gghgroups\Gough) Institute of Training\GST Material

Wayne baker –

Keith chetty – naxt – softphone – naxt is freezing

Steve – gts –

Graham mcbride – working remotely – up and down left and right – left key goes up

Karl Greasley – acting sup[ervisor – running schedule – battery – digital dealers schedule

Service – workgroup – chch – clear cache

Mydotterracat.co.nz – app service – timecard view by default – underneath month – should be branch – set default – support link

Rebecca – transfer parts – got a stop error

Trqansfer from sc206628-01 to sc210868 – thermocouple, melbourne DC and adapter

Leigh Webley – laggy naxt – did an auc clean – still laggy. Reset receiver – still laggy

Leah baron –

Greer – last night got steph to redirect call out phone – 0292341870 – 0210381842

Leticia and amar – loading km’s on to work orders and populating/adding the vehicle

# 1 July

Darren Selwyn – lockout

Grant dix – lockout

Dolphi – lockout

Owen frentz – trying to log in to caterpillar

Alwyn – issues with laptop – trust issues - [CNU3089P5K](damewin://CNU3089P5K), [5CG8270KDR](damewin://5CG8270KDR) – disabled pc’s – will be enabled but an email will be sent about it to send old laptop back to us – mechanic out on a – other one supposed to be craig redmonds? He has a loan laptop – new one got sent through lockdown

Raewyn brady – in computer – have access to g drive – cat rental – b drive which is also cat rental

Christine Caldwell – log

Michaela reynpolds – 231501, unposted labour –

Rachel – internet access on laptop 172.20.10.3

Judy Ratahi –

Memory – set up barcode printer – called this morning – martin jacobs said try again to plug into laptop – zebra – sent from chch IT

Jimmy brewin – mouse

Anara – Maureen – fixed asset – fixed asset number does exist but doesn’t show – 112346 347 348 349 – po been created on asset – cannot create asset as it already exists but cant find it…po’s have been created for the asset but it doesn’t exist

# 2 July

Matthew parker – mobile data sim in pc – has worked before – pc has local admin – updated firmaware – downloaded LTE mobile driver from HP – downloaded hp support assistant

Hotspot from phone – what is the password

Gary iti –

Erin davis –

Dave constable

359478086935587

DNPVN5X2HXR5

Natasha – hyster –

Andrew – Amanda toms –

# 6 July

Neville wood –

Thomas – chrome

Prue stewart – Friday was working from home –

Colin roberston

Steve – gts –

Quinton –

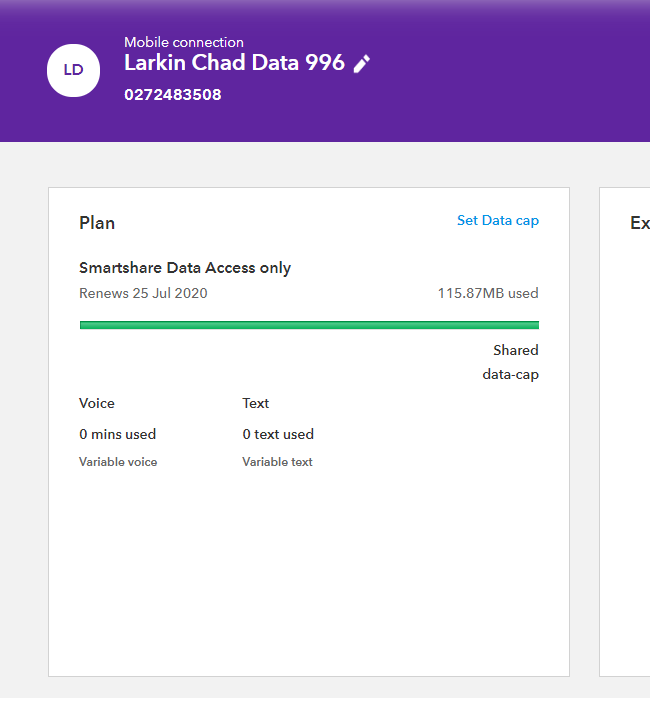
Sean fox – induction for Fonterra –

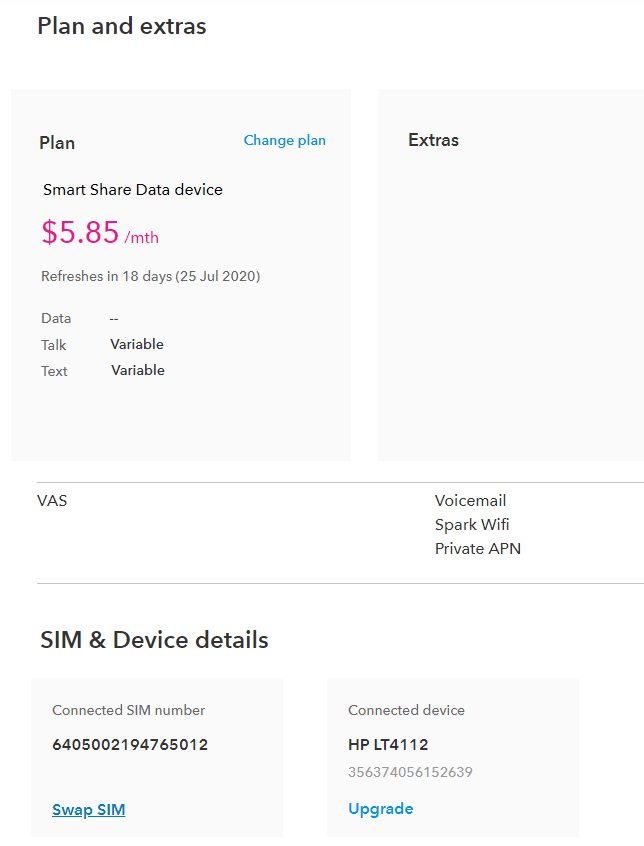
Dwayne oleary – at home trying to log in to NAXT –

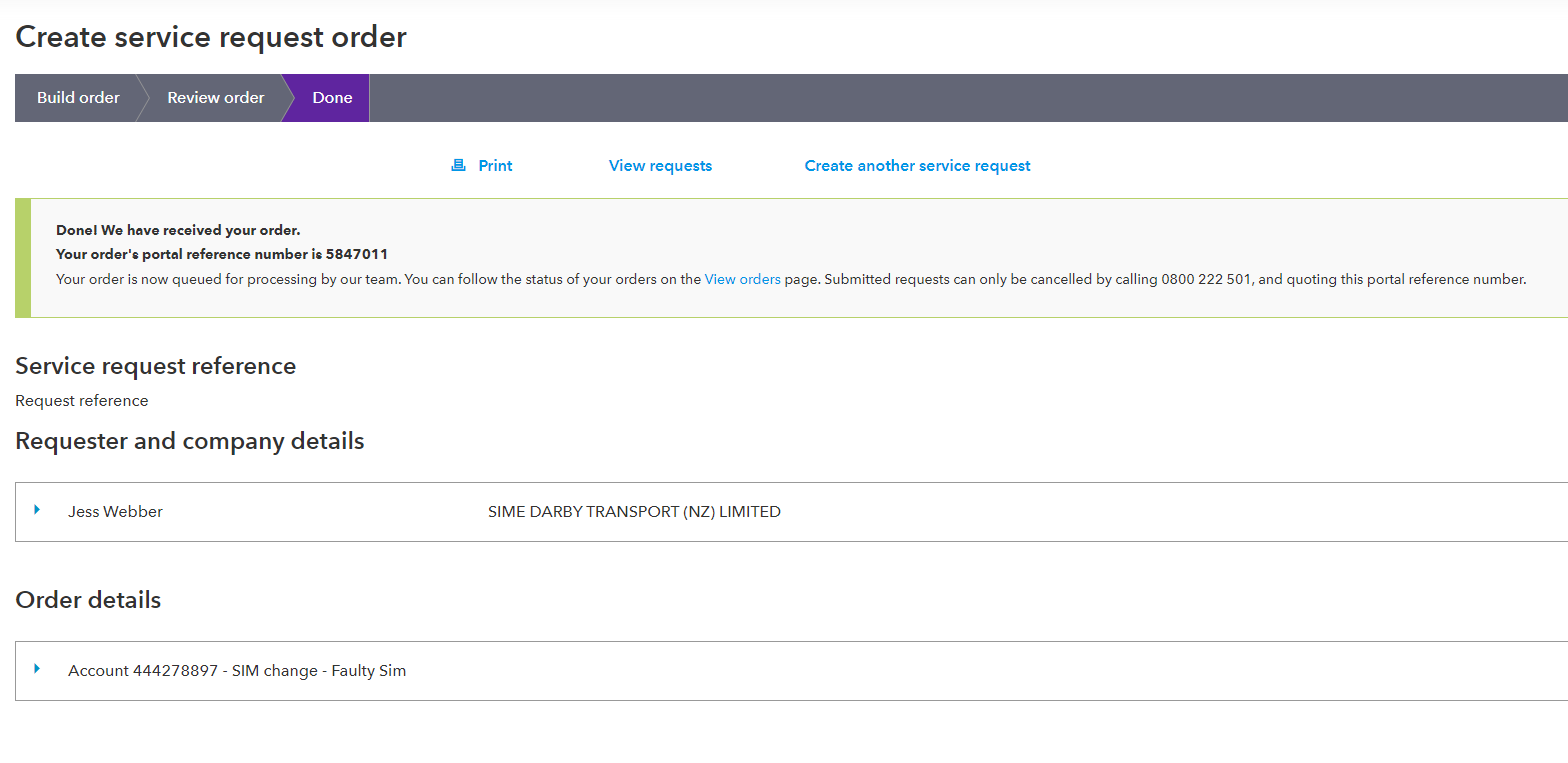
# 7 July

Chad larkin – spoke to someone on Friday – sent new sim – out on road yesterday

6405002179865272 7







Aaron tucker – u drive is full

Leigh Webley –

Jill burgess –

**Application:** CWS - Primary

**Account ID:** t210mxm1

**New Password:** 9yuL%HHCk8fI

Alan hodges – SC – unposted hours – date is 30 june – trying to close wendy neves has left – matt mckenna –

Manual time card – not through DiDi app

Lance cawte – unlicensed visio –

Rudi victor –

James west – opened opportunity from old ooportunity

Create an opportunity on the account

Usually can copy an old opportunity then change all the details

Create a quote from ooporutnity to create a quote you need to create an acivity

Machine opportunity

Customer: electrix ltd

Joe millward – new dell pc –

# 8 July

Vili mat – training –

Grant capper – email from Blair – d

Binesh prasad – purchase req – trying to submit PR

Damien ohara –

Anara – change address pcards requests – [pcardrequest@goughgroup.co.nz](mailto:pcardrequest@goughgroup.co.nz) change to terracat

Anara and Dianne Charleston

Anand –

Hamish –

Wayne baker – Plantronics headset – teams talking – no sound no device

Pasqual –

Victoria

# 9 July

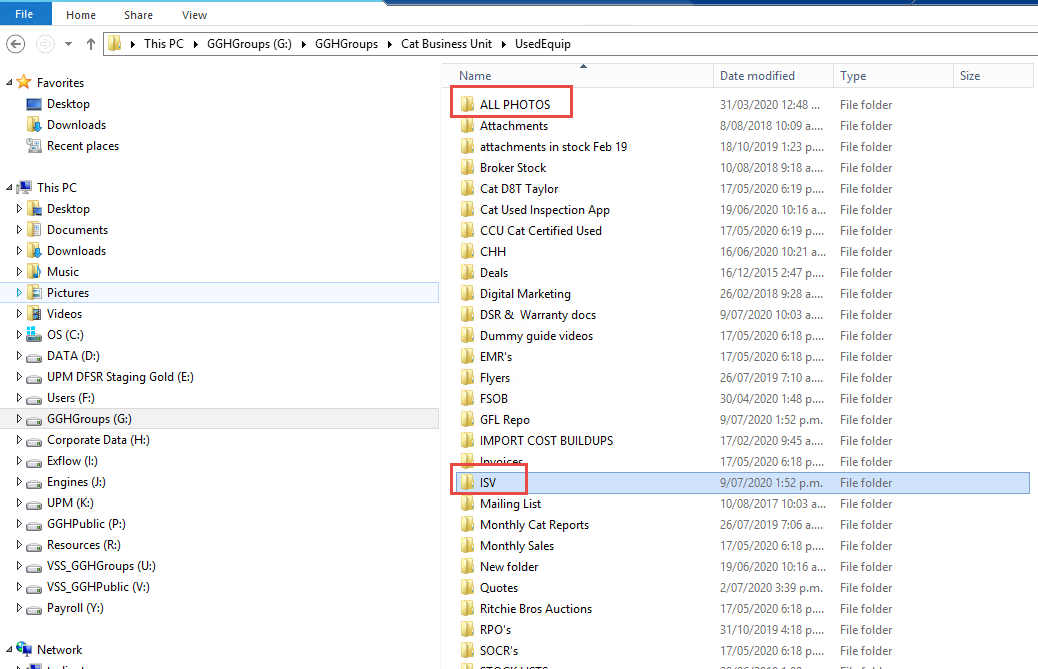
Mark James – health check – laptop to guest wifi – 1.1.1.1 – only works in internet explorer

Owen Baylis – paint repair request through fetch – Microsoft forms

Andrew g – isv folder

Luke black – video and photo on to a memory stick from an email – so can display to tv for toolbox meeting

Graham sollitt – des Johnston – isv – Andrew gowers shouldn’t have access to but he is in the group that has access to ALL PHOTOS which also has access to ISV – apparently its not part of his job to need that folder – the group only gives read only access though – Graham wants to know how or why he has access and how long he has had access



Nicki Beveridge – bartender – james saxon

Mike twl hastings – ordering stationery from officemax –

Nicki –

Craig Redmond – laptop issues – not letting remote login work

# 10 july

Billy Sinclair – visio drawings –

Jacqui -

# 13 July

Jacki –

Can’t print picking journal – greyed out – was working on Friday – usually has “picking journal” next to attachments

Ange fraser

Russell grant –

Anara –

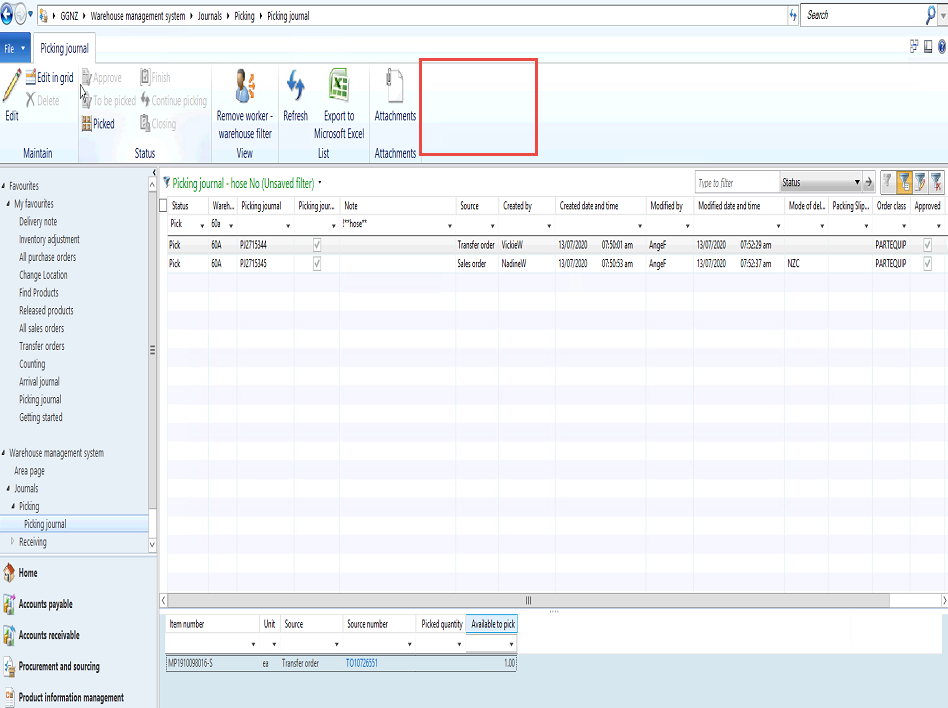
Rudi victor –

Matt Holloway –

Ethan willets – trying to print – print invoice in naxt – dt21pbp01

Emily? – emoji thing – scheduling tool – windows key and the dot

Alan hodges – IT 232382



Wynand – new laptop

Grant capper –

Pasqual – 10.241.11.5 – msi file download – run as different user (wasn’t administrator) so still wouldn’t let me install the file – ended up logging in on the pc with my admin login – was able to install the file then cut the files and saved them to Pasqual’s documents – logged back in as Pasqual to see if he could still access the files on C drive in his documents – software seems to be running fine now.

# 14 July

Averil – print word document

Binesh – clint white – hyster – 10D warehouse – fms system –

Grant capper

Leticia – print proforma

?? – email on phone -simon bell – not authenticating – goes to authenticate and it says it failed

Greer – email sig

James ohanlon – tableau server -toni simpson – have a look at previous invoicing – monthly tracking and budget – leticia, craig cropper, jacki novella, karl greesley

Duncan – Palfinger – iphone 6 -

Mike brears – cant print – an error when trying to print

Neville wood – loading up diagnostic software after pc rebuilt –

Rhonda larkin – vault –

Neville wood –

# 15 July

Greg mccarthy –

Stuart bell – cassie baxter

Grant capper –

Damien evans – djvu

James saxon –

Celestino – 232505 – back order – at the bottom should show the branch number

Jan hibberd – 232983 –

Bevan boyce – log in to marvim to do editing and dave adams

Not ticking the box to hold address – change it to another one – doesn’t tick the box – keith chetty -parts interpreter

Aaron tucker – expert on PO – po’s don’t get loaded on to SC – order class – when creating PO – when select order class – 8 categories – itemserv, some use overheads –

Tina –

So – back order review –

Choose address – put part number in – pick pack – TO

SO

Martyn sheppard – 15d warehouse – cisco phone battery not lasting long – twl branch v1b

Cisco phones mobile –

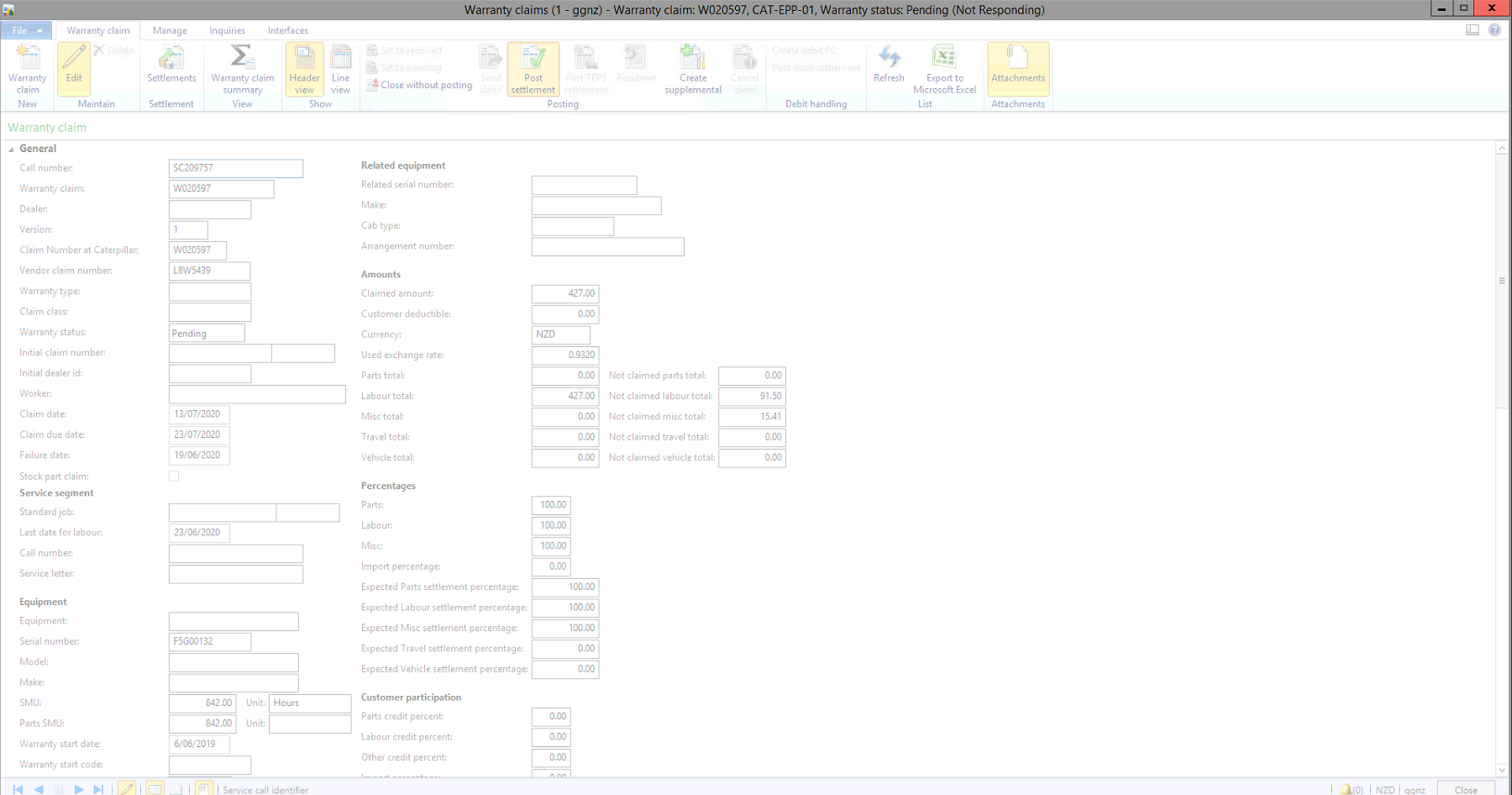
Craig Redmond – download latest version

Gavin from greymouth – branch cellphone battery is dyeing – Ciaran sent loan phone -

# 16 July

Natasha wells –

Luke kearns – try to settle (post) warranty claims – just won’t settle



Charlotte gibb – issue – receipt PO in naxt – hit ok – now saying its not responding – posting product receipt

Natasha well

John Irvine – NAXT

Nadine Grady – NAXT

David Baillie – Teams – trying to create a team – set up a team environment – select people from part of team and share documents – specific request of Grant Whitelaw – he is part of the team and he has requested to create a team – hastings deering

Tony nicol –

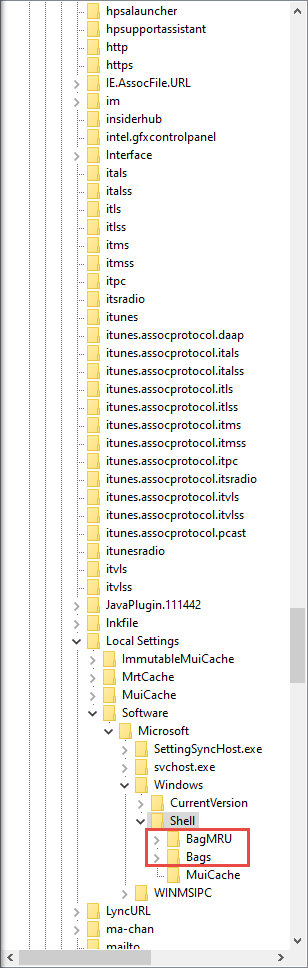
Miles Watson – has domain admin

Updated display driver – restarted

Ran the SFC /scannow command – found corrupt files and repaired them

Google searched for more solutions – said to delete these reg keys

Computer\HKEY\_CURRENT\_USER\Software\Classes\Local Settings\Software\Microsoft\Windows\Shell



Guy in Wanganui 2pm – breaking up every second word almost –

Chris marais – colleague sign into laptop

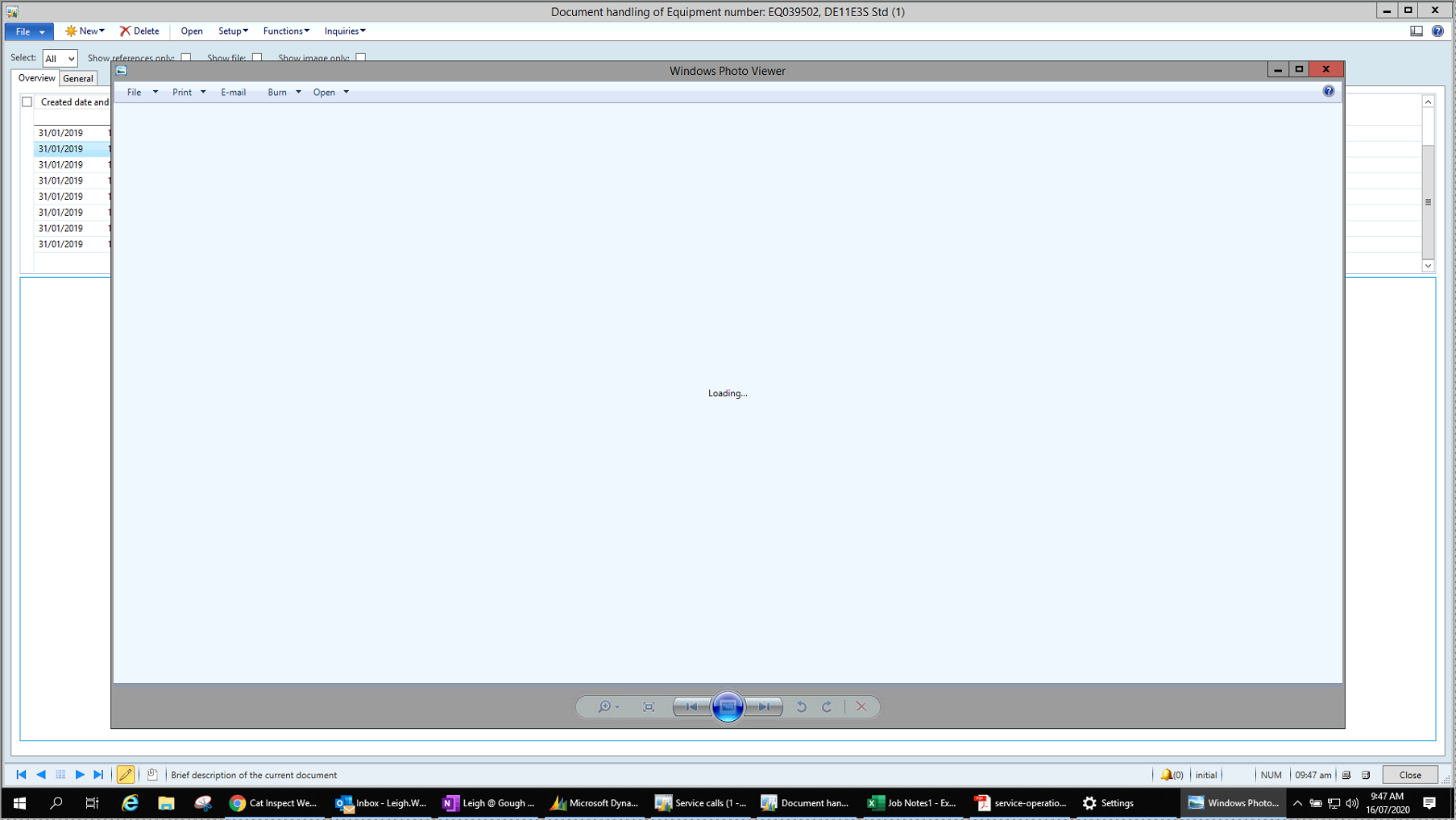
Michelle M – PO has been invoice and has been paid – credit for that po -for part of it – create a new po to credit part – copy of credit hasn’t been applied – sent through to AP – need new credit po to process it against. Original po that has been paid was attached to a sc

Nigel Langford – produced rental quotation – trying to print – the operation is taking a long time to process

Daniel venka- software to be uninstalled and new version – Olympian compass genesis to be unistalled – compass 15.2

Juliet chen – printer – disconnected – saklc01

David baillie - 233218

Leigh Webley – open up photo in NAXT but just sits on loading 

# 17 July

Jacki novella – 232959 -wanting to get back to customer about what is happening with invoice or something – need it resolved asap

Daniel venkatalya –

Dhinesh daya – email folder – move files

Bevan boyce – visio

Ethan willets – printer off naxt

Gideon – Ciaran installed latest sis – memory stick – sis installed on it

Lachlan – outlook hasn’t updated emails

Owen frentz –

Sofio – cannot

Shaun a

Etienne stephens – laptop on wifi – mt Maunganui

Jess macfarlane – testing in test environment xpo’s aren’t loaded

24813

24938

Sofio

Maddison reed – 1583672158

Vodafone – 11.16am – goughgroup Palfinger wiri switch down – 10.52am – ref: 2459579

# 20 July

Luke

Nigel l

Nadine grady –

Cody cooper – tableau server number 2 – stephen frayle

Justine oconnell – other inbox –

Glen – Rotorua – new user – Stevenda

Lance cawte – printer problem – sashc01 – takes a while to print – 4 photos =per sheet and 3 pages – 5 mins

Aaron tucker – started a po – working in po page it keeps locking up

Erin davis – download adobe

Matt Mckenna – pay for technicians

Daron weaver – usb camera setup

Jonathan miller –

Chris Renwick – open a SC – service call button not highlighted – cant click to go further – some repairs – sc188555

Rick – Vodafone – Rotorua – email 2.48pm – inc2462114 – switch

# 21 july

Jacki novello – Microsoft log in to account

Leo – naxt –

Julie taylor – new guy bevan dayle – meeting invites

Graham Sollitt –

Daniel Wilson – CAT APP – tracking where machines are

David baillie – email – 230984 – David hotham email on Friday 17 at 12.39pm on hastings deering account

John – nelson – reset password on iphone –

# 22 july

Sam Fitness – twl – powerbi – accounts receivable to see the debtors list – was already in the group for accounts payable so added accounts receivable

Lance cawte - unlock account

Vanessa swaney – working from home –

Jacki – phone not receiving calls – headset

Michaela – print from chrome – get a pop up to trust the printer and install printer – CPMNC01

Frank demio -logging in to global protect –

Brett

Andrew stock

Mark rangiwai – print invoices – picking list registra – invoicing is working – don’t have warehouse - gavin

Maygen cohen

Jordan mckay – issues using laptop to connect to machine – licensed dongle – keeps coming up with

Trevor – gts – login to account

Prue stewart – chrome rather than adobe

Mark Donaldson –

# 23 july

Roger rielly –

Binesh prasad – boy ormsby - saklc04, sakll04, gaklb01,

Jordan mckay - emailed info – what the problem

CodeMeter“ >> “CmAct

Andy – gts –

Paul de haan –

Andrew Stockdill – 10.2.31.61

Philip dykstra – new laptop – rename sis – old laptop generic login for workshop – gghsis

Johan – old laptop – stuff transfer –

Jenny fuller –

Jack Linley –

233683

Catherine – hyster nelson – 233087

# 24 july

Jenny fuller –

Samantha Fitness – can’t call out – someone rang the branch only went to 2 phones – or it would just cut off. – just doesn’t ring – try to call out and it just cuts out.

9.40 tried to call out

– people can’t get through

Palmerston

Invercargill

Wiri

Glenn – TWL Rotorua

TWL New Plymouth

Shane – powersystems –

Luke black – push wrong button

# 27 july

Zahida –

Ian? – Rotorua –

Amanda toms – outlook – came up with message –

Angela – Melbourne – log on to mo pro – server is temporary unavailable or name change – update?

Prue – loaded part – click new then ok and error comes up

Laura vitali – new pc to set up

Taryn murray – 229192

Owen frentz – online training

Laura – setup printer – old Toshiba – b-f

Paul grinter

Ian pendle – LCHCC01

# 28 july

Steve Lloyd – print from grreentree – every now and then it stops working

4uyc59

114039

David Baillie –

365 Rental Assets Emails

Heath stewart –

Andrew Stockdill –

Jared Splatt – gts Melbourne – working remotely – outlook issues – sent messages

Id: 1412578030

8w12sx

Jo Roberts

Dwayne oleary – work from home – setup not long ago

# 29 july

Jacki – product deactivated – reactivate

Jordan – install new software

Phil Oakley still has admin - [5CG9111BD2](damewin://5CG9111BD2)

Tommy – sis

Nadine grady – naxt – invoice – go to enter a line – item number is blued out

Natasha wells – Stephen Kelly – person removed

Mohammed aslam –

Sofio – aud9250dw9

Jess macfarlane

Robyn – naxt – talked to jack this morning – couldn’t use the next button when generating an invoice –

Steve sign on to mo pro –

# 30 july

Billy Sinclair – Hamilton branch –

Peter muckle –

Jack –

Adjustment

10.2.31.60

Conrad

Gideon – sis to print labels

Cant find labels

Mark james – steve wins and taryn murray – tableau

Steve w – cant invoice individual segments

Cain Thompson – broke Samsung – matt mckenna chasing up issues –

Steve – not receiving emails from credit control – from Sonia sherlock

Ritchelle teo – paul grinter

Jenny 234589

Jacki –

Candice – get a docking station for whangarei – hp

Ian

Karl Greasley – set up with 2 screens –

8cc0110bit - <https://mcapps.cat.com/Citrix/ExternalWeb/>

Michelle – po 70a0004386

# 31 july

Vickie warren –

Nathan welch – 2 only on wifi – cat office – need x2 4m cable – link cables to put in the patch cabinet

Matt wheeler –

Denise – 234652

Matt mckenna –

Printer – wiring thing – contractors have put a switch – 10 lan ports – 4 printers from penrose

Mpenc02

Caelyn – knows what is going on

Jason Cheetham – updated Microsoft outlook – inbox

Scott white – worker

# 3 august

Keegan – silverdale –

Binesh –

Zahid –

Cailyn – printer – tx report – tm image cannot be displayed

Steve – twl Rotorua – hp elite x2 – 10.239.11.131

Hp –

Danielle – creating po – esv not valid dimension –

# 4 august

Paul grinter – connection issue

Andrew Stockdill –

Dean heney –

Ian – twl wiri –

Greer –

Nadine grady – last week trouble with naxt – wouldn tallow to add parts to an order – someone did something – rung back – ordered product and disappeard from back order – hadn’t assigned to another branch – someone said they would ring back but didn’t – all settings have changed – looks different – used to be able to arrow down?

Rebecca schwass – tidy up folders in branch folder –

Shaun Armstrong –

Digby – can’t print

Laura vitali –

# 5 august

James Thomas – chrome – has admin [CNU42390VC](damewin://CNU42390VC)

Owen Baylis –

Pete mila – sakll04

Luke kearns – sims.cat.com

# 6 august

Damon bateman

Jack 10.241.11.6

10.6.11.93

Aaron papu – admin - 100.115.226.0 or 165.26.79.217

Caelyn – d365 – item requirements on dif WO – screen looks messed up – like slid down

Michael baartz –

Cody cooper – update 234248

Jason manak –

John Irvine – program on website wont work properly

Ecmreports.cat.com trying to compare 2 docs but they won’t load on the next screen after clicking compare

T210jfi

Dingwallz243

# 7 august

Maddison reed –

Celestino –

Richard nairn – naxt issues – preview of a quote – retrieving preview –

Andrew stockdill – update and software cadet win

Keith chetty –

Amelia – plafinger Australia – 1671940901

3g28ew

Waycol - brisbane

# 10 august

Susan

Error for VPN –

Chantel – southdown – d365

Hp

Lincoln dagnell – wiri -not connecting to network –

Cat used inspect

Beverley shotter –

Office update – still on 50% - no download happening at all

Wayne baker – log in to the vault – no answer on callback

Billy Sinclair –

Dillan? – naxt – 10.2.34.43

Plugged in Ethernet cable - no wifi was showing

Checked uptime - was at 13 days

Restarted tablet - wifi showed up

Installed HP support assistant - did pending updates

Updated all other drivers on the tablet

Wifi is now working

Have packaged up the tablet ready for courier pick up

# 11 august

Prue –

Jacki –

Robyn Linton – vision link has died – can’t reach the page

Theo – laptop is slow

Candice –

Denise - load an expense – d365 on behalf of Jeffrey reed – cant enter any lines -reimbursements – enter info

Robert k –

Averil – bartender – ben Gibson and ange fraser

# 12 august

Chris voss – phone issues

David Harrison – mfa

Paul

Conrad – Monday26 - mfa

Tess – mfa

Michaela – 235488 – warranty job

Don merrylees – vodafone

Daniel venk – DJVU

Bryce johnson – mfa

Prab – mfa – reset – now need to set up on new phone

Bryce mason – create token -

Mark Donaldson – mfa – reset - now need to setup on new phone

Mak Matthews – laptop in to fix – retrieve lost data – Gingersnap26

Godlovesme20\*

Grant – twl – Hamilton – contact tracing app –

0211932979

# 13 august

Miles Watson –

Timothy jones – employee connect

Bevan boyce

# 14 august

Bev – citrix

Rhonda L – citrix

Tony Wilson - citrix

Tim jones – citrix

Colin peachy – citrix

Alex – citrix

Duane – Invercargill – health nurse doing

Graeme bruning –

Lance Robinson – Russell grant due to leave at end of august – now September –

Neville wood – video on laptop – send via email

Denise

1880 – zian verm

Eileen louis – Exflow quanitiy variance report has changed layout

Rhonda larkin – [franmar08@yahoo.co.nz](mailto:franmar08@yahoo.co.nz)

# 17 august

Natasha wells – virus –

Hamish kirkness -naxt – 10.241.11.7 or 10.239.11.134 or 10.239.11.191

Terry – greymouth –

Sam Robertson – received new laptop – naxt

Stuart – wellington – laptop has software to do work transmissions on hyster forklifts

Wednesday – 4 laptops - people from 60D warehouse – 8.30am – 12pm

Hayden and preston – regression testing – no access to webnotes test environment

Dean black

Steve day – tablet – log on – wrotl01

Andrew Stockdill – 10.2.31.51 – paul Harley – cnu4089448 sos standalone – and data setup – the installer

Michele h –

Anthony Ireland – record everytime they talk to customer – prospect – schedule appointment –

John mathias – new Samsung –

Glen roache – downloading software – another password

Jess macfarlane – monitor – bumped cable – now not working

Landlord

# 18 august

Richard gestro –

Jo smith – naxt -approve invoice -exflow -cost centre didn’t come through – not accepting sales person

Rhonda larkin –

Thomas watt – outlook needs password – did a quick repair – no success, tried to add new profile – wouldn’t work, did online repair and removed all saved passwords in credential manager – restarted pc – made a new mail profile and was able to this time

Emily – wellington – naxt –

Paul – about 9.30am – he moved the alert column – shifted it back – added a column for backorder references

10.17am

Owen frentz –

Wayne baker – pc to docking station – got back to office – webcam not working yet – haven’t got Plantronics connected.

Russell grant – authenticator –

Sam m – gough group desktop – 021594897 – use a small hp box –

# 19 august

Nicki – 039832325 – 0292440051

Heath s –

Heynrico –

Glenn – Palfinger aus –

Cody cooper – 235860

Banish – send emails

Ryan Petersen – new Plymouth printer

Casey w – naxt locked up

Shaun hunter – jopb trying to invoice – accounting currency 0.00

Jess mac - :

Ravlin deo – email sent out from email

Tina shur – ticket –

Leigh Webley –

# 20 august

Dean heney – approve expense claims – cant get system to bring up receipt

Karen Jenkins –

Quinton van – trevor William – new phone –

Blair – nelson – reset computer – cant get into

David baillie – email prob – Samsung phone

Darren Selwyn –

Glen roache – configuration on laptop

Alicia frost – close jobs – create invoice proposal – cleared proj data, all data, auc file clean

Jeremy ley

# 21 august

Duncan phillips – 021823842 opura rima –

Evan – greymouth – oscar –

Alicia frost – trying to do a picking journal

Louise Bromwich – outlook –

Chris may –

Heath stewart –

Michelle m – remove from warranty job – person doesn’t work here – Reynaldo – sc205732

Reece dillion –

John mathias – new phone –

Need angela and matt and anu

# 24 august

Sc210806

Paul butler

Chris rowe –

Jo Roberts – new service call button, favourites have shortened

Wendy whitelaw – approved function and human resources –

Gary – hyster –

Luke kearns – access to – item avail – parts que

Debbie baker –

David –

John hirst –

Leigh Webley –

Dave harris –

# 25 august

Nathan welch –

Chris rowe –

Craig cropper – cat sis –

Jeremy

Jess macfarlane – Microsoft sql server is pointed to sandbox cu7

Michelle M – add an hour to a job – trying to do a quote – taken nearly 15mins – freezes up

Jess mac – ethan willets – important report not working – all of the branchs estimating friehgt –

Anthony Ireland –

Wayne morgan – cant connect computer

Sofio – it to be

Rudi victor – cant connect to apn 10.2.31.21

Andy bunny – connecting laptop – outlook

Shane Williams – laptop

Iain hunt – stpeh? Branch manager mark james away – po22a0007111 and 7112

# 26 august

Darren Selwyn – wifi not working – flashing green rapidly – hyster Hamilton – wifi and ethernet

Have turned off and turned back on router – 7.30am

Chris rowe –

Dion Anderson – twl Hamilton

Gideon – access document on laptop – pdf

Lance Robinson –

Linda Poharama – gio

Dion Anderson –

Jill Bentley – subprofjhects for the projects SC172976 - stuff has been transferred to a different call. So need this one deleted

Don – Vodafone –

Colin Robertson –

Miles Watson – install game emulator – install simulator

Mike hinton –

Jonathan miller – Exflow – stpeh has loaded him in – not receiving all of the PO’s coming through – replace nick scott –

Jeremy ridgen –

Graham small – excel yesterday –

# 27 august

Charlotte gibb -working from home – outlook –

Vodafone – come back online 2490681 – online – someone to look to see why router tripped out

Denise – setup – new phone – authenticator

Brenton page –

Mike – talking to steph about a pc being a problem – copy and paste photos to powerpoint

Theo kon – pc in workshop is not going

Nigel Langford –

Louis – cat palmy – naxt access – sales orders cant create –

Cody cooper –

Debbie bakker –

Prue – tech 1880 zian

Henry booth – naxt not working 100.93.232.48 - [5CG723260J](damewin://5CG723260J)

Kevin coleman – customers Andrew Watson –

Jess – testing on atlas tewmplate – new version of atlas doesn’t have sandbox as one of the data services

# 28 august

Dwayne –

Michael – new plymouth – tsr iphone died – james cummings

Hendrick – naxt

Sam m –

Nathan – new team –

# 31 august

Neil seales –

Amanda toms – citrix icons all gone

Danielle m

Preston peters – wiri – phone – 0800 coming up as transpecs team are working from home

Birgit moir – all customers

Bartender – spreadsheet not connected – can’t connect to database

Joel from hyster – 021531749 – diagnostic interface that Ciaran helped a technician in Tauranga for

Nigel Lanford – close monthnly expense orders – trying to proforma – only producing 1 not all the others

Paul pabedinskas – changed laptops – 3.17pm – create a sales order – closes SO then reopens and NAXT crashed

# 1 september

Lance –

Shaun Armstrong – wiri – puke

Amanda toms

Darren – locked out

Grant Dobson – citrix - the session timed out - please verify the server is available and try again – TWL GMH

Denise – rod

Vodafone – Hamilton issue – 2495426

Daron – printer

Pasqual –

Vodafone – 10.4.11.0

Steven Fourie – 257131256

Samantha holland –

Averil –

Nadine grady

Raewyn brady – extension for end of monthly billing – change date to yesterday.

Michaela – Ciaran – post allowances into august – error message – users in the group emg

Billy Sinclair –

# 2 september

Tom – nelson – download plus1 service tool

Chris d365 – customised –

David baillie – emails –

Brett C – pdf

Callum beckett –

Jeremy brens –

James connor – emails bouncing back – [nzpam-finance@govt.org](mailto:nzpam-finance@govt.org)

[Nzpam-minerals@govt.nz](mailto:Nzpam-minerals@govt.nz)

Calum taylor – performance issues – colin – move cursor

Acontract attached to the segments therefore it cant have the serial number changed – talk to contracxts people – wrong serial number attached ot equipment then it needs to be changed – tracey law or helen

Raewyn brady –

Jayden – Rotorua – working in crc –

Michelle M – tableau – computer

Cody cooper –

# 3 september

Jesse Keane – working remorely – naxt –

Jess M –

Robert K – rf scanners – get them connected – 3 not working – 10A01

Daniel venka –

Taryn murray –

Jamie H – naxt access – role change from plamerston to new Plymouth

Mike Sankey – timesheet outsdtanding from auaugst – unable to reopn journals for auguat

11-esv-ms – willem van loggerenberg

12-esv-ms – Monday – 01856-done, 02106-done, 02204-done, 02367-done, 02514 -done

Louis cooper – spam emails –

Michaela Reynolds –

# 4 september

Susan archer – uptime 10 days

Danielle –

Matthew parker –

Wendy –

Jo Roberts –

Gideon - 8335-724f-423b-4ea0-b0dd-614f-c8c0-ac64 -ET

5CG4464YX1

b676-c967-889c-4142-b52a-1156-0b21-cb99 -SIS

SS114978

Michelle m – job trying to cancel – everything has been transferred off to another job

Leigh Webley – naxt – open a job

Theo –

Michelle m – change segment for a customer to a different invoice

5000548

3023466

Dean

Jess m – Roberto tan – dxc – building atlas templates

Pete shaw – invoicing – error code –

Cleared proj data – didn’t close naxt – didn’t work

Closed naxt – no change

Deleted all usage data – logged off naxt in director – no change

AUC clean –

Sc214921

Martin – Rotorua – down in chch in crc – print

# 7 september

Greg Vaughan – wifi not connecting – just says connecting

Martin – crc –

380238341

David baillie – opportunity –

Chris voss – turned ipad off – then turned on –

John Irvine – headphones

Scott – laptop setup – sis, et

169.254.26.165

10.31.11.100

GGHSIS

TRACK

2KS

Michelle M –

Kerry brazier – printer issue – google chrome issue

Justine oconnell – test cu9

Bryce m – spoke to Ciaran - not receiving photo

# 8 september

Martin – crc – heaps of users files still on the computer from 2018 and 2019 – deleted them

Deleted temp files

Ran the hibernation mode command to disable it

Ran the sfc /scannow to check the disk for any errors

Chris voss –

Jess m

Richard s

Jess m – 238096

Brenton page –

Allan mccartney –

Richard nairn –

Jacki n – naxt – performance

Quinton van aarde –

Danielle m

# 9 september

Gary baker – Ciaran – phone uss

Glenn

Averil – dave brunt printer –

Bec – adobe downloaded onto new pc –

Richard s

238235

Josh – Palmerston north – anaylitcal – inspection app

**Application:** CWS - Primary

**Account ID:** t210jxm4

**New Password:** 0NNx4j9?APcq

Mark Costello – month ago – new laptop – wiped – uninstalled outlook – going through fetch

[CND0201QDK](damewin://CND0201QDK)

8EQ43PA

34 months warranty remaining

Gavin hoyland – steven? Access part return – setup user profile -tony simpson can get the parts return now

# 10 september

Jonathan miller – m 238283

Jaymie – working from home –

Robyn Linton – Geoff clap organised to give access to ccustomers

Crystal – Rotorua –

Shane barrett – naxt printer

Allan m –

Owen frentz –

Jonathan miller – hierarchy issue –

Averil

Pete shaw – tim Rutledge – service supervisor – everytime he charges hour line to repairs – it comes up with

Tony nicol –

Owen frentz -

Hey Martin,

The new email address alias @Terracat hasn't synced over to Microsoft yet so anyone with a @goughcat email address or @goughgroup would still need to use that as their login for sharepoint and anything Microsoft related. There's nothing else we can do about that sorry.

Dinesh – 10.2.34.26

10.31.11.101

# 11 september

Jack –

Ranger21

David baillie – cursor keeps jumping to the top of the screen, screen flickers. Computer keeps trying to do an update but fails. – maybe a rebuild? – will be in the CHCH branch in couple of weeks

Gary baker – nicky and jack setting up laptop – going to be in chch next week

Daniel venka – random error in naxt

Ramon Quijano - <https://soc.cat.com/authoring> - was working yesterday – 502 internal error

Luke kearns – labour to transfer from one segment to another segment –

Mark chatterton – naxt

Jonny – new Plymouth –

Ethan willets – printing in naxt – dt21pbp01

Rhonda larkin – online induction – lynne

# 14/09/2020

Luke kearns – adobe –

Johnny Wadeson – chris voss – teams

10.239.11.234

Mark Costello –

Chantel puffy – create new project – click on create

Inspect app –

Tony nicol – NAXT crash

Barbara – NAXT crash and stuck

Mike Sankey –

Owen frentz –

Alan hodges –

Carlos M –

Nicholas scott –

Christine Thomson –

Daniel castelli –

Nick scott –

Tony simpson – naxt crashed

Pete shaw – download photos for a warranty claim –

# 15 september

Shaun Armstrong – 10-17c

Danielle

Mark Costello –

Wayne baker – cat dealer – machine build ups – pdf file – highlight parts of the build

Celestino – Ciaran – screen – dell –

Mohammed

Lee johnson – condition and monitoring position – follow up notes in naxt – cancelled a note – error message – cannot edit message

Bradley Pederson – cant access NAXT – 100.107.107.107

Mike Sankey – new laptop –

Averil – Gwynne

# 16 september

Mark – mobile data – connect – in queenstown –

Celestino F – inventory – transfer to different location – dimensions

Jan hibberd – run a report

Mark – Rotorua –

Christine Thomson –

Tony nicol –

# 17 september

Linda Poharama – ipads too small – give to sultan every day – under linda – a lot of training – a laptop to be shared around –

Chris britton – sim card in laptop – 6405 0021 9394 1895

Natasha – analytical –

Alex

Aaron – cat wiri – new laptop – et and sis

1c4a-18e8-71b9-4306-a364-92e2-d74a-3a5b

5CG7060PLL

Jesse Keane – new dell – working remotely – on top of a newspaper –

Dean heney – finding files in teams, links to folders

Jo Roberts – excel

# 18 september

Josh – whangarei – logged out of timesheet 423881743 – did service app – can’t log in –

Natasha wells – warranty job – transfer freight off – cannot transfer – transferred freight from warranty seg to customer seg – changed price from $168.89 – to $844.44c – trying to adjust but keeps bumping up. 205190 – 01 melbourne dc freight – changed back to split cost –

Jacki novello – 331

Hayward taylor –

Adriaan v – cma – 9832319 – kim

Brent

Chrystal – naxt – critical stop error

Spring18!

Jacki –

Sultan M – laptop speaker – playing up – Divneil – bios has been updated twice – was working after that but now has stopped again even though volume is at 83%

[5CG83578WL](damewin://5CG83578WL) – 13 months remaining on warranty

Iain hunt – internet

Nathan welch – 239087

Mark Donaldson – Java update

Dillion – sql services – failing log backups 02102295473

Luke kearns – computer connected to projector

# 21 september

Julie taylor –

Jimmy brewin – Ciaran – outlook issue – update on laptop – Diamond11

Heath stewart –

Steve templer –

Danielle M –

Cody cooper – Rebecca Phillips laptop – teams

Simon buttery – phone issues Samsung – restart twice – drops signal – calling end call

Adriaan V – Auckland –

Catherine – hyster nelson – tech cant access emails

Rebecca S – change sc from 11a to 10a

Greg mccarthy – cws –

**Account ID:** T210gjm

**New Password:** Ufvn89@YRZPA

C250/350 UFR II

Louis – chrome – hyperlink –

# 22 september

Danielle M –

Greg Mccarthy –

Leticia bremner – old job – ticket: 236469 -140 days old

Ticket: 239009

Geoff –

johnny Wadeson – workshop ipad –

braden p – set up new phone

eric a – working from home –

andy bunny – download cat

MAC address 00:07:4D:54:77:16

Robert K – access to cc training

• Lovey Davis

• Owen Escolme

• David Pandey

• Dhirendra Pratap

• Gio

• Celia V

Andy

# 23 september

Susan archer – working from home – pushed button when

Ricky –

Mohammed aslam – gold

Amanda toms – outlook needs password – deleted sleep settings

Dylan faint –

Dylan faint –

Jayden – picking journal – had at start of week but has disappeared

An apprentice – parts for a month or so –

Rang on Monday – crystal, bob

Graham vickery -

Steve templer – print stuff – government department – install driver – cchcc02 – normal

Tchcc01

Jimmy la -

[\\chctransformdev\AX\_XmlSample](file:///\\chctransformdev\AX_XmlSample)

[\\chctransform\AX\_XmlSample\XML\_Prd](file:///\\chctransform\AX_XmlSample\XML_Prd)

# 24 september

Owen frentz –

Jacki

Jess M –

Danielle M

Natasha wells – working from home

Margaret – company supplies visitor rego –

Shaun hunter – 238124 –

Sanil s – Ashleigh

Michelle Middleditch –

# 25 september

Shaun hunter – quantity should be 1 not 4.50

Segment 1

Andrew Stockdill – access email –

Grant Mcenery – desktop

Jess M – opening excel – uninstall atlas

Lee johnson –

Jason – napier – cws –

**Account ID:** t210jlw

**New Password:** upl1aPOoC??6

# 28/09/2020

Jimmy brewin – naxt –

Michelle Middleditch – cost line is zero – 219314

Service call closing summary

Adriaan v – tableau cant get in – chctab02

Barbara – time bots – last time sheet Sunday 6pm – 7 branches – 84 techs – managing to do some that were approved on Friday – ones that have been approved today can’t be porocessed

Robert kaitu’u – build another station –

Ben gibbons –

Aaron tucker –

James lundy – print -cchcc02 – reinstalled printer – didn’t work -

Robert Humphreys – scheduling app – can’t find your account

<https://terraprod.digital-dealers.com/>

mike Sankey -239323 – 29.97

james ohanlon -access to tyler forsyth –

erin davis – unlock

steve – Rotorua – download pdf off cat inspect

aaron tucker –

Darren fleck – po in naxt waiting for approval – vendor wanting bill paid – stuart Thornley who is on holiday

63a0003234

David baillie – cws

10.27.11.109

Rebecca – naxt –

Louis cooper – 239860 owen

Sean fox – negative line on – you do not have permission to create credit lines – gone from field service to service supervisor advisor –

Cody cooper –

# 29/09/2020

Barbara – crc want to do a quote – unposted labour c1125 – 01125

Timecard – don’t know what hours he does – put a timecard through but hadn’t submitted it –

Has been done as late journal entry in September.

Sultan –

Mike Sankey – 239323

Andrew Stockdill –

Shona davis – Palfinger – 10.207.11.160

Johnathan – PO – staff member created – unable to edit – process a request for change – cant reject it – want to change the price

Barbara –

Josh Johnson –

Jacki n – 60a

Cameron V –

Jimmy brewin –

Jimmy la –

Chris voss - ipad hotspot to phone

Alan hodges – half an hour of unposted labour – Barbara Whelan – 10/09/2020

# 2/10/2020

Vickie warren – unposted hours

Jimmy brewin –

Chris saxby – sim card – can’t connect – enter apn – no service – 4 bars but still says no service –

Create new seg

Transfer everything to new seg

Remove hour line

Username: FraserG

Password: Pineapplelumps22

Adjust and change price

Daniel castelli – employee move on – loan laptop – Samsung phone –

Paul Harley – left

0292001132

Ian U –

# 5/10/2020

Hamish Kirkness – blue screen

Stuart h

Graham walker -yesterday email came through –

Glen –

Poovan Naidoo –

Johan de klerk – 1280804495

Ange fraser

Leticia bremner – cant create

Ange fraser –

Stephen Kelly –

Johan de klerk – 989bqf

James

Craig cropper –

Jesse Keane –

Chris b – A30

Joe millward – setup driver

Shaun hunter – old quotation – wouldn’t start

Cant start segment - cant remove part – sc164459-02

Taryn murray –

Michelle M – critical stop – unposted parts

Blair hocken –

Leigh Webley -closing a job –

Tracey law – manage engine

Michelle M – atto taken the freight off – freight still showing – came from Australia instead of Auckland so don’t want to charge customer that amount

Leigh Webley –

Mark chatterton –

Jimmy la –

David willets – customer trying to send email with an attachment –

nick@cfs.net.nz

# 6/10/2020

Peter hinsen –

Jimmy brewin – 10.240.11.6

Jo Roberts – yesterday and today when customers send photos

Danielle murphy –

Emily carter – sc219400 –

Jonathan miller – print excel

Gaynor – machine back up and running – screen wont come on

Pete shaw –

Paul – bartender in Rotorua – bartender not installed?

Leigh Webley – naxt – error – adding file in attachments on SC218426

Sabrina – Pamas@2084

7743

Jan hibberd – spreadsheet – cell goes to not responding

Averil-

Jamie hazners – et –

Wayne baker – caklc01

Geoff booth – took something on hire but it ended up being something else – 259d – 246D which is the machine that was taken

Barbara w – credit note on sc – go to sc – click on owm line – Sue P said it’s a different way of doing it

Richard skiff – 240199 – needs labour to be deleted

# 7/10/2020

Tony simpson –

Adriaan V – Lee Johnson – data requirements need to be the same as NAXT

Lee johnson – cant open up a follow up note – then related info – create follow up note

Michelle M – normally 15 mins lag time – now

Dean heney – sign into vault – azure\_ssopilot

Matt parker – Ciaran

10.239.11.133

<https://saniac.com/application-appears-in-taskbar-but-window-is-not-visible/#:~:text=In%20Windows%207%2C%20the%20%E2%80%9CShow,to%20%E2%80%9CMove%E2%80%9D%20the%20window>.

Found a solution on Google.

Hold down shift button then right click on the program with the issue on the taskbar, click move then use arrow keys to try move it

Jenny – citrix sign in?

Richard skiff – find a file – access to vit salek u drive

David willets –

Wentzel – changing

# 8/10/2020

Barbara w –

David willets – tracing server? Not working. Now in prod – going slow , generate a quote – not using text on segment, its using historical text. NAXT slow at doing quotations.

Tracing server – says server not available when trying to open it

Sc – related info – servicequotation details – print

Text on segment isn’t the same as the pdf

Printing pdf’s takes about 2mins

Naxt tracing not working

Phil ingrim –

James Thomas –

Jenny fuller –

Rhonda larkin – contractor induction – [steve.perry@vercom](mailto:steve.perry@vercom)?

Rhonda larkin –

Carlos – SC on finish

Michelle – invoice has been credited - $146 – AP have added the pcard

Candy barker – fred report that talks to NAXT – landing costs

# 9/10/2020

Terry – sis usb doesn’t load

Wifi module is missing – wifi

Still has local admin

Uninstalled SIS Usb

Find a loan laptop for Terry

Customer has been changed in the middle of it – transactions are linked to

Do an adjustment but don’t change anything

Danielle m – post job –

Andrew Stockdill –

# 12/10/2020

Jacki novella –

Gavin hoyland – spreadsheet opens as readonly

Cant print in bartender

Salend - Naxt cant launch

Luke kearns –

Lisa downes –

Gideon –

Luke black – SIS – print some pages

Gavin hoyland –

Gideon -cat app

-3.5

Or

-4.5 then +1.0

Add an allowance

James west –

Julie taylor – nz courier

Gchcb04

Julie – Judith –

Luke kearns – call returns? – jess macfarlane sent an email about aot core history updates. AOT core history update. Johnny heap

# 13/10/2020

Chris vuletta – role centre – sales orders – co

Ethan willets –

Brent –

Leticia

David hotham –

Create owm for negative

Give po

Confirm

Check so

Populate right cost price

Go back to sc and check receipt

Then receipt it

Go back to so and do delivery note

James thomas – printing from sis 2.0 –

Confirm po

Receive po

Go to so and do delivery note

Dave harris – Ciaran – personalisations – naxt

Samantha Roberts –

David green –

# 14/10/2020

Raewyn brady – sam Robertson – rental g drive

Jonathan miller – last month – po – Averil permissions have changed and cant edit 239968 – just need to submit – everything is now correct –

5cg5383s91

Nadine grady – printing something in outlook then computer froze

Daniel castelli –

Roger capil – ET – open it -

# 15/10/2020

Leo Ancheta – add naxt icons back to desktop

Matt parker – Cummins123456

Andrew Stockdill –

Natasha wells – health check

Leigh Webley – naxt speed – service call stuff – has crashed this morning already

Emily carter – naxt crashes

Leticia

Jo Roberts – pdf file too big to send in an email

Steve templer – sign in to micorosft –

Jacki novello –

Edwin taia – issues with workshop laptop 10.2.31.114

Lisa downes – naxt

Averil

# 16/10/2020

Leo Ancheta –

Craig cropper –

Chantel puffy – concern with NAXT – create invoice – went fully through but the on account didn’t change to fully invoiced

Roger capil – calendar

Michelle Nicolai – Palmerston north – updated wireless nic

10.239.11.207

Restarted laptop

Jenny fuller –

Chad gough – scheduling app

Richard skiffington – naxt performance

Cody –

Carlos – install et on customer computer – fordcivil –

Conrad owens – install pdf merger

Leigh Webley – naxt

David baillie –

# 19/10/2020

Barbara – cant log in to GGH desktop

Did .old on UPM

Was in prod19

Put in prod16

Logged in as me and it worked – checked my citrix group and I was in prod 16

Amar – reseeting password

Leticia – reopend job – credited customer – o out invoice and change to internal; customer – ins

5000523 should be fine to use

Text keeps disappearing at top of naxt

Johan – phone – 0212846476 – resetting passcode??? Says not authorised??

Mail –

Jacki novello – new equipment job – internal – sales says they have invoice their PO – unposted parts – sc217106-06

James O – tableau –

Jonathan miller – tony francis – naxt

Brooke cogle

Worker

User group

Financial dimensions

Position

**Account ID:** t210txf1

**New Password:** Y\_ZnY8b7Dy8L

Jacques wales – clayton

Rhonda larkin – chrome

Jess macfarlane

Wayne baker -

# 20/10/2020

Edwin taia – laptop issues – ET was wiped off laptop –

Andrew gowers –

Emily carter –

Mark Costello – printer – crot

Caband – sos lab

David baillie –

Jess mac –

# 21/10/2020

Celestino –

Fraser g –

Celestino –

Reference number

Celestino

Jan hibberd – 241966

241963

Miles Watson – 241248

Phil ingrim – cat onl;ine training – issue on a course – popups

# 22/10/2020

Vickie warren –

Stuart bell –

Johan deklerk – pc fail – loan from Rotorua

Dell laptop – g5yzl33

**Application:** CWS - Primary

**Account ID:** t210jxd3

**New Password:** i%Lw0dD06CN3

Pos001420

Kane Thomson – blue screen

Mark Costello –

# 23/10/2020

Michelle

Birgit –

Luke kearns – troubles with computer locking up –

Matt parker

Emily carter –

Gary baker – Ciaran yesterday – new laptop not charging – issue resolved

Andrew Stockdill –

Mark Costello –

Vickie warren –

# 27/10/2020

Craig Redmond –

Dean heney – draft expense report – when opening – your not authosired to access this table

Surendran –

Theo –

Pradeep –

Des johnstone – phone, new employee – paul soo

Legih Webley – week off –

Natasha wells – shane Williams

Toni francis

Steven Thomason – locked out

0292965928

Craig Redmond – 192.168.43.187

Oliver bush –

Grant kirchmann – steve lawson – EC

Jess mac –

Lisa downes – dealer maintenance – customer

John tucker –

Vodafone – harsh?? Timaru site has gone down -

55 seadown road

# 28/10/2020

Johan –

Poovan Naidoo – update on iphone – taken sim card

Julie – teams

Print from teams –

Leticia –

Tony simpson – setting up a rule in outlook – send all cc

Conrad – access to email on laptop – spark sim card –

Mark pollard –

Erin davis – dell laptop – won’t turn on –

Barbara w – close sc – 902 0645

Charlotte gibb – close job – financial

Jjohnny heap – run a report in naxt – talking to bradley – auc

ERIN DAVIS –

# 29/10/2020

Julie taylor

Leticia – desk phone – mailbox

Tony nicol – naxt – post invoice over a minute

Jess m – sys admin

Craig cropper – install service software

Mark chatterton – sis 2.0

Kerry brazier –

Tony nicol – done picking journal – pick – pick all – apply – picked

Sofio – ggh\_guest – connect –

Tony simpson – smu and capture date – 214792

Andrew Kenny – Amanda hse folder

Jonny heap – logging into atlas

Shaun – Invercargill – et

Richard skiffington – iphone – when people ring or text –

# 30/10/2020

John Irvine – note come up each morning

Blair hocken –

Shaun Kenworthy

Reynaldo –

Pradeep –

1-189600990451 – spark reference for Andrew greenhalg 3

Brett white – naxt wont open

Wentzel – naxt wont open – cant open gough group app

Andrew Stockdill – tess Ojales – cws reset for ab industries. Email address got changed when we went o tterracat.

Steve Wallace – abispw - @abindustries.co.nz - reset

Albert – abiaaw - @abindustries.co.nz clean up

Tony giles – abitjg

Andrew Stockdill – 10.2.31.25

Gideon – download psr – saved as xml – saved as adobe readable files

# 2/11/2020

Nadine grady -

David willets –

Leah baron –

Johan – matthew Williams

Mfc-j430w

Driver = brother IJ Type2 class driver

<https://support.brother.com/g/b/downloadhowto.aspx?c=nz&lang=en&prod=mfcj430w_all&os=10013&dlid=dlf004735_000&flang=4&type3=11>

Kerry brazier – email on phone and send a photo – attach it

Mark Costello – on charge last night – updated –

Andrew Stockdill – 10.2.31.49

Michelle M – 242774

Tan mac – Samsung A30

Jimmy la – naxt

Kerry brazier –

Mike van der sluys – Microsoft outlook

Jo Roberts – edit equipment

Harlam - **Account ID:** t210hrh

**New Password:** 4k6?s0vJhQzw

Jacki novello, transfer 3 items form one sc to another

Mark Costello – Rotorua

John tucker –

# 3/11/2020

Tyler – cat software install –

Rhonda larkin – temp worker – IT new user

David baillie – 10.27.11.98

10.27.11.98

https://www.microsoft.com/en-us/download/confirmation.aspx?id=26368

Wendy whitelaw – unable at attach docs – sc –

Jess mac –

Jo Roberts – opened a job in March 2020 – service letter – parts took forever to get to nz – now it is in nz – need sc changed from from welly to auck – have changed as much as could.

Sc under 29a needs to be changed to 12a

202123

# 4/11/2020

Richard skiffington – naxt expense portal –

Jonathan miller -po locked up – approved and now has been locked up for 5 days

60a0039533

1.3 task 15

Leticia –

Delete record – may forward

Natique Matthews –

Suleman given – CSTOC01

Julie taylor –

Dean brown

021989754

0275849876

Victoria sergel –

David baillie

DT21GAV03

# 5/11/2020

Christine Caldwell – send through email yesterday – subject line resolved – 242689

Karl Greasley –

David baillie – fpc –

Victoria sergel – steph – couldn’t log on to atlas – timed out

Clint greer – naxt sucks

Ryan Petersen – computer keeps freezing. Says he restarted this morning…

Mouse sometimes goes slow then speeds up

Dave harris –

Andrew Kenny –

# 6/11/2020

Richard skiffington – crystal Wilson –

Mike lester – Palmerston –

Nicholas scott – finish parts training

Leticia –

Johan deklerk – SIS usb –

**Account ID:** t210jxd3

**New Password:** d?pzR3Nq0Vjd

Glenn – access – user id –

ET706045

# 9/11/2020

Martin Olivier –

Toni –

Hayden middleton – download software tool

Jesse conroy

Jesse conroy – sort out naxt – cleared usage data – nope

Reset profile –

Candice –

Don – look at the orders when their system is up and running – what they are expecting to happen at the new site

How many at the site – about 10 people – customer facing site

Address – 4 titan place

Alan mccartney – relocating the kit

David –

Maximum power – setting up all the cabling, electrical – data relocation works – new cabinet – patch panel – data cabling management – setting up network equipment pretty much.

Candice has been working with Instore communication from Vodafone

Tues, Wednesday

Thursday – downer

Candice would be contacted by Vodafone on Tuesday

Marcel fisher – setup specialist from Vodafone – made note that he had talked to Candice –

Marcel – 021605308

Matt was technical contact – hasn’t had any involvement at all with this – hasn’t been asked to provide assistance –

Vickie warren – job open – 243364

1002 1001

Invoice proposal

Celestino – email

Johan – naxt – 214255 –

Peter hinsen – clutha room –

Dave harris – released code of ians – original was around 24000 – have removed freight and now it is a bit cheaper so around 23925.76 is correct.

Removed freight as it is just a quote

Prepared a quote c and r developments – order it –

Releasing the quote and order the parts

Original quote – 199481 – last 6 digits of the quote done by Ian ullyett

3010891 – account

# 10/11/2020

Andrew Stockdill – et – few grumbles with connecting using vims – to clear payload – uses ip address – security settings causing problems??

Crystal – picking journals

Mel murphy – trying to get into service history report – no problems before

Andrew Stockdill – Dwayne Rawlinson

10.2.31.96

Raewyn brady – cant

Jess mac -mel murphy

Jacki novello – 2 segs – transferred parts and labour to a new job – 217106seg 6 and 10 – just needing to be invoiced.

Mark stringer – photos in z drive

Johan deklerk –

Luke kearns – phone

Michael baartz – naxt

Michelle middledithc

Aaron tucker –

# 11/11/2020

Richard skiffington – ex employees – yesterday

Martin Olivier – 10.241.11.6

Printer

Brenton page

Andrew Stockdill – 10.241.11.6

Luke black – yesterday got

Joel –

Terri Nothnagel –

Jess mac – new screens

Nadine grady - screen went dark grey

Gideon – spam

Phone getting cat technician stuff from America – machine warnings – machine from this location blab la – going on for about a month – 4 or 5 machines at a time.

Pasqual –

# 12/11/2020

Luke black – printing pdf doc –

Talking to tim –

Wendy whitelaw – sc – unposted labour – go to tech on that date – naxt has doubled up on the lines – wasn’t picked up when posted – untransfer the whole day in approval area – another sc that the guy worked on that same day

223627 – Friday 6/11/2020 – untransfer you cannot sc223782

When trying to close 223627 -says unposted labour so want to delete the double ups – they have posted but have duplicated – Nicholas Snodgrass

Dell – dell repair – Ciaran – 11.30am

Ramon –

Michelle Middleditch – emails –

Jason wilhelmson –

**Account ID:** t210jlw

**New Password:** VBqjt#Wue0I$

Aaron tucker – Rotorua – main account and department

223621

Daniel castelli – invoice jobs – cannot select record in hours – pro

# 13/11/2020

Vickie – happened yesterday avo – clicking remove warehouse filter doesn’t work either

Nothing shows up under all sc and all so etc

Eventually noticed that NAXT was defaulting to the wrong organisation – DAT not GGNZ at the top

Sultan – connecting to network – wifi wont connect

Deborah – cant log in

Daniel xaapp345 – NAXT wont open

Jack – work phone playing up – didi app – keeps freezing up

Timesheet for yesterday this morning – wont change over to today to submit annual leave

Leigh Webley – invoice proposal – open po’s

Celestino – 1 has been charged – other we cant pick it and charge it to the job – 244036

Sam Robertson – missed phonecalls – missed out on a machine rental worth $15000 etc – multiple customers – angry – leaving voicemails but not getting them

Katrina – working from home -atlas upload –

Damien evans – password expired

Erin davis – password expired

Owen frentz –

Aung myint – ftp –

Martin O –

John tucker –

Alan hodges –

Michelle M – celestino – new equip job – seg on it where part

Unposted parts

$77 but its showing as

Vickie warren –

Jane - Vodafone – email – alert from whangarei – 244187 – restart router –

Mike sankey - Roger Rielly phone – a31 –

# 16/11/2020

Luke kearns –

Vickie warren – gnelc01

Johan deklerk – new computer10.239.11.140

Attach photos for warranty job –

10.239.11.138

Windows Document scanner

14 days uptime

Dean heney – idol time

Andrew Kenny – chris ti

Dy26099

ANSrps1020

Owen Baylis –

Gareth –

Terry mahuika – sis usb – your connection is not private

# 17/11/2020

Birgit moir –

Pradeep thota –

John tucker –

Nathan davies – U drive, outlook needs activating, authenticator setup, vault notify – change

Craig cropper – transfer parts – warehouse

Craig cropper

Vickie –

Jack – update – 10.241.11.14

Richard crampton – new start – temp from oil lab

Michelle Middleditch –

Surendran – outlook issues – no default mail client

Diane Charleston – 360T

Michelle Middleditch –

Jess macfarlane – atlas – disappeared snagit shortcut keys

Nathan davies –

Robert kaituu

Nick scott – training –

Craig cropper

# 18/11/2020

Johan deklerk

Daniel castelli – outlook –

Jenny fuller –

Jacqueline smith – software update –

Andy bunny – naxt expenses

Ned – remove

Resources drive – cat apps – cat software – aa software – sis user profile –

Dean gough – couple of sim cards for phone and laptop –

Jay ?? – steph

Robert fisken – mess from Nathan – 161 rangiora crescent

Kerry brazier – swapped over sim card in phone and laptop - wifi wont connect anymore

Robyn Linton – Ciaran –

Vickie - outlook

Edwin taia – outlook

Nadine – naxt

# 19/11/2020

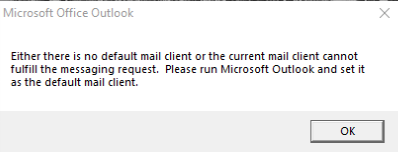
Leah baron



**TERRA CAT IT NOTIFICATION**

Please be aware of the following notification. Note the applications, date and times which will be affected and if you have any questions please contact the IT Service Desk.

|  |  |
| --- | --- |
| **Date & Time:** | **18/11/2020** |
| **Branch:** | **Everyone** |
| **System:** | **Outlook** |
| **Users Affected:** | **Everyone** |
| **Work Around:** | **While we are investigating this, it is fine to click OK on the popup** |
| **Expected Resolution Time:** | **You may have been getting this popup error on your screen saying that outlook isn’t the default mail client. We believe this is caused by a recent Microsoft update. We are currently looking into this issue and will let everyone know when it is fixed. In the mean-time, you can click OK and the popup will disappear. It will not stop outlook from working.** |



We apologise for the inconvenience this may cause and if you have any questions please contact the IT Service Desk

Thank you,

IS Service Desk  
**Service Portal:** <http://ServiceDesk>   
**P:** 0800 95 95 98 | **AUS:**1800 148 177  
**Terra CAT Email:** [ServiceDesk@terracat.co.nz](mailto:ServiceDesk@terracat.co.nz)

Ramon -

Install

Ian pendle –

Murray seaton –

Michael baartz –

Graham Sollitt – photo resizer

Michelle

# 20/11/2020

Scott – flashing green – no lights on the ethernet/switch – bridging media converter –

Vodafone – engineer looking at it already –

Any work been done recently?

Vodafone noticed it went down around 6.30am

Steven Thomasen - Rotorua… call out phone – have put new sim card – got the alert yesterday – now says input np code – 98 attempts remaining – alcatel phone – locked to spark maybe??

Graeme devine – sis usb

Chantel puffy – o drive – project folders – create a folder – not enough space

Chantel puffy – snip of a document – everything has frozen

Jess mac – Ciaran – wobbly monitor

Evelyn hamel – gillian – permissions

Owen Baylis –

Seg 11 – transfer seg to itself –

Leah baron –

Damian brodie – Vodafone sim cards –

Vickie warren – naxt expense portal – get everyone elses receipts – braden ve

Andrew Stockdill –

# 30/11/2020

Erica clark -printer wont work – dt21gav34 e602-0

Jack – napier –

Nadine grady – moved into call centre –

Kyrin

Wanea geno – loan laptop – 10.2.34.23

New laptop - [5CG7255G19](damewin://5CG7255G19)

Old - [5CG82620V1](damewin://5CG82620V1)

Ryan Petersen – fell out of pocket doing an appraisal

Hands free doesn’t fit the case

Cameron v – invoice jobs –

Jenny fuller – can’t create new assets – let you go in and go to new and put in number

Cannot create fixed asset – wont give access to click on

Graham vickery –

Andrew Kenny – vault

Charlotte – naxt

Daniel castelli – naxt keeps

Richard –

# 1/12/2020

Jack – timesheet – didi app disappeared – cant log in now with new password that was set yesterday – says incorrect email or password

Sam Robertson – notification – the

Nadine – headset isn’t working with the phone

Ryan p – get authenticator to work –

Wanea geno –

Shane barret – Mitchel riley – work experience –

Roberto barba

Watching vision link trainginn in gold

Deborah – procurement and sourcing – modifying po’s etc

# 2/12/2020

Shane barrett –

Mitchell riley – MitchellR

Wednesday28

Robert fisken –

Samantha Roberts – Natasha Thompson not set up in naxt

Chris worboys – Palmerston north - phone issue – call centre try to ring chris but only shows up as missed call 9.01am

External customer came through fine

Shaun hunter – Samsung phone – customers and techs sending photos – phone wont open them

Cameron Vaughan – mark hardings old phone – customers call

David baillie – contract at ?? there was a server – contract was ended and server was taken – David could access z drive

Mcrays drive?

Gt inspections forms

File called workshop forms

Mark chatterton – swapped over sim card – no service – based in Cromwell but in Wanaka at the mo –

Took out sim card – blew any dust

Mathew Williamson – sim card in laptop – 10.240.11.8

Mark chatterton – get on to gold – site says “page took too long to load” 10.241.11.12

# 3/12/2020

Richard skiffington –

Prabhuram – “costing - 3900kVA mission critical generator”

Chris worboys – phone

Evelyn at call centre – can explain what they

Samantha Roberts –

Laughlin? – Dunedin – phone issue – saying c

Lisa downes – opening

Andrew Kenny – spam

Peter hinsen –

Graeme bruning – cant

Gavin Hoyland – tam clemm

Jonty –

Rebecca Phillips – working from home – lost laptop charger out of bag –

Lauc

Erin davis – retrieving personalisation from Dave Harris –

Reference field

# 4/12/2020

Natasha wells – join teams meeting – muting

Ange – printers

Bryce – remote access on laptop –

Wendy W –

Brenton page – internet – new modem Tauranga – Vodafone guy plugged modem in – left a note to contact IT –

Chris britton – cant get onto Gold –

Gabriela – ryan sloan

samantha

# 7/12/2020

Raj – Auckland – talked to steph -

Michael potter – new laptop – whangarei –

Wendy – Hamilton – work phone left at home –

Kristen Hahn –

Danielle –

Darren fleck – quinn and ben

JP – vpn doesn’t work. Has authenticator set up

Darren fleck –

Wayne baker – hp guy fix the sim card from getting stuck all the time – now Vodafone sim card says turned off

Leah baron –

Jess mac – when away from desk then come back – laptop still docked

Jonathan miller – scott randel –

Gavin – tams

Charlotte gibb – sc need service call out $300 – category – misc – tick box – line doesn’t go to posted when click finish on segement – transfer so that it goes on to the job –

Lance dowell – quinn –

# 8/12/2020

Michael parker – password – TerraCat14

Pasqual – admin – toolkit software

Peter hinsen – websites in warranty and tech services –

Ange fraser – done 2 po’s – approved but need to be cancelled

00310165

00310166

Wont let her enter anything into the fields

Moved things around changed the layout to make filling them out easier but since then it wont let her they then go straight to approved.

They have to be confirmed first

Roger Rielly – phone – gets diverted to call centre – swapped to csam –

Ange fraser – ship emr – Stephen

Scott randall – employee connect

Chris saxby – laptop doesn’t want to connect to wifi – Gisborne – sim card also says no service even though it has 4 bars

100.77.146.24

Peter hinsen – naxt issue – 222198 – invoiced – they were invoiced incorrectly – assumed they would back out the invoice - branch has done changes but didn’t back out the invoice – so seg 1 and 2 have invoices but aren’t showing invoiced – they are showing as finished

Changes: has a negative split – change the amount

Shoulodnt be able to do anything because they had been invoiced

Warranty

Samantha

Oliver bush – work phone

Inservice app – installed it

Cant log in

Click on the office365 option and it redirects to another page to type in the email address – type in email address @goughcat – doesn’t work. @terracat says account isn’t found

# 9/12/2020

Richard Skiffington – NAXT reports

Keith chetty – NAXT roles

Shaun hunter – A31 phone – a lot of the time no reception – in Rotorua

Vickie warren – moved to new laptop –

Steve Wisnewski – post an invoice – enter order number – which have done but wont let steve invoice – sorted

Exflow

Andrew green – new laptop –

Sofio –

Ethan willets – flyway – pick up hp

Natique – naxt frozne

Glenn – print documents –

Greg Vaughan – video and audio and mic don’t work – teams meeting yesterday –

John Irvine – Ciaran – email

Blair hocken –

Julie – naxt expense portal

Lachlan –

Ramon – cat training compass

Erin davis – permissions have been changed – ordering for service department – can no longer go into the service department segs and sales orders. Can only add parts them in the items area not in the service segments area

Going through to the sales order through a service call – add line is greyed out

Certain fields don’t show up the other way of getting to a sales order like TO and reference number

# 10/12/2020

Ryan Petersen – laptop isn’t connecting on the simcard – Vodafone nz turned off – in Rotorua today – says no service when connecting

Was in taranaki on Monday and it wouldn’t work – no service

Normally based in wellington and it sometimes works sometimes doesn’t

Have given it a good blow out

Samantha Roberts – locked out

Tim davis –

Toni –

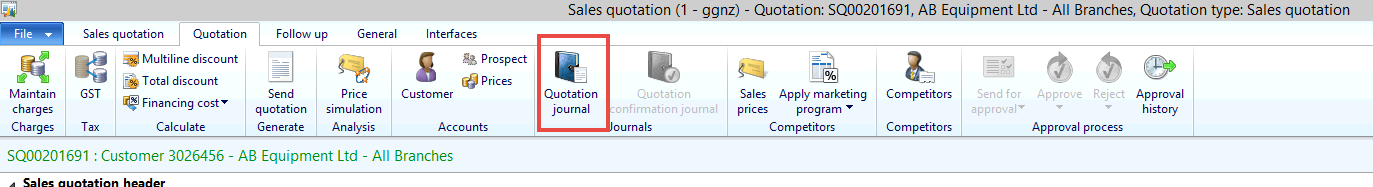
Erin davis –

James Thomas –

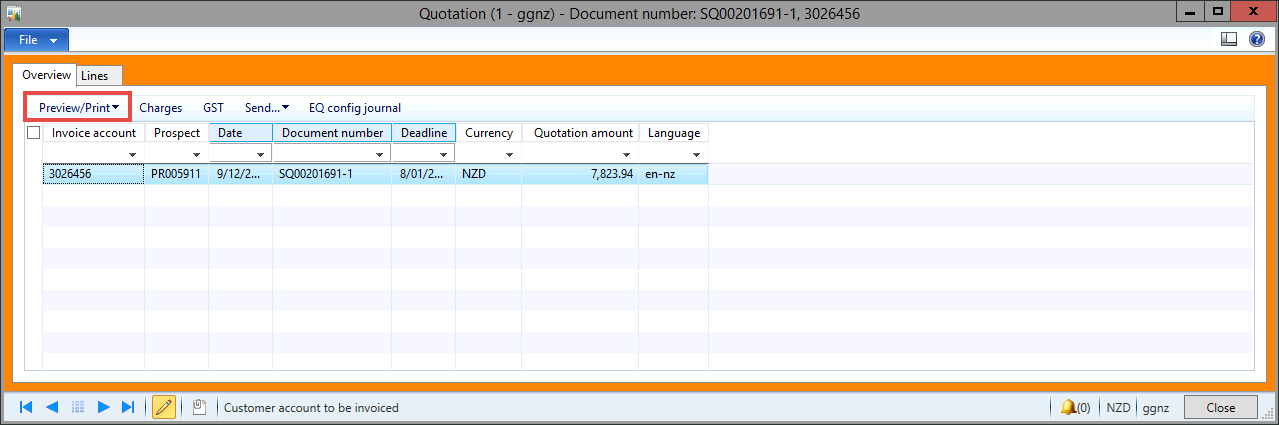
Jenny

The new security roles are being looked into regarding this issue but the temporary fix for now is to print quotations this way:

Once you have done the "send quotation" you need to click the "Quotation Journal"



Then in the Quotation Journal window, click "Preview/Print and choose your option



# 11/12/2020

Richard gestro – install files onto computer

Steph – working on a job – john evans

Maree morley – not receiving texts –

Did a test text – didn’t come through

Cody – 301817

Robyn Linton – issues with laptop – wont connect to wifi

Maree morley – 690429927

Richard gestro – usb serial comm 12 – com 3 or 4

Leah baron –

Candice Fourie – first time for carlos as he got an email from wendy?? – didn’t know he had access – carlos told accounts that he had access but

Nicholas snodgrass – sis2

Rajnesh –

Vickie w – email

# 14/12/2020

Jo smith – email on Saturday – haven’t opened it –

James cull –

Jacki novello – teams app

Tim davis –

Jenny fuller – keyboard stopped working for naxt

Barbara w – digital timecards – payroll –

Tony simpson – folder called photos on desktop which was holding space – have moved it to U drive in the pictures folder. 900mb to 31gb

Courtney –

Pradeep thotawattege –

Wendy whitelaw – work from home this avo – turned laptop on –

Daniel castelli – bring up a sc quotation – just sits going round and round trying to retrieve it

Sc227642 – related info - service quotation details – tick the box – print –

James cull – app on old pc – fluid report

# 15/12/2020

John Irvine – windows update

Linda Poharama –

Vickie – 301858 – part of new role

Erin davis –

Robyn Linton –

Luke kearns – authentication – 0212017898

Alan hodges – sc trying to invoice – you have unposted transactions – 3 transactions don’t know where they came from or where they should be

Josie – nzc – item to be sent – Robinson hire – john tucker

Erin davies – picking journals – picking list pro voucher

Tried to pick and pack packing slip but wont print that either – hangs on retrieving preview for report

John mathias – restarted laptop – start using emails etc – circle going round and everything freezes – no matter what doing – computer freezes randomly –

Plenty of disc space remaining

Ran sfc scannow

# 16/12/2020

Gavin Hoyland – t21060… records aren’t showing

Andrew Stockdill – michel potter – taken over roger Rielly – set up sis usb – apply activation ID

Cody cooper –

Cody cooper –

Chantel – shutdown laptop –

Dave harris –

Stephen frayle – update

Gavin –

John mathias –

Sos lab – email – Jeremy ley –

# 17/12/2020

Salend – when he goes to open up a sales order naxt crashes

Samantha roberts

Conrad owens –

Steven Thomason – transfer labour from seg 3 to seg 2 – it originally went on the wrong segment

Po – Daniel Wilson got his approval – aaron tucker

Brett white – Ciaran fixing something in sandbox –

Quinton van aarde –

Wayne baker –

Taylah –

All sales orders – project ID –

Craig Redmond –

# 18/12/2020

Craig Redmond – corrective action box is missing – last saw it not that long ago

Martyn – turns out that gmail didn’t have permission to access the calendar – found this after trying to reinstall the mail profile which didn’t work

Richard – tableau not updating – cubes on left hand side are still pale blue

Darren Sandford – vault apps – Caitlin –

Birgit – payment journals – Auckland branch for eftpos – go into payment status meant to be received but accidentally put it in sent

Jacki novello – item on sc need to transfer to

Prabhuram Raguram – mobile data not working

Have restarted phone

Phone is up to date

Reset network settings

Deborah paimbouc – naxt – cant create a follow up note – can fill it out then refresh and it ends up showing a different note and cant seem to find the one created in the list.

Can create follow up note from sc but cant create follow up note for a machine

Dean heney – access for projects 2016 in g drive

Cameron Vaughan – misc charge still showing amount but don’t want it to be as they aren’t charging the customer anymore.

Justin smith – naxt permissions change so can cover parts guy over Christmas

Brian Hedley – naxt – owm – actual figure and estimate figure are different – should be the estimate figure

Seg 4 transactions shows $600 as well

Stuart – huntgroups call manager

# 21/12/2020

Vickie warren – greymouth – monitors aren’t showing

Naxt

Leticia

Jacki

Natasha Thompson

Samantha Roberts

Robert Humphreys

Vickie warren

Bradley Pedersen – not receiving messages – anyone who has an apple

Barbara w – timecard bots – timecard approved at 4.39am still not showing in naxt

Black book email – last email was saturday

Last one Saturday

Taylah schofield – naxt – receipt – access

Adjustment - Sales value

Wayne morgan – naxt

Gary stead –

John mathias – loan laptop wdumc01

Steve templer – low disc space

Chantel – 2 tickets – po – 302443

302343 – ms projects – was working more than a month ago. Don’t use it all the time

Erin davies – Daniel – picking journals cant be displayed

Tamara – password reset

Wanea geno –

Amelia – disc space

02102334072

3 timesheets

Linda Poharama – caklc02

Dt21scv30

# 22/12/2020

Wendy whitelaw – Gisborne has only some through –

Napier only has one through –

approved at 8.25 that isn’t there

Rotorua – detchie

Iexplore.exe

Surendran Sridharan – steph resolved data sim

– phone doesn’t have data either –

Based in Wiri – Samsung A31 –

Vodafone no service

Candice Fourie – nointernet or wifi – lan 1 light is orange on router

John tucker –

Julie – cat let email group – David hotham usings hasting deerings email – not r3eceivng invites to meetings –

Daniel castelli – warranty job – put into finish – but got unposted labour sc224464-01

Dave constable – wife cant call mobile number –

Evelyn –

Unrecepit

Cancel 2 lines that weren’t invoiced

Create new po for the 2 lines

Danielle murphy – sc228131-02 – unposted labour transactions

Aaron – change segement account to do a split

Error – 5000537 on segment 2

Internal account

# 23/12/2020

Andre – 10.241.11.22

Vickie warren – 302537

302543

Brent van der burg – bury

Wendy whitelaw

Diane Charleston – update – keeps trying to do an update then says undoing changes

Jack grant - CCHCC07

# 11/01/2021

Dot eaton – password

Cameron Vaughan – password

Pradeep – password

Vickie – set up another screen. Nelson branch in naxt

Gnelc01

Jovar – password

Cameron Vaughan

Amar – password

Craig Redmond – outlook 2013 (office 2013) and no quick assist – he is on windows 10 enterprise

Jacqueline

Wayne baker –

Chad gough – trevor Williams

Brooke – based in Rotorua atm – no favourites in naxt – no audio –

Emily getton

Neil marton

Taken over from rob and crystal

Emmalee – no position in naxt – done

Neil martin – no position in naxt – done

Brooke – printer set up for Rotorua

Equipment

Transfer orders

Item avail

Freight estimator

My and all sazles orders

My and all qwuotes

All scustomers

All service calls

Dt21pav31

<https://itsdterracat.zendesk.com/agent/tickets/302837> - standard jobs

chad gough –

Richard Skiffington –

Brooke, Emmalee, neil – picking journals

Jane hunter –

Jacki novello – printing – moved to call centre – service cchcc03 – 3 docs stuck which is holding the queue up

Matt parker – cant talk on phone have to have on speaker for people to hear me

Michael baartz – spoke to Ciaran before xmas – laptop issue – email to check setting – error code – laptop

John Irvine – cisco phone –

Nicholas scott – sending confiomration from outlook

Craig rowe –

Beverley shotter – download chrome

Bradley turner – last Sunday phone updated – hard reset done –

Scott randall – item availability – removed top boxes where you put

# 12/01/2021

Vernon morta - Sis 2 keeps freezing –

Mike Sankey – recepting a po – 11a0006778 – against a sc – maybe how the equipment has been setup in naxt said robyn Linton -

Ramon q –

Lee – wiri – naxt – print job summary – not getting segments on the summary anymore – everyone in wiri and Hamilton

Mike Sankey – desk phone and mobile phone to divert all unanswered calls to divert to – branch number

Lisa downes

Fixing c drive – repairing drive – stage 2 stage 3 etc..

Scanning and repairing drive

Damien evans – reset password – phone

Nadine grady – legacy parts – downloaded djvu –

P drive – cat bus unit – parts books – legacy parts – legacy – shellex??

Jacki – email – fax messag

Luke –

# 13/01/2021

Neil – cat Rotorua –

Jack – scematics

Vickie warren – x2 27 and x1 24?

John Irvine

Chantel puffy – create po for Dhl for overseas freight – allocate eq numbers for this – error saying eq

John tucker – Cathryn Eltham

Jacqueline – close calls – errors regarding account –to 3034072

Sc226578-02

Cellphone issue – cant access – Suleman

Richard Skiffington –

Cathryn -

# 14/01/2021

Andrew Stockdill – outlook

Beverley – cat.com

Tommy – et to update

Sis usb – djvu plugin not working

Terr@cat

Damian brodie –

John mathias –

John tucker – reckons since the upgrade it stopped working – Vickie warren –

Celestino Feliciano – naxt frozen – was doing quote and amended it – added 2 lines – cant print amended quote – steph said to remove lines and try again – naxt freezes

Michelle Nicolai – naxt – send emails out of a customers profile

Gary baker – naxt – 4 windwos open – keeps freezing

Shaun hunter – phone did an update coz coudnlt ring anyone – now contacts have gone

Andrew Stockdill – cws reset for jim jart

A3alpj

Vodafone – jane -jack raised sime darby

Jess macfarlane – equip sop on fetch

Csc team – new tile <https://goughgroupltd.sharepoint.com/Pages/Working%20Here/Processes%20Policies%20and%20Forms/NAXT%20Procedures%20by%20Role/default.aspx>

X4 sops and hyperlinks

John Irvine –

Dulman – sql

Gavin Hoyland – bartender

James ohanlon – printer – cant print – cchcc03 – cancelled queue and restarted printer

# 15/01/2021

Elly

Gary baker – changed password yesterday

David willets – z drive

Vickie warren – signature –

Mike – Hamilton – steph –

Conrad owens – working from home –

Monday 11

Vickie warren –

Jozua – internet – wifi wont work – says connected but nothing loads in chrome

Andrew – felix – sis usb just hangs when starting up and ET

Jozua –

Michaela – getting employee into right branch on naxt – henry booth needs to be under wellington – 29

Remove people from the approval list – time and attendance approval list

Stephen Frayle – atlas opens as a ghost

Software opens with a blank screen

Snag it – something to do with the cursor

Tableau development machine has 32 gb ram

Using to develop power bi and tableau

Jamie – 303589 – need to recepti po – when trying to recipet it

Cathryn – nelson – sales tax group needs to be filled in –

Matt parker –

# 18/01/2021

Averil – accounting journals

Phil ingram – cubes

Tony nicol – naxt homepage error – can still use naxt

Pete shaw – segment details greyed out

Casey whittaker – password reset

Chris vuleta – naxt – cubes

Julie –

Mathew Williamson –

Peter hinsen – wifi

Ryan Petersen – password

Matt parker – cat inspect wont load – inspection failed to supply answers – cant submit anything – they wont – 6 wont submit –

Fix sis usb –

Ryan Petersen –

Richard

Jane –

Scott Trusler – timecards on didi – one guy is missing –

Luke loader – email comes up with Microsoft password request – send a authentication request but not getting it

Chase –

Neil – emails going

Scott white – workshop laptop – screen wont light up – black screen – 5cg82620vf –

Scott randall – naxt – invoice so – errors –

Aaron – wiri – naxt

# 19/01/2021

Owen Baylis – log on

Julie – sent grant a meeting invite – come through on hastings deering

Samantha – dell screens flickering and showing sparkles – have been sent the video

Vickie warren – emails – typing away and email sends without clicking send – ctrl+enter to send emails was ticked

Anthony Ireland

Kane Thomson – new phone – h

John tucker – item location – still haven’t got the branch –

Nick scott – outlook

Bayron – laptop issue – outlook – authenticator

Gary baker – emails –

Matthew parker – computer issue s-naxt trying to load for half an hour –

Steve lawson –

David baillie -update fpc?

Aung myint – emails issue –

Gary baker –

Nicholas scott – transferring calls from phone to coworkers – 30529

# 20/01/2021

Bryce mason

Ange fraser – desk phone says candy baker

Bought laptop – access to naxt

Mark Costello – sign in for citrix

Photos

Emily – Rotorua – print – printer is in an error state – dt21sav31

Mark Costello – photos showing as cones

Ryan james – reset mfa

Darren

Dave potter – mfa setup

Cody cooper – 304219

Daniel venka – kill naxt

Jimmy la -

# 21/01/2021

Samantha Roberts

Darren sandfrod –

Ellie – picking journals?

Jimmy la – excel workbook G:\Finance\Accounts\MTHRESUL\Year2021\Month To Date\Product Support Slides

Linked to a powerpoint

Updated last in December

Jason Cheetham – working remotely – just signed in to wifi at home – coming

Mark chatteron – mobile data on laptop -no service –

Last year was on Vodafone for a bit then got put onto spark then back to Vodafone when everyone else did. Spark one worked fine. Vodafone one Sometimes connects and works fine but other times it doesn’t want to yet the phone sim card works fine

Based in Cromwell –

Averil – ellie

Michelle m – receipt po –

James ohanlon –

Andrew Stockdill –

Richard Morrison – phone and pc – authenticator

Tried to plug phone in laptop to access photos

Sam Roberts –

We have a fix for this and it is to do an online Microsoft office 365 repair. This usually takes about half an hour and you won't be able to use Outlook, Excel, Word and Teams during the process. Please let me know a day and time that I can jump on your computer to do this.

# 22/01/2021

Stuart h - mfa

Alex Mackenzie – locked and password reset

Shane Williams – mfa

Pasqual Ananda – install dropbox

Dave harris – trying to order a hose – normally clkick back order button – not working – usually it would populate the part and show hose number etc then click approve – does a credit check –

Sam – Rotorua – export to excel – wip

# 25/01/2021

Nadine – processing credit note for oceana gold – can put in account number – when get to nexst screen to pick invoice – it wont allow me to do it – defaulting to main account – cant take it off 3028051

Credit note return – 60s0134368 – not recognising account – picking up wrong account

Samantha – new dell docking station – have set it up – load all my screens –

Cathryn el- naxt wont open

Robyn Linton – set up new laptop with new docking station –

Natique Matthews – working from home – open email – asking to

Jaymie – 304497

Kerry brazier – dt21gav34

Dt21SAP

Steve – connecting to internet on tablets – has a mobile data card but wont connect –

Done a restart – Rotorua

Wendy whitelaw – cant get stuff to print – chamco1

Caught from room nearby in MIQ

Felix – sis usb –

Jess mac – update link 304519

# 26/01/2021

Robert K – at home today – access emails

Michelle M – daily Exflow

Tim cambpell – email exchange

Jozua – laptop sim card –

Steve Wisnewski –

Andrew Ellison – service calls – cant charge out any of my stock – hasn’t created it – cant open it – normally find the segment that have worked on thenb load the parts onto it that he has used

Jess mac – lucy macmillan –

Sam Aldridge – queues in naxt – service call to review – technician complete service calls not showing up in queue

Mark chatteron – sis2 on chrome – half of the images don’t appear

Roberto barba -laptop – cant connect to ggh corp 2

Andrew

Steve – going to equipment for service – cant receipt po’s anymore

My pos – orderclass overheads -\*7509\* - purchase tab – confirm po – ok – retrieving preview for report – receiv etab – product receipt is greyed out.

Deborah – naxt

Jess mac – john Gillman – warehouse access – joel meers – Rotorua – copy of akbir’s role 304584

Andrew Kenny – online booking software –

Gavin Hoyland – Exflow – message – cant approve order – shows invoiced in naxt

# 27/01/2021

Lee – close job last night – getting popup –

Frazz – renew password for sis?

Pasqual- admin rights

Jesse – new phone –

Mark cooper – logged in on

**Application:** CWS - Primary

**Account ID:** t210mzc

**New Password:** a@E-1yZ5#\_:v

Erica clark – pick journal and arrival journal buttons are gone – says they were there yesterday – service advisor and parts interpreter

Chantel – everything is hanging

Jess – john Gillman – colin h

Ange fraser – printing off a service call – service call summary sc230812

Lee –

Tess Ojales – at home – Monday31

Chase murphy – ipad

Surendran – Anthony Ireland – phone – playing up – keeps cutting out – paul got given

Michelle – sims ticket for a supply parts job – sims ticket required – certain job codes we don’t need to do a sims

# 28/01/2021

Danielle – cat overview –

**Application:** CWS - Primary

**Account ID:** t210dlm

**New Password:** \_#E^\_bbuf0v^

Wendy – screens

Des

Bradley Pedersen –

Samantha Roberts – print service call

Susan lock - **Application:** CWS - Primary

**Account ID:** t210sl1

**New Password:** 094patGA\*w?K

Ramon Quijano – create proforma – invoice proposal sql

Chantel puffy – equipment engine number cost has been adjusted on project – trying to figure who adjusted the cost –

Po000401 mas

Andrw Stockdill – 10.14.11.107

Jan hibbered – historical transactions – cleared auc files

Emmalee – add

Paul p – reference field

Craig cropper – working from home –

Hendrick –

# 29/01/2021

Chad gough –

David pandey – using owens login for Mainfreight – something wrong with the printer link for Mainfreight –

Candice Fourie – at home today –

David pandey –

Ciaran taylor – rang last week about outlook

Damian brodie –

Luke

Samantha Roberts – send an email

Peter Hinsen -log into my.terracat.com – using office 365

# 1/02/2021

Charlotte gibb – working from home –

Andre - Timesheet – not connecting through to branch –

John Gillman –

David willets – outlook keeps crashing – not responding – happening since about December

Brent Findlay – pdf on sis – misses the first page

Michael parker –

Pete shaw –

Craig cropper -start a segment sc230407-05– get error

Cant even remove the item and get same error

Lachlan spargo – talking to Ciaran – issue with computer – computer outdated sending

Jess mac –

# 5/02/2021

Robyn Linton – talking to sue p – issue with trying to load jobs from the service schedule –

Ellie –

Jenny fuller –

Leticia bremner – old job wont close off due to transactions – opened call to reinvoice it – need credit to be stopped so it wont go to customer 3033805

And

227501 with same deal 3015911

Brent Findlay – open pdf – computer keeps freezing – 24 daysuptime

Carlene

Brent Findlay – still keeps freezing after a restart

Roger Rielly –

Linda prins

Cody –

Paul pab –

# 9/02/2021

Salend

Daniel v – run 3 displays –

Terry m – cat inspect app wont sync to any services – and when people assigned things to terry they aren’t showing up.

Robert k – spam

Rhonda larkin – employee – andries van –

Rotorua emr – 3 or 4 people –

Ben sharp

**Application:** CWS - Primary

**Account ID:** t210bjs1

**New Password:** olnD1^3q9VT1

Charl ventor – email – mfa reset

Jess mac – jan hibber

# 10/02/2021

Leticia – google – favourites saved –

Tc location creater role – store people

Sam Aldridge – printing wip report

Shane barrett –

Bradley Pedersen – setup

Given old monitor – with hdmi cable –

Chris britton –

# 11/02/2021

David p –

Brenton page –

Chantel puffy – naxt – on accounts for project – did a credit to the on account line to take it back to chargeable – cant delete it coz theres a link to it – not going to charge it in future.

Change amount to 0? Or? Don’t want to charge the customer – cant leave it chargeable coz need to close project

Jan hibberd – attachment – [teddy@dhl.com](mailto:teddy@dhl.com)

Tim Campbell –

Leigh Webley – excel being really slow

Akbir – l

Akbir –

John w –

# 12/02/2021

Sis – print

Jimmy la –

Credit invoice

Adjustment on the one line

Populate the line property of chargeable

Then post

Double check transactions

You should be able to close

Delegtated authority

Accounts team trialing a level with branch admins that will allow you to code them

Ern128297

Louis cooper – naxt –

Terry m –

Lachlan spargo –

Danny ryan –

Barbara w -timecard last Saturday – working conditions isting there as created – shows on the job – sc230772-01 – 3hours

Jona clemet – 6 feb

1002-esv-fs

# 15/02/2021

Ellie –

Ange –

Coel morgan –

Keith chetty –

Kurt goddard – Yellowstone18

Pradeep –

Josh Hetariki –

James ohanlon -new starter – Jonathan green

Charlotte gibb –

Jason sawyer – Salvador2021

Danielle –

Irisih – 5cg625766f

Owen –

Ricky lee –

Jason sawyer –

Candice – working from home – ggh desktop –

Alan hodges –

Charlotte gibb –

Terry m –

John mathias – t210

**Application:** CWS - Primary

**Account ID:** t210jam1

**New Password:** uRPmFWFQgo^8

Mark Costello –

Taylah –

# 16/02/2021

Stephen sagar – change password – unable to so I had to do it for him

Danielle murphy –

Jimmy la

Charlotte gibb – mfa

Robyn Linton –

Andrew Stockdill – dameware and firefox to be installed and DBS

Ryan Petersen – ctm app – try to log in but goes round in a loop

Nicky –

Cody cooper –

Nathan welch – send email to Deborah – 679kb and 1mb

Danielle – vpn –

Simon Whelan – outlook – Thursday59

Mike Sankey – service call – can treceipt po –

Functions – receipt po –

Robyn Linton – naxt slow – have cleared auc files – server 342

Mike

Shane barrett – service call trying to create a quote – 331

Parts guys in the branch

Sales orders and service calls –

When you click something the window usually takes 2 secs now takes about 10-15

Doing something in service call – reviewing segments – looking between things in service calls –

Segment details – took about 10 secs

Looking at segment notes

Go from seg to seg to seg –

Back out completely and start again

Tim cambell – in and out of service calls and parts etc

Rhonda larkin – 310 server

Logged it off in director

Bryce johnson –

Owen Baylis – trimble

Andrew Stockdill – 10.241.11.51

Andrew Kenny – iphone – load app – gethomesafecorporate – 021658242

# 17/02/2021

Dave potter – laptop plugge in to dock station

Andrew Kenny –

Leah –

John mathias – computer keeps freezing after a couple of minutes after logging in

8gb ram

Over 100gb space on C drive

Scott white – matt alexanders naxt – no warehouse filter

Theo kon –

Cathryn Eltham –

Brad – new Plymouth –

Paul pab –

Alan hodges –

Scott white –

Blair hocken – airfreight lines into quote – used to be a function to apply air freight to a quote but no longer there – function for estimate freight

Alan hodges – click on to find a service call

Stephanie macdonald –

Xap\_

# 18/02

Julie – working in naxt – on line 8 cant split the code

108.70 hit apply and it stays at 200

Then code 91.30

Leticia –

Jenny fuller – cubes – timeout –

Natasha Thompson – sent an email – hadn’t had a reply – cash sales invoice – entering cash payments and was saying it was an amounts – total amount on sales order was slightly different by 6 cents

Ben gibbens –

John tucker – added lines to a quote – getting mesag – conversation =between m and ma does not exist –

Tim davis – naxt – delete a so – naxt freezes

Import parts list from buyilder g3 –

Stephanie macdonald –

Scott –

David hot – teasm – updated some of the folders – leadership tables team – can go into it but can’t access comments table

Barbara w – unposted hours – sc229337-8

Nathan – trevor Williams – phone cant access gough contacts list

Oliver bush – laptop not logging

Bayron – didi app

Cat inspect – serial number for machine working on – not

# 19/02

Richard skiffington – 4 regions – admin works in Hamilton branch – she reports to Richard – when someone gets her to raise a po for Gisborne. Approvals go to Richard for the time being.

Toni – sis

Frazz – sis login

Kane Thomson –

Rhonda larkin –

Owen Baylis – print from adobe –

Clint greer –

Josh Hetariki – techs come in – toolstore laptop et has been taken off it – 8byzl33

Paul – logged out of inservice app –

Natasha Thompson – add to 64

Ramon Quijano – cant print

Paul –

Matt – Hamilton –

Duane –

# 22/02/2021

Susan archer – sql error – sc closing summary – sc227814 – all of the segs except repair rental damage

Casey whittaker – access to a report – wip – don’t have access

John mathias –

Natasha Thompson – sent a message on Thursday –

Dean smith –

Poovan – download photos from phone –

Tony Simpson –

Andrew Kenny –

Wanea geno –

# 23/02/2021

Beverley shotter – raising a contract – print out – memo not pulling through into the notes line – they are there in the contract –

Shutdown her naxt –

All contracts – rc005347 – status – activate – statsus – created – status – print – ok

Have done 3 and none pull through the notes

Ange – 2955954

Peter Hinsen – cat sims – 2 out of 4 people cant get in – service unavailable

Mathew Williamson – outlook 214.11.8

Nick scott – new laptops –

Steve templer –

Andrew – Auckland – software – rndis needs to be installed -

100.115.175.87

10.2.31.9

Richard – steph to call

Detchie – 1988 – cws password reset

John mathias – cant get into account t210

Vickie warren – trying to pick it – nothing to pick – parts have arrived into nelson and the job has been completed.

Catheryn has just started – going to saels orders – going to reservations and booking it under nelos – did a back order or transfers – something has gone wrong

Arrivl journal – post transfer receipt – tick edit line

1186 – parts have been ordered twice – need one cancelled – only got one lot of parts

Vodafone – Blenheim site – router ping failing 2.54 –

Jan nel – process of moving to a new work shop – scott Trusler – martin shertliff –

No wifi – have to plug laptops in ethernet – do have wifi modem but no wifi –

Scott Trusler –

Martyn Shirtliff – thought they were all just on mobile

Printing off Bluetooth –

Truck stops – 13 liverpool street

Luke black – send a document from Et to mail recipient – steph did some updates

# 24/02

Jill burgess – login – group policy client service access denied

Karl Greasley – view videos on phone

Chris britton – transfer parts –

Tom – Dunedin – workshop laptop has a simcard that doesn’t work – wee while it hasn’t worked – 6405002179832692 6

# 25/02

Thomas – Dunedin – brand new laptop – no sim card – Ciaran –

Thomas – set printer as default

Andrew gowers – cat viewer.com

Barbara – raise a po on service calls – go on line and create a po – no line was created – eventually does it after 3 or 4 goes. – not just today – doing it a few days –

Thomas – admin to install software

David baillie – Ciaran – computer playing up – black screen – nothing functioning on it – have done a hard shutdown and a restart – doing an email and tried to load attachments – an image that didn’t load – suspicious that was the problem – deleted image

Making constant noise out of the speakers – like the phone hasn’t hung up – like the speaker is still going

Pradeep – chch – open naxt –

Richard Skiffington – job cant delete proforma

Michelle Middleditch –

Sam Roberts – change serial number – unit isn’t available – have taken it off SO

# 26/02

Darren –

David willets - outlook

Saskia – tasks added via teams to show in outlook

Chris britton – close a job – invoice a job – segment must have completed workflow to complete invoicing –

Csc said there is nothing waiting for the eq

Michelle Middleditch

Neil – freight invoiced – needs to be a special job run

Danielle

Danielle – close off a job and customer complaint field

Laurie Hayton – 2 phones – Lachlan’s and lauries – http error 500 –

Pick an account

Spends ages trying to load

Samsung internet keeps stopping –

Blair Doherty as per our discussion on this, I have now created my own CWS account. Are we able to please get this set up as an administrator like "moira's" account? Ciaran also has his own CWS but Steph doesn't. I could create one for her so that we can all have our own admin accounts then not use Moira's one

# 1/03

Dave harris –

Berry shotter – working from home this week –

Shane barrett –

Aaron tucker – chantelle – videos playing on

Peter Hinsen – phone wont connect to wifi

Andrew Stockdill – dealing with a guy in Dunedin – laptop was sent with et, sis, plus1 service tool

Direct connection to mcrays. Guys in Dunedin gor central otago – may need alternative option –

John mathias -open naxt expense –

Jay chapman – log on to oillab – sosweb.mc.cat.com – first time logging in to this website – all other cat sites work – have tried in incognito mode

Schalf –

Richard Skiffington – cant get into u drive –

James swainson – 10.1.31.140

Chch003

Chch08

Vickie warren – test cu9 – sue p requested

Stephanie macdonald – phone – 2 sim cards – personal and work – work not activating –

# 2/03/2021

Cathryn Eltham – transfer calls from cell –

Schalk – gold induction module – on last page – gone to terracat – course doesn’t show as completed so cant do the assessment – tried in chrome and IE.

Couldn’t sign in to didi app – issue with Incendi –

Sos lab – benard – issues with pc – trouble logging in – domain controller – windows xp

Sam Robertson – email via phone –

John tucker –

Tony – released product details – parts interp

Duane – steph -sis

Daniel castelli – invoice a job – cannot select record in hours – project

Stephanie macdonald – wellington –

Wendy wh – laptop – away and it shuts down – blue screen – also the fan runs loud – offline files now disabled, sleep settings registry is still removed,

Stephanie macdonald – 305526

Mike – jake iti laptop – new dell – using a loaner atm – waiting on a sim card reader

# 3/03

Sos lab – aud935068v – database tool – admin rights – getting chased up about it at performance briefs

Tony Simpson – emails –

Schalk – didi

Adriaan – software restarts

Excel lookup – formula – xlookup

Laptop replacement –

Sofio – aud935068v –

Stephanie – schedule – cant login – need to use the office365 login button

Lisa downes – printer – offline – default printer – nadia – has a loan laptop and can print

James ohanlon –

Michelle Middleditch – exception – 9153

Owen Baylis – usb chargers for phones

Danny ryan?? – Cromwell

Richard Morrison – computer

Louis cooper – on leave –

Pete shaw – service call – wont close – smu

# 4/03/2021

Michaela r – late labour entry – sop naxt doesn’t behave

Robyn Linton – kill signature – load

Richard Skiffington –

David willets – windows explorer – keeps shutting down –

# 5/03

Linda prins – set up a doc – excel to collaborate

Sultan – new keyboard – setup

Closed naxt from my end after changing keyboard layout in citrix receiver

Have reset receiver

10.2.31.15

Michelle Middleditch – reman call that has been credited – not showing as coming off my totals

Vickie warren – authenticator

Jaydean09

David willets – Ciaran – outlook –

# 8/03

Louis cooper – password reset

Austin – crc – error connecting to the server – winterm - HPc8cbb81aca73

Scott – Nathan timoko –

Nathan – emails going to scott

Ricky lee - [HP480fcfbed203](damevnc://HP480fcfbed203)

Nathan – in Rotorua – rename a cue’s – srv21a follow up calls required

SRV 21A XX Service Calls To Review

Pete –

Nathan –

Craig Redmond – naxt – 10.241.11.54

John tucker –

# 9/03/2021

Craig cropper – job into finish – sc228732 – smu and capture date – seg 4 and 2

Michelle Nicolai – naxt – opportunity – dated and not valid – cant change status – wont allow to change – spoke to sam Roberts – need it to be lost but the option is greyed out.

Johnny Wadeson – naxt –

Gavin Hoyland – paul grimwood – authenticator

Sultan – add caklc02

Chantelle fasen – naxt

Wayne morgan –

Erica clark –

John tucker – printer is printing out multiple pages from mainfreigh

# 10/03

Pete shaw – email – carlene – lost all history from and to carlene

Paul pab

Nathan davies – had steph helping – on laptop cant access through vpn - 10.241.11.8

Tony nicol – close naxt

Nathan timoko – dt21gav33 –

Transpecs calendar

Shane barrett – Schalk – t210sxv

Shane barret – spare mouse

Cody cooper – 337353

Barbara – quantity variance report – error

Gavin Hoyland –

# 11/03

Adolf

Ellie –

500621 – redo field service

James oh – Microsoft to do

# 12/03

Owen Baylis – connecting to projector -

Alan hodges – naxt

Michelle Nicolai -computer started up – cant sign in as it says it is low on resources so no new users can sign in

Adolf –

Dave Harrison – 100.109.219.56 – doesn’t have AO VPN

Diane Charleston –

David Harrison – save into g drive –

Ramon q – simon buttery requesting csc mailbox access

Jack linley – new laptop –

Pete shaw – 233958 – gst group??

Lee johnson

Simon perks –

# 15/03

Chad gough – log in schedule –

Chris saxby – phone – cant do timesheet –

Brooke cogle –

Peter swan – iphone did an update –

Rhonda larkin –

Ben – chch warehouse – email - [AUD214025X](damewin://AUD214025X) – windows 7 – down at the hose area –

Clint greer –

Poovan Naidoo –

Chantelle fasen – trimble – server problem

Andrew Ellison –

Jayden –

Theo kon – naxt wont open – cannot contact gough group error

Made changes in naxt –

Mitchell – sis login

James ohanlon – find stuff

Vickie warren – opening job from service schedule – asking to put in field or shop number

Gary stead – 021942052 - +6421942052

Stephanie macdonald –

Clint greer – phone – not accepting password

Jared tansley –

Chris voss –

Sos lab – johnny – haven’t checked email this week – still has outlook 2013

# 16/03

Nathan welch – service reports exception

665 credit

Hamish Kirkness – service call

Casey whittaker – po to receipt – came up with financial dimensions not correct – operating unit 1001 had dropped from sc – delete po coz thought it was that that was blocking it.

I have filled in the fin dim on the segment – casey has created a new po – invoiced po went through

Julie -trying to

Ellie – learn gold stuff – headphone

Tony nicol –

Jess M –

Bev shotter – server 324

Mike van der sluys – cant print – cchcc02

# 17/03

Mike van der sley

Troubleshoot printing issues –

Uninstall default canon driver

Brent f – cleared cookies

I was able to login with my t210 and it stayed logged in

Tried in firefox –

Jayden peek –

Nathan welch –

Jess – Microsoft sql server

John Gillman – order class to be able to do parts quotes

Adolf

Deborah

Trevor

John wang – invoicing in naxt – ctrl button is always switched on

Mike – print from sis

Shane barrett – henry booth in remote location – portable printer – marsterton by himself – no branch – just a workshop that he works out of – stay in workshop – 30 pcs A4 – colour – 107 nangaumuwa

Nzc depot - usb -

Vickie warren –

Adolf – naxt – look at quotations – enter name –

Pasqual – admin

Cody –

Scott randall –

# 18/03

James ohanlon – steph on emails yesterday – search in search bar – not getting all data

Barbara w – no emails from black books for timesheets – some came through from about 7.15am – looking at timecard for 7.28 not showing. Emails come through every hour – haven’t had any

Richard skiff – new user on behalf of aaron – paul chh

Jared tansley –

Mitch riley – access through cat inspect – retrieve inspection – error says cant retrieve it –

Glenn Shakespeare – print from laptop –

Hamish Kirkness – phone – corp-

Barbara – timecard – calculated – trying to transfer it – cost cntre 1022 –

# 19/03

Brooke cogle – working from home – got headset – Zendesk is saying to allow

Dean heney – teams – Amanda and I having trouble connecting –

Nathan w – created a view

Damien – broke phone last night walking laongisdei a river – slipped over – smashed phone –

Jayden peek – naxt

Jonah clement – outlook mail app and word app –

Tony nicol – bom

Robyn Linton – steph set up onedrive –

Danielle m – 331

Jonah – add printer

Brooke c –

Cody cooper –

Keith chetty – order for hastings deering in aussie – trying to invoice sales order

Trying to do a charge for it??

Financials > Maintain charges on sales order line

Proforma invoice – get error

Roger capil – laptop keeps freezing

Did an update this morning – been playing up since

Karim – 450-500 in cash or rental basis – existing contract expires September/October

Clint greer –

# 22/03

Ellie – printer – dt21pcv01

Barbara – timebots not working – none since Friday – over the weekend some timecards have been approved and came into naxt –

6.51 –

Wayne eggel – approved at 6.51

Mark stringer – approved at 6.51

Bevan dale –

Leah baron –

Jimmy la –

Stephen Frayle – display settings

Admin for powerbi

Theo

# 23/03

Michael okane – don’t have

Adin Richardson –

Dave harris –

Theo ken –

Gary stead –

Gillian mcmillan -display

Jimmy la -

Eve hingston – 11 dcs waiting cchcc07

Cathryn Eltham -naxt – quote – didn’t put customer ref – field cust ref must be filled in

Bryce johnson –

Gary stead –

Stephen Frayle -

# 24/03

Michael parker – email app on phone -gmail app keeps shutting down – restart or reinstall app – if that doesn’t work

Chantelle fasen – order parts – taupo address

Peter Hinsen –

Jonty – kurt asked if naxt is running real slow – sales orders – creating sales orders –

Steve t –

Nick scott – snipping tool

Peter h –

Leticia

Chantelle fasen – sc unablew to close – segment component need to be changed – 236017

Michelle Middleditch – software centre –

0314 component code

# 25/03

Brett congalton –

Ben rohloff – new computer in toolstore cclprn01

Brett congalton – cat websites -spsc.cat.com

Steve lawson – website - <https://specsizer.cat.com/>

Paul

JEANLOUIS - Inservice – had to log out coz it didn’t want to update – tried logging back in –

Pete shaw – new user – mobile phone –

Dwayne

Adin Richardson –

Andrew Kenny –

# 26/03

John –

Erica clark – not in today and Monday – out of office – contact napier parts or napier until Tuesday

Tess Ojales – cwelc01

Wayne baker – software centre

Jonah clement –

Jimmy –

Stephen dassler –

# 28/03

Pradeep –

Darren Sandford – ange macdonald

Owen frentz

Daniel v – inventory transactions

Owen frentz – caklc01

Daniel v – naxt keeps freezxing when going into inventory transactions - item availability

3030530 cust number

5153968ex – item number

Cleared all usage data

Tried on mine and it worked fine

Cleared auc files

Restarted computer - uptime was 7 days

Still crashes

Reset receiver

Closed sessions in task manager

Reset profile in director

Still crashes

Andrew Stockdill – cnu42390tm – nelson – logged in account as gghsis

Natasha Thompson – receive a generator into 19G

Pradeep – 308773

Chris worboys –

# 30/03

Nathan welch -add john to cat service development teams

Casey whittaker – error sql in naxt

Peter Hinsen – gghcorp2 keeps connecting, disconnecting, connecting and so on

Karim – quote to be added to existing contract to be paid over 5 or 6 months

Craig cropper – computer resent emails – sent customer po then it resent yesterday

Shane barrett – error closing job – fin dims – seg 3

Barbara – timecard trying to approve and transfer – have calcutlated – cant transfer as it crashes naxt

Week 13

68-esv-ms

John gamble

Cant unclick approved and cant tick transferred

Other ones have been fine

Laurie Hayton – greg Irvine – log in to my cat overview –

Richard Skiffington – all service calls – 22a 26a 29a

Ciaran – workshop laptop – et

Put in the missing file

Reinstalled comm adapter

David willets – computer has changed default printer in naxt

Toby M –

Tracy law – sql error - cleared all usage data – no luck

Closed naxt from director – no

Cleared auc files then cleared all usage data from my end –

Richard Skiffington – copy of signature electronically –

# 31/03/2021

Joshua b

Dean gough – lapop issue – started it up – froze up – turned it off -light will show and keyboard will light up

Turned it back off then back on then it turns itself off etc etc.

Worked for a moment on docking station – but then shut down –

Blair hocken – service call

Chantelle fasen – closed an invoice – didn’t take off flat rate for the parts and customer been charged for the parts and not supposed to be

Sc236345-02 invoiced with flat rate – customer not meant to be charged for the parts just the insulation and travel.

Lisa downes -working from home -cant get into naxt

Ange fraser –

Eve hingston –

Julie taylor – typing up a recorded meeting

Vodafone – jack – 11942

# 1/04

Reynaldo – locked

Rhonda larkin –

Charlotte gibb – Olympian parts on sc – freight wont post when putting job into finish

SC233755

Delivery remainder –

Wendy whitelaw – timesheets – payroll – everything

James lundy –

John mathias – everytime laptop does a restart –

Chase murphy – Ciaran set up new install for viewing pdf’s

Stephen sagar – new laptop last year – wont turn off and wont turn on

Power light just stays on – have to take out battery for it to completely shutdown.

When it won’t turn on – take the battery out and put back in then it works.

Freezes

Takes a while to do things – speed

Et – normally would work fast – today when loading et it took about 10mins to actually work and load up fully

Uptime is fine – 3 hours

David willets – no callback

Mike Sankey – Microsoft authenticator issues

Danielle m – naxt

9h3mx53

# 6/04/2021

Nick scott – naxt wont open – session stuck

David brunt – username to log in to computer

John tucker – username to log in to computer

Angie macdonald – laptop wont connect to network – restarted

Bradley Pedersen – emails on phone not syncing since 25th

Mark pollard – laptop

Dwayne o – naxt expenses report -triple up of lines in one of the reports –

Robert h – wifi

Brooke – taken desktop home –

Harry – Dunedin – remove chch warehouse

Heath – new spark sim card –

# 7/04/2021

Richard Skiffington – Michael Baartz – a70 or a71 – screen blank

Charlotte – trying to post invoice proposal but got error – transactions exist which have not been invoiced

Leah baron – close naxt

Cody cooper –

Jenny fuller – upload atlas – atlas crashed – prod is now red

Bunch of journals stuck in the journal screen – find out who has uploaded them

Robert Humphreys -Service supervisor - Inservice website – timesheets – they have hit submitted but not showing on web base – on technicians end it is showing as submitted and approved but not showing on schedule after it has been submitted – craig Redmond submitted 2 timecards and had got approved straight away somehow -rikus – maybe henry booth

Logged out of website and lkogged back in

New phone – authentic

Site – security camera – site work happening – 24 aymes –

Vickie warren – send an email to customer – rejecting it – customer sent test email

Casey – post invoice on a job – sc236761 – used equipment

Create invoice proposal

Richard –

Craig cropper – invoice service call – line

Profoirma showing as seg 11 -$10.650.00 but should be

Split line of -5002.50 under misc cost

6859.80

$92000

Neil martin – naxt keeps crashing on sales order screen when adding lines –

Sales order: 21s0107611

As soon as he opens up sales order naxt crashes

Still on a winterm

Brett white added a column then naxt started having issues

Reference number

Leo Ancheta – log out of inservice

Tony

Tashil – app closes once opened

Date and time settings are set to automatic

Have uininstalled and reinstalled app

Have tried goughgroup

Have tried goughcat

# 8/04/2021

Greg Irvine –

Gitte bronkhorst – receipt emr – error message – internal emr – need to receipt it in to do an outbound emr

Greg mccarthy –

Dean heney –

Gitte b – cant

Dave harris – printing issue – emma laptop –

Colin –

Inservice –

Michael Baartz – a70

# 9/04

Joshua beere

Luke black – inservice dropped off – now cant log in to the app – mfa not set up – have set it up now –

Andrew Stockdill – 10.42.11.99

Luke black – photos off camera for a warranty job –

Miles Watson – compress pictures –

Ange fraser –

Gitte – emr – cannot pick one coz its saying the equipment isn’t available – EQ049399

Victoria – new phone –

Quinton –

Tony Simpson – luke loader called this morning saying his service app

Dean brown –

# 12/04

Glenn Shakespeare –

Danielle

Mathew Williamson –

Rhonda larkin –

Peter swan –

Wayne baker –

Tim Campbell – when trying to “send auotation” error message no cws user id for sales quotation.

T210

Jenny fuller – email from support centre from mel –

Johnny Wadeson –

Karl – new laptop –

Terri – update on computer – screens

Taryn murray – order something on hotline – couple of things on the order from auckalnd – go to express pick – automatic purchase creation – come up with po number – underneath it says cannot edit record

Hasn’t picked the stuff out of Auckland – hit express pick and get the error –

T210txm1

Adriaan v – visio

Des –

Natasha Thompson – naxt error – send quot

Dave harris –

Shaun hunter – service call looking

George Rodley – t210gdr

Tim Campbell – bacorder review on service segment – approve – express

John tucker – t210JXT1

Scott randall –

Jonty – davids new phone –

# 13/04

Des j

Rhonda larkin – new tv screen – gtv – wireless usb adapter –

Ian ullyet –

Andrew Stockdill – 10.11.11.94

Ian

Andrew

Mark Costello –

Surendran – access folder –

Lee – confirming a quote

Tim cambell – new phone –

Michael Baartz – naxt not working since the weekend – only uses simcard as internet connection – mt Maunganui

Richard clark –

Fraser gri

Sofio – computer attached one machine – randomly shutting down – aud935068v – affected the program for the machine – corrupted –

Aung myint – plg641 – usb adapter cable – connected to unit –

Emmalee Giddens – cant add to sales orders – cant edit lines

Deborah – naxt – Jayden peek

Shane barrett – wellington – downer on behalf of Vodafone to do a router change over

Nathan – accessing emails terracat email but used to be hyster

# 14/04

Stephen sagar – changing password –

Tony Simpson –

Sultan m – new phone

Ian

Andy bunny – phone wifi

Simcard in laptop –

Clint greer – laptop – headphone

Tony nicol – in and out of service call from sales order screen – cant personalise settings

Tess Ojales

Hamish Kirkness – wont connect to ggh\_corp

Connected to emerge

Richard clark -

Jonty – 309935

Michelle- critical stop –

Rhonda larkin –

Jenny fuller – steph sent

# 15/04

Dean heney – respond to an email –

James – Gisborne – phone

Mark Costello – phone

Craig cropper – deleted email and phone emails

Sofio –

Leah – there are no parts just freight charges – delivery/invoice remainder

Cash fail

Normal hit the delivery note and it will work

Cash sale account

No option to process the freight – delivery note

No transfer order??

Hit invoice

Stephen dassler – laptop with dock and 2 screens

Mathew parker – 10.2.31.128

Julie

COMAX - CAT Machine/Eng Daily Pricing

Grant Stofberg –

Hamish Kirkness –

Michelle m – confirm transaction has been fully invoiced

Craig peters – Coudltn connect to network drive

# 16/04/2021

Nathan welch –

Vickie warren – transfers –

Service calls – client stop working error when opening service segments – naxt crashes

Peter swan – 4.23pm

Blair hocken – naxt

Vickie

Sam Aldridge – Cameron vaugn – usually shows up in scheduler but not this morning – apparently it took a while for Cameron to put in his timesheets

Leigh Webley –

Emily carter –

Owen

Leticia

Scott w – footage need to play –

Vickie

Lance dowell –

Mark Costello –

Ian ullyett

Candice – cxf

Sean fox – naxt –

Steve – Rotorua – job unposted hours –

# 27/04

Mike van der sluys – deleted a whole heap of emails and emptied out deleted items now outlook keeps asking to repair mail profile

Sean fox – find printer on guy laptop – cinvc

Des Johnstone – contacts – send emails from phone

Emily – naxt –

Phil Duncan – 0292008053 forwarding to pete

Lee johnson – dave’s phone

Phil Duncan – sharepoint new member

Jan Hibberd – create a cycle count journal – was taking a while – 1.42 – 1.45pm – counting journals still trying to load.

Cleared appdata and logged off from director – see how that goes

Chantel – service call we thought was ?? – Katrina helped with invoice etc – got the parts and credit is posted but wasn’t actually finished – need to credit the stock but how when its already been posted. – reopened sc on Friday

238819

Simon Whelan – no naxt

Michelle m – greg Irvine – schedule – cant fit info

# 28/04

James

Cody cooper – phone – 079587976 – not really connecting and when it does it just drops the call

Paul de haan – qr code – r52m70n1grr

Video on caterpillar channel one – caterpillardealer.com

Emmalee – storeman computer

Paul chattel

Dt21pav31

Ethan willets – freight estimator tool in naxt

Kicked out of naxt via director

5750496

Leticia – barb has put timecard with allowance sco – cant adjust – has to do negative line in SC – sco showing quanittiy of 10 when it should be 1 –

Shayne kenndy

Leah baron – creating quote – tried to send

T210LXB

Grant Stofberg – chantel finishes today – Samantha

Taryn murray – naxt not working

Julie – chris sent a word doc –

Simon perks – big invoice trying to close but isn’t going to close – sc226319

Danielle murphy -

# 29/04

Vickie warren – cat and cat inspect web – change password –

Paul – laptop playing up – if using mobile data keeps coming up saying

Mobile driver not there anymore

Charlotte gibb – flat rate on a job – no applicable group

Andrew Stockdill – 10.2.11.123

Dock fan failed – after turning on laptop –

Shayne ken – phone emails –

Jess M – naxt prod – shutting down when opening up an equipment record

Richard

Jess m –

Vickie warren – credit the whole sc to put a po on and invoice back out again

Go to invoice journal then functions

Paul – mucking round with lapotop – now out on site – laptop bluescreening again –

Sofio – desktop to replace – need cable for old desktop currently

Scott randall – 310724

Philip Duncan – timesheet app – unauthorised entry

Phone charger – phone sent down but no charger – pete shaw –

Erica clark – naxt – start a segment and get zero cost/sales line error

# 30/04

Nathan w – in nelson – cisco phones sitting there – plugged them in etc –

Edwin taia – naxt – item availability – not telling locations

Michaela r – covering for wendy in Hamilton – problem with Hamilton time card – entered as normal through apop and has transferred – need to over ride as he worked different hours – when recalulcatin its adding an absence of 11:59 start and 11.59 end – somehow jumping to a different date – wont let transfer withoiuyt absence line and it transfers as 24 hours to the sc. Hours he worked are correct.

Erica clark – cant send inspection

Edwin – order lines

Shayne k

Richard skiff –

Steve Wisnewski – order number wont let receipt

Sc238803 – invoice po on segment 2 –

22a0008007 po

Product receipt: 33539

1001 or 1002

Aaron tucker – dell screens – reading email

Richard skif –

Hp –

Chris britton –

Michelle – notes to segment on a job trying to close – when clicking notes to segment it locks up naxt

Sc238313-02

Seg deytails

Report

Seg notes

,anage

Service reports

Notes to segment

# 3/05

Vickie warren –

Miles Watson – email – office 365 – password –

Gareth – new laptop – perkins software

"C:\Program Files (x86)\Java\jre1.8.0\_144\bin\javaws.exe" -localfile -J-Djnlp.application.href=https://evalueb.internationaldelivers.com/servicetools/perkinsenginediagnostics/blue/launch.jnlp "C:\Users\GarethT\AppData\LocalLow\Sun\Java\Deployment\cache\6.0\23

<https://evalueb.internationaldelivers.com>

Justin – napier – connect work phone to laptop to get pictures –

Chantell fasen –

Toni - teams problem –

Kiana?? – access to employee connect, video for

Chris voss – connect ipad to phone –

Chantel fasen – on Friday one of my po’s – sue said it might rectify over the weekend – got email top approve invoice – when try to do that get validation message

Natasha Thompson – work in naxt – trying to change a rental contract – usually has status – click on 2 arrows in a circle – not green – need to change it to “create”?? trying to close it

Sisila

Averil –

Jonty – error – t210jbm

Simon buttery – abi

Karl greas –

Dave harris – talking to blair –

Michaela r – expense card portal – some other people added –

David otu - 01657

Mitchell julian

Michael Baartz

Stephen f – byod rules –

Philip d –

Phil Duncan –

Candice –

Andrew k –

# 4/05/2021

Nathan welch – 310925

Mitchel – new sis usb –

Andrew st 10.1.31.74

ariana – log on from home –

louis cooper – when going to attach docs from

218 church street – penrose – terra cat site

Vernon Morton – ET – refresh or update?? – stopped working

Andrew gowers – word doc – trying to adjust – spreadsheet – update phone numbers and customer email addresses – 272834585

Andrew Stockdill – 10.241.11.61

Michael Muldrock – laptop

Vickie w – send network cable

Michael Muldrock – updates -keeps undoing changes – then tries to install updates again

Naxt – usage

Michaela r – PO authority approval delegations – po raised they go to Richard skif – please change to james ohanlon

Only ones that Michaela raises for plamerston north –

Mel murphy mcm

James o – expense reports – not seeing anything from Palmerston North – know there are some

Ern132624

# 5/05/2021

Chantelle fasen – ap manually loaded invoice to service call – po 21a0024822 is saying invoiced. – need to approve invoice?? Not too sure she said

Kiana – log on to dpc site - <https://help.symantec.com/cs/MY_VIP_HELP/VIP/v128435732_v128438649/VIP-Access-Mobile?locale=EN_US>

<https://manager.vip.symantec.com/vipmgr/bindcredential.v?step=register>

Sofio – new laptop – cant access notes group?

Chantelle – close service call

Dean gough – cant access u drive – personal files

Cody cooper –

Vodafone – gough group switch amyes road – switch 15

James o – send emails from phone – specific for photos – not sending –

John w – quiz on what our Microsoft 0365 tenant scope – building powerapps on terracat account – using for last few months – share the app to others like Nathan and gavin – on a trial license – emergency cont list app – old info and needs to be updated every year –

Sofio –

Julie t – mobile phone

# 6/05/2021

Gavin Hoyland –

Jesse – Palmerston north –

John g – cant find

Mark Costello – manually add account

Aung – 1.0.25

Engines.cat.com

?? – screen keeps turning off and on –

Michelle m – credit line on service call

385.11

Suzanne lock –

Shaun hunter – service call need repairing – talk to blair yesterday – 311246

Jovar –

Chantelle fasen – change job code – 557

# 7/05/2021

Shayne kennedy –

Darren san

Adriaan – test for naxt – need to test for Maureen

Michelle m – the sign on quantity and net amount have to be the same

Angie mac -

Dean heney –

Ramon q – close sc – segment is finished but sco call out line not posted.

If they don’t want to charge the customer they can transfer it off to another call

But if they do want to charge customer and its been invoiced then they may need to do a credit

Kiana – set up

Danielle –

Sam Aldridge – Exflow – cant approve invoices 21a0024888 21a0024889

Sc238909

Sc236954-03

Vickie w – ange – in Zendesk got phone on live – can hear what they are saying buit they cant hear me – simon has been dealing with

# 10/05

Vickie – preboot system performance, lower voltage….

Chantelle fasen – Sonja sherlock ask to change a customer account on invoice – sql

Candice – Nathan Vincent –

Ethan willets –

Jill burgess –

Harry – d

Danny ryan –

Gareth –

Jo Roberts –

Roger capil – pcard expense claims –

Andrew Kenny –

Anthony – whangarei – et to connect

Anthony – tried a repair – nope

Uininstalled then reinstalled

# 11/05

James o –

Natasha – locked

Julie t – teams

Wanea geno – email on samsung

Tony nicol – email on Samsung

Edwin taia –

Cathryn Eltham – naxt – freight es

Diane ch –

Coel morgan –

Kane Thomson – laptop screens

Martin – Tauranga –

Andrew Kenny – wellington branch photo

Ccwel01

Vernon –

Dean brown – folder named SAH

Tony nicol –

# 12/05

Susan archer –

Joel – database solutions ent – sql server database – connectivity issues with always on vpn – trying to connect to the other databases – possiblky a cluster down

Alert from cclaklaxprd1

Gghdom\sqlservices – screen just goes black

Can connect to the sql services – error is that they are not able to communicate

Cclaxprd – cant connect to the primary server – normally due to the cluster –

021499380

After 8;30am

0800696111

Jason c – salesman leave on 7th may –

Mike Sankey – Samsung phone –

Coel morgan – 239200 – cost centre issue – travel segment showing as 1007 should be 1002

Julie t – reply to an email

Meeting invite –

Ramon – trello

John Irvine – spam

Richard Skiffington – in new Plymouth –

Dylan cairns – download an app – wol mobile

Jess M –

Nick snodgrass – hp laptop wont start

# 13/05

Andre – open a program – keeps coming up saying the app

10.2.31.38

Nick scott – 4 invoices cant get through coz something seems to be jamming. Department field empty.

60s0142761 – department - done

60s0142781 – sales person missing – cant find

60s0143586 –

Vickie w – contacts – 6 names for every person

# 14/05/2021

Candice –

Danielle – not able to create invoice proposal

Sc242056

Ciaran taylor – a70 –

Bev shotter – bumped desk – screens blank –

Peter swan – print from computer CAKLL08

Rhonda larkin – rang steph before –

Tony nicol –

Johnny Wadeson –

Bevan – printer wasn’t

Leah baron –

Aung myint – print diagram

# 17/05

John Gillman – doesn’t have a network cable log in

Jake iti – swap phone to another one –

Aaron papu – hit print on sis

Jacqueline – password

Ari

Kiana – not authorised

# 18/05

James o – outlook not updating

Linda prins – powercut –

Gavin Hoyland – save pdf’s

Brent Findlay -email locking up once or twice a day

Removed phil belaney’s mailbox

Craig peters – Auckland – tech centre – laptop not communicating – communication adapter not working

10.241

10.2.31.60

10.2.11.123

Updated intel active management technology SOL (COM3)

Ramon q – parts order –

# 19/05

Barbara –

Brad – new Plymouth –

Daniel v –

Scott Randall – naxt – trying to pick something on sales order – create and process the epj

Creates a picking journal but it doesn’t show up at all then you are still able to pick the part again

Removed and readded lkine

Express pick journal

Ok

Jess M –

Natasha Thompson – delivery

Danielle – mandatory fields box is open but unable to see it on screen

Danielle –

James west –

Robyn Linton –

Andrew Stockdill –

Willem van – in field – cant access emails

Robert kai –

Wayne baker – genius scan app – unable to send pdf to email –

Michaela Reynolds – acrobat reader – jpg images opening up in adobe

# 20/05

Shcalk – outlook wont open

Jack – napierworki from home –

Paul pohatu –

Jesse k – Samsung phone emails asking for password

Louis cooper – working from home this avo and tomorrow –

Dave harris –

Craig cropper – naxt – closed a job where it shouldn’t have – post a bunch of segments but it closed the whole service call instead – selected segments that were in finished – invoice proposal - but it selected the segment that wasn’t finished as well then closed the whole call -0 seg 2 – open order against it –

Should have misc as over $1000 not $35

Shaun hunter – job that wouldn’t post – unposted parts – freight – went to brett white and he said to ring us – now when reopen it is actually gone

Reynaldo –

# 24/05

Michael parker – personal phone takes dual sim –

Robert kaituu –

Sime darby it desk –

Nathan

Owen –

Ange fraser – unified fleet – tried to log in

Celestino –

Julie taylor – onedrive

Phone is full – lots of photos – a year ago when it needed more storage – Ciaran paid a dollar for more storage –

Shane barrett – sc invoiced – have credited it – how long when the transactions in the background

John tucker – cannot edit record

Greg Vaughan – naxt – 2 reps – bunch of deals that are open on their names – need to close

Michael parker –

Trevor

137554433

# 25/05

Bradley Pederson – reoccurring – laptop sim card – never picks up signal – no service – full service but cant connect – then changes to something like utms??

Full recep on phone but nothing on Vodafone sim in laptop –

Ticket with Ciaran – changed settings and downloaded something. Said if it doesn’t work to take sim out and put it back in. sometimes connects but have to wait a while but eventually it will work. Keeps going from full serivec to no service. Mark - new sim from spark –

Midfdle of Wanaka – phones algood.

Linda prins – unable to scan document – 899 error – multiple servers to relay through – cgisc01 – was working first thing this morning but then didn’t work at around 11.06

Mike tried at 11.41

Scanned 8.26 was fine

Restarted printer from ip address 10.28.11.50

David willets – outlook

Robyn Linton –

Willem van log – cant eceive emails on phone

Casey – emails on phone -

# 26/05

Jonty – massive stuff up in crm – deleted some address

Stacey?? – at mine site – phone got updated – just come bck on day shift –

Harrison – compass Olympian licence –

Sis2.0 – drop down select customer info – some poel can click on that and it brings up our customers –

No customer information available

Julie taylor –

Damien evans – phone not syncing emails

Chris worboys – scanning from printer –

# 27/05

Cassy – Zendesk –

Emmalee –

Peter swan – issues creating proforma invoices

Tony Simpson – emails going to junk

Kiana – create a sales order –

Graeme devine – laptop bags zip files

Lee – transfer

Toni francis –

Leigh Webley –

Scott white – one

Craig cropper – pulling the wrong gst amount –

# 28/05

Linda prins – lap[top wont connect to any network

Connected to ggh\_guest fine

Tried hotspotting from phone –

Duane –

Toni francis – nick scott and I can get access to dejavu

Ange fraser – invoice –

Ticket from Suzanne about 11.25am

Zendesk to tech services email

Louis cooper –

John – Hamilton – talking to steph – scope – scanning tool –

Linda Poharama – pj –

# 31/05

Salend – going into a sales order crashes naxt

Cleared usage data

Logged off from director

Reset receiver

Closed citrix in task manager

Restarted computer

Dean gough – sign in to expense portal

Shane Williams – away from office all this week –

Shane barrett – Samsung phones – one broken one –

Ange –

David –

Taylah – vistab – wifi –

Mac address –

Joel bell – scope1008 – hantek software

# 1/06/2021

Julie – download presentations all into one – one from CAT – trouble copying it to my document

Chantel – closing laptop lid

Emails

Ben Rohloff – new Plymouth – cant print

Cnplc01

Stephen dassler – a32 phone –

Volume up loud but still sounds quiet

Not registered to network

Laurie Hayton – change password –

Lisa downes – gchcl01 gchcl02

# 2/06/2021

Cassie baxter – Zendesk – can take calls – but cant put on hold or transfer them. Was working fine yesterday. Suzanne lock is having same issue. Can make calls.

Doesn’t come up with the transfer or hold button – “some talk features aren’t available right now. You can still make and receive calls”

Kerry brazier – phone lost all

Owen frentz – headset working but no

Blair hocken – Samsung stopped charging

Have tried 3

Wentzel – phone not let

Mitchel – Rotorua – cracked screen on laptop – dented the back of the screen – half screen doesn’t work.

Josh f – hamitlon – password expired – changed to Kawasaki27

Robert ka –

Jonty – naxt – cant close

Robyn Linton – setup to work from home –

LT – check sheet to customer – bounced back coz it was too large –

Vickie – phone emails –

Celestino –

Gareth – spark

Leticia – outstanding core

Ramon – error when trying to finish both segments at once

# 3/06/2021

Robyn Linton – at home –

Quinton – hayden Middleton phone is cracked from being dropped –

Emmalee –

Luke black – army worker going to be working in branch for 2 months as a mechanic –

Trevor Williams – phone screen smashed – trying to set up loan phone

Mitchell = Rotorua – sisusb – pictures

Hayden M – phone unlocked and working –

Michelle m – message – change segment over to a trailer number – when select equipment number it says

047083 seg 3 change to equipment 047510

Chantelle f – naxt

Sc loaded equipment on –

EH092F40015 10999

Sent through equipment request for this to be loaded but can not be found in naxt at all

sc235638

need to open a new sc for it

craig Redmond – trying to pause and think through inservice – myforms

tony nicol – roger Rielly – do parts quotes

graham walker – laptop use all the time – travelling around south island – last night couldn’t get it to log on – now in Westport and cant get it to log in

toni – Zendesk isn’t working – not loading – tries to load but doesn’;t do anything

# 4/06/2021

Brooke cogle – away fo

Follow the sop where hse

Populate the info where she creatss equipment and wil create a workflow

Create sc step 5 then 13c

1.2 sop

Task 2 go no

Go to step 5

Create sc

Step 13 select sc

Should then populate

Needs to create workflow –

Needs to be serialised

Tony nicol – phones issue – when people are fring into the branch – came through to branch asked for cat – gave option to go through to service – then it said is it a breakdown – then put him through to twl

Customer called in 09-438-3920 – select cat – service – press 1 breakdown

Blair hocken –

Leigh Webley – cat sites not working - [Planned Maintenance Schedules | Cat | Caterpillar](https://www.cat.com/en_AU/support/maintenance/planned-maintenance.html)

Shaun hunter – issue with a job – wonty close – used equipment

Last time they found it is to do with the PO

Sc242385

Related info

Invoice proposal

Post

Ok

Owen frentz – send an email from phone – cant access

# 8/06/2021

Stephen sagar – Wa1mauku!2!7

Sultan mohammed –

Linda prins – james Thomas

Theo taylor – informs

10.6.11.95

Courier06

Adam bush –

Candice Fourie – ipad for silverdale – been locked –

Stuart morgans

John tucker – cat site –

Tracy law – photocopier problems – not printing – cchcc02

Darren fleck –

Phil Duncan - Download cat inspect -open inspections

# 9/06/2021

James ohanlon – access to leah baron – chris worboys – Andrew Ellison

L;eah on maternity leave -training Andrew overt next 3 months – he then going to cover leah

Alan hodges –

Andrew Stockdill – need ie11 for Navistar website as it doesn’t work in chrome or edge

Paul Grimwood – new laptop – authenticator

Wayne baker – send/receive error

Detchie – Rotorua -cant open email

Richard skif

Paul

Willem van –

# 10/06/2021

Mike okane –

# 14/06/2021

Adriaan – teams, fetch, nothing working

JP – when people ring me and I don’t answer

Lachlan spargo – cchcc07

Erica clark –

Jenny fuller – at

Ciaran? – naxt – access denied – uptime is 11 days – group policy error

Have copied over the “default” user porifle again

Matthew parker – internet on computer – will connect but says no internet connection – happened on Friday at about midday – happens on sim card

Sharn Benvin – Samsung – mail function stopped working -ran into an error

Ben tiley – log in to vault –

Maree morley – call from our customers – MJ frasing – cant get into SIS

Cameron Vaughan –

Jenny fuller – depreciation report – usually about 300 something pages but going really slowly – usually gtakes about 5 minutes but has been taking a lot longer.

Stuart morgans – ms projects

Grant kirchman

2101

Jess M –

# 16/06/2021

Paul – Auckland – on site with laptop – no mobile data –

Rhonda larkin –

Averil – Ciaran went onto aleisha login –

Nadine grady –

Jess mac –

Adriaan – internet keeps dropping out on

Chantelle fasen – finish travel segment

Simsi or tmi through links on sis2 or bookmarks

Graham Vickery – phone

Jeremy – file recover – g drive

Oil lab IRTANTBN-51167 32 99.CSV

Customer results –

Frazz –

Dave constable – password changed

Robert kai – printing out packing slips –

Caklc02

Went back to defaulting to cakll10

Graham Vickery –

# 17/06/2021

Adolf –

Danielle –

Chantelle fasen –

Chris vuletta – email from caterpillar –

Wentzel – inservice app – defaulting to Samsung internet then not working

Have changed default to chrome –

Shane Williams – join teams meeting – but opening in IE

Changed default browser to chrome as it was set to ie

Lisa downes –

Gavin Hoyland – 314876

Steve Wisnewski – invoices in the wrong format – has been happening since usage data was reset – last week

SO

22s0028663 loaded under service instead of parts -invoice -invoice

22s0028665

Print a proforma on service call – coming up as portrait –

Sc244182 – print proforma

Noel fraser – Vodafone – in contact with our incident managers who are trying to get downer on site –

Aaron tucker –

Ange fraser – 0211199189

Shaun hunter –

John mathia – changed over from voda to spark –

Mike and Darren fleck

# 18/06/2021

Michael Muldrock –

David willets –

Steve mcdougall – set up authenticator

Bradley – remote today – log in

Outlook

Teams

Fetch

Office.com

Can access all network drives

Between 5.30am-6.45 it stopped working

Ellie – computer to printer

Dan – Rotorua

Andrew Stockdill – 10.241.11.50

Celestino – install

Compass – disc from chris vuletta

Anthony – whangarei

Andrew st – 10.2.36.191

Stephen Frayle – paperwork – jill burgess –

# 21/06/2021

Robert h –

Stephanie – log on my.terracat.co.nz

Robyn –

Mel murphy – customer sends through a signed copy via pdf – when printing it the signature gets removed

Robyn – preview report – service call > related info > open summary > retrieving preview for report

Wanea geno – locked

Robyn Linton –

Andrew gowers –

Robyn –

Sanil singh – despatch

9h4cx53

Josh johnson – hp tablet with removable keyboard – lcd part of the screen is cracked –

Steve mcdougall – set up own device – iphone 11 – outlook – deleted the app – reinstalled app

Richard Morrison –

Heath stewart –

# 22/06/2021

Vickie warren –

John wang -in Dunedin – dt21gav03

Dt21sap03

Gary baker – tech – service advisor for 6 weeks

Theo kon – computer in workshop hard to get in – connect different user

9h3gx53 – couple times a day

Conrad owens – crm –

James ohanlon –

Cam – Invercargill – employee connect

Maree morley – ex employee reopened – braden

Owen f – workshop laptop – 6s90m33 – win flash – license error

Taylah –

Reynaldo –

# 23/06/2021

Jo Roberts –

Adryn marit

Ange fraser –

Stuart morgans – pdf – hit print and select a printer but it still comes up with the save box

Eve Hingston – in Gisborne – looking at new managers access to fetch –

Ricky –

Justine – emerge project – old documentation – link in fetch –

Sultan m – djvu –

Jo Roberts – cwell03

# 24/06/2021

Dean heney – used comp at hojme yesterday – let it go to sleep – bought to work this morning – told me 3-4 times

Mitchell – wellington –

John wang – log in and open up naxt, outlook, just freezes and ctrl alt delete doesn’t work. Warranty expired 2020

Brooke

Quinton –

Paul Grimwood – contact

Stephanie macdonald –

Ange fraser –

Richard skif – 314413

Cody cooper – install –

Rhonda larkin

Andrew stockdil – 10.2.13.126

Andrew stock

# 25/06/2021

Leah baron –

Ange f –

Harrison

Andrew Stockdill – 10.2.11.105

Stephen Frayle – set up rule in outlook for machines sales inbox

Wayne baker –

# 28/06/2021

Adriaan – cues

Nathan – cues

Ange – create a po – enter name of customer then press tab and error pops up

David baillie – cues

Natasha wells – PO’s –

Chris Worboys –

Alan hodges –

Michael okane –

Nicky –

Michaela r –

Angie –

Michaela –

Erica clark – reopen service segment

Murray – 04 – new session opened on 05

Cody –

David willets – outage queue still says about Christmas – naxt print preview just hanging – new session on 08 – not sure what old session was - po

Rikus – z drive dropped off

Jenny fuller –

Bradley Pedersen – new printer – hp m283 –

Linda Poharama –

Grant Chignell – phone not syncing with contacts or calendar. Emails are coming through. Trimble app

214217257

Julie – old Rakaia board room

Diane Charleston –

Neil -Sc – 2 injectors on it and one core charge – manually change the core charge to 2 – someone only put 1 instead of 2

21s0112110

Coert - - printer

Diane Charleston – roberto

Simon butt –

Andrew Stockdill – graham ring cws –

Jenny – access to sharepoint – finance share

# 29/06/2021

Graham Vickery – terra digita

Toby mc –

Michelle mi- customer on stop – taken off stop – parts people cant chartgre anything- I cant remove anything – want to cancel the job – want to remove the parts and cancel the job

Linda Poharama – dispatch label – labels not stopping at the right place to rip it.

Wiri cat

BCJZV23 – datamax courier label printer PC

Wanea geno –

Ricky – ellie

Craig cropper – change cost centre

Sc243457-01

1001

Shannon – Palmerston north – phone – had to reset it coz it wont accept password – phone passcode –

# 30/06/2021

John wang –

Plugged in laptop to screens – dell – Arianna csc

Vickie w – 316407 – pick the whole 10

Mike Sankey – trying to close a job – eps not a valid dimension

Angie macdonald – access in teams

Tsp portal for surveys

Mak Matthews –

Nick scott – outlook – trying to send confirmations out of naxt

John tucker –

Ramon – sql

Nicholas scott –

Dwayne o – phone – not connected to wifi – George

Leah baron – sue 315578

Graham Vickery – transfer parts on a job – from sc227517-01 to sc180837-13

Nicholas scott –

Michaela Reynolds – unposted labour

Shannon

Clint greer –

# 1/07/2021

Phill – Invercargill – get into employee connect –

Kiana – sales order for parts – create new express picking journal

29s0047271 – didn’t work

29s0047152 – worked

Nicholas scott – sales order confirmations – print preview original

Steve Wisnewski – terra schedular

239254 – quotation on seg 2 needs to be deleted/cancelled/lost

Leigh Webley – working from home – open summary on a cal

Sam Aldridge – phone- emails – spare phone – Daniel castelli –

David willets -

# 5/5/2021

Detchie – naxt

Jonathan miller – jed

Grant k -phone lost contacts – have put into outlook app group

Jonathan miller – ethan willets away – back tomorrow

[Partsstore.chch@terracat](mailto:Partsstore.chch@terracat)

Michelle M

Mitch – wellington – naxt – open summary

Sc247208

Andrew Kenny –

Tegan -rotorua –

John mathias – sales link

Johnny Wadeson – work phone – inservice app – then lock screen –

# 6/07/2021

Michelle m – large quote – move all parts from 1 and 2 and put on new segment – whole lot more parts were added –

Bring up seg 8

Andrew Kenny –

Cam Vaughan –

Chris britton – cracked phone – Arnold

Tony nicol – printing from sis

Chris britton – loan laptop –

Shannon –

Annie –

Josh forrest – cws

Sabrina – service tech fixing –

Leigh Webley – 246673

247365

# 8/07/2021

Grant Chignell – employee connect

Phone – cant open any attachment –

Quick support

Stephen dassler –

Peter gunn – new password on laptop

Graham Vickery – new phone –

Simon perks –

Stephen sagar –

# 9/07/2021

Malcolm lowe – add printer

Shane barrett – 315820

Nathan w –

Chris vuletta – brett white – 1 part number that had a supersession on it – a hose that changed from cm to inch – got itself mucked up and quantitie didn’t match up. Brett has updated quanittiy – manually picked a delivery note all hoses on PJ’s

Quantiy showing

Saying 60 total

Ordered 76

Adriaan v –

Andrew k – book Rakaia room –

Jonah – brother printer label printer

Pete shaw –

# 12/07/2021

Shane barrett – inservice

Julie taylor – logging in to nzc –

Susan archer – sql

Wayne baker – naxt prod

Andrew el

Wayne baker – approvals – po approval for cat man - when click on line

Mitchell – phone –

Candy barker –

David willets –

# 13/07/2021

Ellie – Averil not in today – need to log in to webnotes

Emily carter – sc – generated

sc241741-07

David willets – did do at home – couldn’t connect to server – waiting on information from the server

Brent Findlay – laptop is worse – locking up – outlook freezes, opening pdf’s freezes

Created new mail profile – still had phil belany mailbox but is removed from full access so have run the adaxes script to remove it

Have done a repair on Adobe

# 14/07/2021

Nathan welch – intermittently monitor goes black –

Henry booth –

Celestino f –

Craig peters

Francois steyn – headphones

Henry booth –

# 15/07/2021

Jed – printer

Poovan – frequent

Dave harris – naxt not opening

Josh clark? – vault notify

HP40b03437ff0f

Loading user

Justine –

Justine –

Kiana – naxt

Alex Mackenzie –

Averil –

# 16/07/2021

Craig miller – laptop yesterday - updates – wasn’t loading properly and didn’t have outlook express

Start menu not working

Andrew k – log into outlook

Luke black –

Danielle m – inspection report –

Ethan willets – second monitor not picking up

# 19/07/2021

Sofio –

Alex Mackenzie –

Michael okane –

Schalk – find password/log in details

Bayron –

Paul – Auckland –

Sam Aldridge –

Julie t – boardroom booking

Spam – meeting booking emails sending out multiple times

Emma-lee now using Joel Mears

Arianna

John tucket

Graham s – phone – send emails – have resynced emails and reset mfa

Chantelle fasen – SC error

Chantelle

Lovey

Geoff booth – divert phone to terri

# 20/07/2021

James o – josh johnson – upload tableau –

Anthony Ireland –

Linda prins – code on phone

Laurie h –

Mark pollard –

Tony nicol –

Emma-lee – Rotorua – new computer

James – wiri – printer

Cakll11

Jack grant – chch – printer setup

John tucker –

Mark Costello – Samsung –

Danielle – Zendesk – receiving phone calls – not able to transfer phone calls to anyone

Wayne baker – update on iphone –

Daniel – Rotorua – sis – flash files –

# 21/07/2021

Linda prins –

Chris – Gisborne – Samsung tablet

Lt – off sick – naxt going and schedular –

Chantelle fasen – transfer parts from one seg to another –

James swainson – given a gopro 9 from wife –

Linda prins –

Natasha wells – new apprentice –

Justine – test is supposed to be a lime green

Jo smith – last week – access to files in recruitment

# 22/07/2021

Mark currin – standing supervisor –

Jess mac –

Michelle m –

David willets

David willets –

Miles Watson – sis usb working on billy’s computer in greymouth – when installing it says there is another

Chase murphy – on fetch –

# 23/07/2021

Ben – Auckland – submitted timesheet from Wednesday not showing on supervisor end

Nick – Timaru – photos off phone –

Sean fox

Dave constable – sales link app – can’t sign in

Bhud2017

Chris Thomson – working from home – naxt wont open

G drive –

Cathryn Eltham -

Stuart morgans – phone –

# 26/07/2021

Miles Watson -

James swainson –

Steve Wisnewski – service call wont show on h

Dean heney – taken off partsmanager or parts

No reply

Michael okane – new laptop –

Justine –

Dave constable – trying to printer back online

Cnn

Mike –

Mike –

Amanda toms – working on a writable pdf form – preorder assessment

Pdf doc has gone blank

Linda prins – power bi –

Andrew Stockdill – cws customer – nhlrb

Adobe

# 27/07/2021

Stuart hodgkins – Stockton – blair emailed

Michael okane – go away and goes to screensave and press the button to bring up login the screen is fuzzy –

Billy van Heerden – laptop – microphone not working

Went to settings

Candice – t210sjd

LT – create a proforma

Kiana – edit a po in header – not allowing me to edit cost centre

Eq051749

1022

Jess mac – out of office – gatekeeper inbox

Message but not an out of office

LT –

Sanil singh – printer connected to ethernet

Ca

9h

Willem – move from whangarei to Hamilton – set up wifi

Dt21sad33

# 28/07/2021

David – connect to terra cat tv in Invercargill –

Chris britton –

Jamie hazners – computer not updating – Palmerston north

Lee

Phil Duncan – log in to loan laptop – pete had in his office – hp elitebook – windows 7 still

David Whitfield –

Marianne – email from Nathan – get

Phil –

Nathan – tableau for Marianne and jorja – same as robyn????

Andrew k – reload

Jo Roberts –

Cody cooper – teams – jo willmer

Marianne – logged back into naxt

Jess m – evelyn hamil setup naxt to sales marketing – sales person

Adam –

# 29/07/2021

Cassie – log in

Richard skif – yesterday spoke to stpeh – lowernorthislanregionalmanagers

Lowernorthislandbranchmanagers

Peter Hinsen – cws reset password

Peter

Darren Sandford – 30 trial adobe captivate

Jess mac – talk to brad about an issue with leads

Finlay macmillan – worker terminated but cant close leads under his name

Darren sand

H&s new thing from hastings

Modules they need to change content on

Joanna willmer –

Vickie warren – steph –

Michael o – changed main display from 3 to 2

When it goes to sleep then wake it up

Updated intel graphics driver

Scanned for updated drivers for monitors but nothing

# 30/7/2021

Ange fraser – press ok on the screen

Toni –

# 2/08/2021

Ange fraser – changed delivery date to see if

Sos lab – gitte –

Sos lab – locked out

John Irvine –

Raj – cakll11

Michelle m –

Michael Muldrock – ellen gamboa –

Keith chetty –

Paul butler –

Steve Mc – upload photos from iphone to computer –

Richard skiff – app on iphone – amp aus

Jenny fuller

Ky?? Ccl

Tony nicol –

Natasha wright – naxt playing up –

# 3/08/2021

Barbara – spoke to Ciaran about expenses for Dunedin now that Bryce has gone – 2 of the workflow has stopped – steven Kelly

Robyn Linton –

Jo smith – learning at terracat inbox – reply from it service desk –

Shaun hunter – training in gold – crm course – won’t let do th

David baillie – email come through

Luke kearns – seg 3 has been invoiced

Service call closing summary

Tae line has not been invoiced

Transfer the line to seg 5

But when click post

Because it has a warranty claim on it cant back out of it – not supposed to??

David willets -

# 4/08/2021

Jake Williamson – borrowing computer

Cgisc01

Richard skif – quinton V – lost phone – have locked it in mdm

Forward 0275658450 to 0272350831

Casey whit – josh johnson

Luke – new Plymouth – emails

tsJ3C@InLWg?

tsJ3C@I

Salend –

Lee johnson –

Laurie h –

Julie taylor – 82.61

Poovan n –

Cathryn el –

Kiana – sc251091

Sc251056 – unable to retrieve p[review for report

David bai – Stockton – trying to connect vims pc to truck – vims program error –

Eve h – locked

# 5/08/2021

Luke kearns – trying to res

Justine –

Andrew Stockdill –

Rehs7309 – one to look at - REHS7309 VIMSpc Connectivity Troubleshooting Guide

Rehs7337

Cassie –

Natasha Thompson – sent message on Tuesday

319165

Sofio – audit yesterday – found we can use 2 computers – kvm switch

Justine –

# 6/08/2021

Cassie – didn’t have access to cat business unit folder

Open pdf files – default

Jesse – Palmerston north – phone

Danielle m – unable to open summary

Sc251354

Helen – Ciaran – adobe merge for pdf –

Jacqueline sm

Cathryn – database solutions – into new vpn using citrix – now working

Trying to connect

Cclmgt01 – when rdp to it is just a white screen

Keith chetty –

Natasha w –

Jane hunter – at home –

Aaron tucker – matt Williamson – scanner playing up –

Print and scanning on network

Stay in the branch

A4 pcard receipts and send them on

Black

# 9/08/2021

Wayne baker – send new email or open email to send it

Pasqual –

Rob beale – new phone – iphone –

Andrew Stockdill – 10.2.13.126

Victor – atlas – timing out

Aleshia –

Aaron tucker – reinstalled team

When joining meeting it comes up with an error

NO TICKET

Sam Aldridge - Make invoice proposal sc235598

Leigh Webley – kill naxt

Rob k – cat used inspection login – trying to log in to the cat app - aAj$bdhAU881

Auckl@nd1$2$

# 10/8/2021

Sanil –

Adjustment

Changed sale price on negative line to 280

Cancels out original po that was screwed up

Doesn’t negate the cost

$1000 invoice or return ???

Do negative for misc cost on service call

Still need to talk to the accountant

There

Remover load bank but there will be still 280

Invoice it the way it is

Negative sales is offsetting the loadbank

Negativee linbe and backout the loadbank and left with cost of 280 and tell accountant

Leigh Webley –

Sofio –

Lchcc01

Danielle – unable to attach anything in the document handling – document

Wayne baker – p drive

Jack Linley – new dell – sent a sim –

Phone –

Erica clark – computer still printing to Rotorua branch – napier

Quinton ment

Rob beale – amen user form – 320057

Parts interp going to chch for 4 days

Stevens away in away

Aaron has lent a parts interpreter

Quinton van aarde – steph – swapping over neil martins faves to old computer

# 11/08/2021

David Baillie – opening excel doc – ole action??

Can’t access U drive on sim card but can on wifi at home..

Pradeep T – can’t log in

Dani –

Quinton van aarde – phone – wifi

Eve Hingston – at home –

Lisa downes –

Jonathan miller – test cenvironment crashing when creating sales order

Jess m – automatic email to say that the staff member no longer works here.

Taylah – leaving next Friday – replacement is Samantha walker – access to security cameras – ivms-4200

Smartpss

# 12/08/2021

Stephen – whangarei – Samsung phone – gone flat – need password –

Ben – chch – logged in – using another computer – has a hose label printer

Lee – look up a PO – 10a0042956

Andrew Kenny – goughinjuryclaim

Coel morgan – tried ringing evelyn – assets that no l

Alan hodges –

Kiana – po sent to ar coz po wasn’t showing as invoice but just as received – appears to be a stock issue – outbound emr without it being invoiced which usually cant do

Tryinbg to invoice sales order

Unable to reserve eq 053221 against so01661999

Martyn Shirtliff –

Nathan Vincent – get onto gold off fetch –

Taylah –

Quinton van aarde –

Tim cambpell –

# 13/08/2021

Stephen sagar – enter email address but says invalid for any

Derek – Invercargill – get on employee

Dell

Lewis Moseley –

Jovar – PM change request form

# 16/08/2021

Aaron tucker – cws emails – paul Harley

Celestino – phone – last week using biometric – face ID –

Dean heney – meeting in cat boardroom – invited

Mainfreight

Jovar – naxt

Dell –

James – Thomas

Natasha th –

Pradeep th

Samantha – someone going to aussie on Wednesday –

Shane Williams – end of November

John tucker –

Chantel – sc250767

Transfer labour from seg 2 to seg 3

# 17/08/2021

Robyn Linton –

Judah –

Detchie – laptop –

Sofio – fix camera – installation didn’t work

Jo smith – last night around 6pm –

Luke – new plymoouth –

Lee johnson – trying to start segment – one or more sales cost/price lines are zero

# 18/08/2021

Peter Hinsen – team don’t have company phones so don’t have mfa set up

Christine Caldwell – no work cell – 0220405122 – cannot log in

Laptop dropped off last night – TAP ^N9&-\*=A

Luke kearns 033

Tam?? – naxt not working – needs credentials –

LT – emails – approve sign in VTz=pDNM

%r9me^t=

MW#7+2V5

# 19/08/2021

q^3zx$$3

aHN4NVyh

U&+$VUS5

<https://open.spotify.com/playlist/3skPtXYg4vpKl81AeXrZnp?si=82716f0745284103>

# 8/09/2021

Leo – 322283

Paul – Rotorua – new starter – chase shearman – phone – factory reset –

5cg7464dr7

10.31.11.96

# 9/09/2021

Paul Pohatu

? – iphone

Jake Williamson –

Sue

Rob – phone – vault notify –

Kiana – trying to install

Clint greer –

# 10/09/2021

Rob beale – ship not invoiced

Andrew Kenny –

Jo smith – tony Carleton –

Jeena – oillab

Andrew Stockdill – install new version Olympian compass – steph and Ciaran have had a go –

Tim Campbell – exchange rate

Darren Sandford – gold – cws id

# 13/09/2021

Mark stringer –

Rhonda l –

Emma

Ange f –

Ricky –

Craig c

Francois – unable to assign new segments – sync issue from naxt to inservice –

Sc254119 – can’t assign to technician – on inservice it doesn’t pick up the service call number.

Wendy wh –

Dave harris

Rikus –

Nick scott –

Michael o –

Andrew g – broken phone to send –

Dean h

Pradeep –

Gavin h –

Mike Sankey – unable to assign anything to mark couvee in cat inspect app/

Cameron v –

R

Shane Williams –

Dean heney –

Vickie w –

Kane Thomson –

Chase murphy – customers email addresses keep rejecting

Danielle m –

[5CG83578WY](damewin://5CG83578WY)

Richard skiff -

# 14/09/2021

Cody cooper –

Peter Hinsen – dbs

T210pch

Steve mcdougall –

Derek – Invercargill – different folders for emails but no longer notifies

Tony

Maree morley –

Owen Baylis – his2

# 15/09/2021

Dylan Faint – unable to do pause and thinks – says the user is not authorised

Owen frentz –

Adryn –

Maree m – printing open summary –

Sc254315

Michael o –

Michael o –

Ryan james –

Michael o –

Celetsino –

Adryn – naxt – add attachment in the follow up note – error –

Owen frentz –

# 16/09/2021

Ricky – ivan webnotes – not printing out automatically – coming out as a pdf

Ari – opened up comp and naxt

John I – trying to send a claim but wont do anything – says naxt processing for a little while (about

Andrew k –

Michelle m – phone –

Sean fox – parts guy – tried ordering parts but cant do it as there is a block –

Express picking journal

70s0020301

LT –

# 17/09/2021

Natasha t – trying to close rtental contract – follow sop – got to generating the contract invoice and it went into invoice schedule coz it generate don e ut it had no value on it so deleted it so went and did something else and came up =with error 0-so done best rate calculateor and last calculation then had to go in and change

Unit price is gone and everything is greyed out and status button is greyed out

When generating invoice it shows as zero which is not correct.\

Need to close contract but have to final invoice first

Follow close a rental contract sop then got error went back to another step and think that

Jonty – visitor rego – jammed up – barcode scanner

Cant scan out

Scanner locked on

Richard skiff – anne-marie – fax machines –

Chantelle fasen – sc – trying to close it – part has been removed – normally pout it over to rework account then invoice at zero but not allowing

Darren Sandford –

Jenny fuller –

Daniel venka –

Shane barrett – which port to be using in the server to connect to internet – downer from vodafone to upgrade connection – port 14 steph said

George peters –

Eilish – george peters

# 20/09/2021

Rob b – karl’s laptop – set up laptop

Angie –

John mathias – dell laptop keeps freezing a couple of minutes of logging in

Angie –

Ben –

Dave constable – run own iphone 8+ - battery doesn’t last long so trying another iphoine 8+

Aung mung – sis2.cat.com

Unable to retrieve content

Shaun hunter –

Gary stead –

Dave constable –

Stephanie mac –

Stephen k – kyle – my.terracat.co.nz

# 21/09/2021

Andrew Stockdill – 10.2.36.52

Damien evans –

Jack Linley –

Barbara –

Sofio –

James ohan –

Karl Greasley –

Steve mcdougall – outlook – 10 emails in outbox still –

Susan archer – steph has been sorting out stuff with phone –

Andrew Kenny – kyle field –

# 22/09/2021

Dylan faint – print off laptop

David Harrison –

Luke – new Plymouth

Andrew Stockdill – oglsrw

Nathan welch –

Kyle field –

Julie taylor – update grants emails so it shows pics –

Michelle m – po error –

Vendor condor pumps then click ok

# 23/09/2021

Michelle m –

Shane barrett -exflow –

Sofio –

Steph mac –

Kylie martin – teams – cant access all folders

Rory –

Cathryn – order mudflap – go into back order review – nothing comes up for it completely blank – when go in to transactions its greyed out

Cant see if it has been ordered not

Want to order it but not showing up in backorder review – then choose where its coming out of – then pick and pack

Sc255259-02

Item 3892938 – overseas item

Candy barker –

Dave Meighan

David Janus –

Brent Findlay – trying to submit dsn in CRM

# 24/09/2021

Heath – emails on phone

Robert h –

Martyn Shirtliff –

?? –

Luke kearns –

Dean gough –

Dave willets –

? – adding expenses to job in the inservice app –

Jacques wales – dell laptop –

Dean gough –

# 28/09/2021

Des j –

Sofio – upload register

Phil Duncan – board workforce testing register

Sales force authenticator app

[ncts.servicedesk@health.govt.nz](mailto:ncts.servicedesk@health.govt.nz)

lisa v – phone emails not working

tash –

0292009594

0212419910

Gitte – PO trying to change fin dims to 1022 – hit confirm it changes back to 1021

Po00317752

Rob h – add receipt into

# 29/09/2021

Mark stringer –

Maree morley –

Michael – Hamilton – issues with work laptop – wont connect to wifi –

Jeena – laptop has a tiny

Ramon –

Shane barrett – timecards for Monday that have been approved but not transferred –

Tony nicol – sign

Sofio – booked git Hurunui room – received

Danielle m – tryhing to invoice a job –

Josh johnson – Ciaran – get access to chris brittons emails

Jo smith – share files on sharepoint –

Chantelle fasen – remove preloaded part on sc – saying it cant – went to parts department but they cant do it either

# 30/09/2021

Ian p –

Amar – unlocked account

Shane pheasant – locked account

Dave potter – a31

Shane barrett – sc249570 – need to get all fin dims for all segments to store 29 –

Michael Muldrock – naxt doing pricing on quotation – don’t have a field that I should have to put in discount

Discount

Nathan welch – s

Scott white – emails outstanding from yesterday sitting in outbox –

Aaron tucker – crotcl01

Alan hodges – dt21sap34

Richard Skiffington – 21a and 29a waiting for service reports

Shane barrett -

# 1/10/2021

David baillie – 10.1.36.135

Nadine grady -emails –

Casey w –

Kyle f –

Ange fraser –

Richard sk –

Richard skif – no internet on phone – cant access google or anything

Vodafone for phone – Palmerston north –

David brunt – thermal printer –

John tucker

Ian u – new laptop and phone –

David baillie – search bar

Firefoz

Snaggit

Java for vims

Jo smith –

Surendran –

Courier – brooke

Nz courier 033414400

Parcel to be picked up from her place in leeston 12 market place leeston – popped through too late so will be put through for collection on Monday-

37377975 booking id

Steve –

Graham Vickery – phone –

Russell brownlee

Lisa van dyk – account

# 4/10/2021

Dave constable – l

Jenny fuller – get into outlook and teams

Brad – new Plymouth – laptop

Michelle m – PO print a copy of –

Sharon – 64007 michael Muldrock

64008 – francois

Jacqueline – loan computer –

Dave Meighan –

Jenny fuller

Adriaan v – phone –

Aaron tucker – outlook – not responding –

Luke – new Plymouth –

$330 -headset

Jonah – log

Quinton – timesheet submitted but not showing on scheduler

Marty turek

Dean brown –

John tucker –

Rupert –

Rndi

Michael muldrock – old file in legacy parts books on P drive –

Rob beale – updates – 1.5 hour later –

Andy johnson

Kyle field –

# 5/10/2021

Sam walker – submit something in naxt –

Andrew pointon –

Sam –

Brad – new Plymouth – vault notify

Pete shaw – po receiving –

Jonty – sanil singh autoforward for manifest – forwarding to

Gavin Hoyland – fin dims - roto to

08 pdi

Greg Irvine – phone – not getting calls –

Sometimes

Emails

Andrew – Ciaran – adobe

Pete shaw - 70a0005662

Jack Linley – antivirus

Jared tansley – admin rights

Peter h – phone –

Georgia d – naxt – not letting do proforma ­ common issue ­ - sql

Paul de haan – open file from P drive

Aaron tucker –

Nadine – Ciaran yesterday loaded in to match jill and to keep other role to naxt

Stuart morgans –

Teams app

Trueview app

# 6/10/2021

Henry booth – emails not sending or receiving on phone

Laura – ticket

Luke kearns –

Emily carter –

Nathan we –

Julie taylor – Exflow – approve – validation

Andrew Stockdill –

Chase shearman - No service for a week on phone –

Was working last Wednesday and now all of a sudden it isn’t

Says he has tried taking out sim card and putting back in

Says he has restarted phone

Mdm says 5 days ago

A70

Nathan –

Barbara – teams meeting –

Roberto barba – laptop – online training at home –

Pradeep t – set up teams -mic and speaker not working

Tony Simpson – new laptop – tableau reader –

Blair hocken – download pdf off cat inspect

Rajiv –

# 7/10/2021

Peter Hinsen – text replies

John tucker – exchange rate

David baillie – sim card in laptop wouldn’t work –

Shaun hunter –

Michelle m –

Sharon – cgisc01

Anthony

Lee johnson –

# 8/10/2021

Derek -naxt wont open – stuck session

Tony Carleton – printer – tony Simpson

Gary stead – trimble app –

Roberto barba –

Lee johnson –

Nick scott – printing

Emily – roto – access – new hose truck – own branch – 24A – no one

Kim Harland

Paul chattel

Nick scott – stil can

Chris voss – ipad – own ipad – look at mail – won’t accept password –

Ian ullyet – new laptop –

Emmalee – direct dial line – when calling it says the line is too congested –

Wont let anyone ring it

079216162

No one is on them

Anthony –

Jimmy brewin resigned – emails access

Karl –

Mitchell w –

Celestino – restart naxt

Danni murphy –

Rob beale – service advisor -tableau reader

Ian ullyet – itunes

Kylie field -payslips

# 11/10/2021

Ange – working from home – emails in ggh desktop not up to date – created new mail profile

Tash Thompson – naxt not working – send a quote – stuck on waiting bar – closed session

Daniel v – printing in naxt – waiting for kurt

Natasha – naxt frozen –

Robyn L – working from home – generate a pdf – bulk data load – just hangs on loading preview

Murray e – naxt printing –

Bev – generate contract – hangs on retrieving process

Sam walker – not able to create po??

When creating PO, fields aren’t auto filling

Wendy Westwood – confirm po

Averil –

Roger Rielly -work from home – come into branch to hook computer to wifi – wouldn’t connect to sim card

Pasqual Chandra-anand

David Janus –

Dave harris –

Pasqual

Ariana – headset issues – bad echo – steph did updates

Customer can hear me but I cant hear them

Rhonda l – contract induction – sent an email

GOLD

Craig chalmers

Celestino – in chch – left laptop cable

Paul drylie -

# 12/10/2021

Chris v –

Jo Roberts –

James cull – new phone –

James cull – new laptop

Carlos – item

Paul – Rotorua -

Dean heney – teams failed

Dean

17/

Scott w – naxt –

When ordering something from overseas

Sc257208 – all items apparently

Express picking journal

Vickie w – travel calculator

Jenny f –

Nadine – parts support role and still doing csc = 2 laptops (1 when in parts support)

# 14/10/2021

David brunt –

Nick scott – when you click “my sales orders” – error message

Brooke

Dean brown – phone – lost contacts –

Tim Campbell –

Peter Hinsen – access to tech services folder on G drive – corp version of it

Tom – new Plymouth –

Ian pendle – contacts on iphone

Shaun –

Jenny fuller –

Robert k – tablets to log in –

Default account for tablet because people keep forgetting to log out

Owens naxt – warehouses

Andrew Stockdill –

Edwin – log in to vault

Stephanie – sc249285-15 and 14

Cancel seg 17 –

# 13/10/2021

Andrew pointon – phone – oipen pdf

Nadine g – get onto

Sam walker – 2nd

George Rodley – Palmerston north – adobe acrobat reader – wont let me save anything – can’t update it

Steph mac –

Andrew e –

Clint greer –

Andy j – log in to sales link –

Owen frentz –

# 15/10/2021

Stu – Stockton –

Amar –

Dean heney – update on computer –

David baillie –

Sam walker –

Richard skiff –

Sam walker –

Alan hodges – transfer labour from 05 seg to 06

Error code

Marty turek not part of our branch

Conrad owens – monitor to use iunsteasd of laptop screen – LG

Conrad – LG

Karl Greasley – going to west coast –

Stephen sagar –

Mike lester – inservice – log in to it, comes up and says

# 18/10/2021

Danni – Zendesk not working

Craig p – emails not working in gmail

Murray Eversfield – mfa

Sharon –

April

Nadine –

Shannon – Palmerston north – load up large amount of photos

Daniel – Rotorua – find p[rinter

George Rodley – Andrew Stockdill getting compass license renewed –

Michelle m –

Owen Baylis – damaged phone from a techn – water damaged – detected water in charging

Tablet – cant find pin code

Andrew k – dav

Alan hodges – finish segment – unposted allowance –

Maree morley –

Faye – updating powerbi -

# 19/10/2021

Natasha Thompson –

Eve Hingston –

Julie t – po order – pressed for it goo through – without putting the price in – cant do it coz it isn’t in draft

Jo smith –

Stuart mcneil – phone – time onto a job

Dean

Peter Hinsen –

Leo –

Andrew k – contractor email account

[Contractor@terracat.co.nz](mailto:Contractor@terracat.co.nz)

Aaron tucker – poly headset – teams

Play a video – not able to open it

Andrew k – docs in

Policies and standards in gough group knowledge library:

Gr140

Health and safety policy sep 20

Rehabv policy sep 20

Standard – alcohol and other drugs oct 20

# 20/10/2021

Lance dowell –

Brent van der burg – ordered Samsung tablet – keypads wont charge –

Michael M – naxt frozen

Emails on phone asking to sign in for the outlook app

Duane

Andrew k -internal email – never seen one – approval request –

Adolf e – excel file onto service quotations -

Cody – Philippa’s citrix apps not showing – wasn’t in the groups

Changed name to pip

Jess m –

Robyn

# 21/10/2021

David baillie – Ciaran fix app on phone – don’t have

Scott white – naxt frozen

Rory – multiple screens and printer setup

Installed dell updates

Updated graphics driver

Kyle field –

April – printer setup

Dave constable – lost internet for laptop

Change visionlink address – accidently hit capslock when resetting password –

Miles Watson –

Owen – split invoicing

Sharon – transfer items

Sc250992-04

Cup (only 2 quantity out of 6)

To segment

Jess – sent a link from teams to darr

# 22/10/2021

Neil Jacobs

Jay – Auckland – not connecting to vpn

Check uptime = 1 day

Reset authenticator =

Dean heney – on leave next week – delegations to David w – returning Monday 1st

Peter Hinsen – calendar in teams –

Andrew el

Helen –

# 26/10/2021

Emma lee –

Rob hum –

Rob hum –

Jordan

Shayne –

Gavin Hoyland

Justine – export

Kristen – headset – unplugged all and put in a different headset – voice recording

Updated headset

Updated Bluetooth dongle for headset

Did a sound check – no luck

Restarted computer

Did another sound check

Still no luck

Updated qualcomm wifi and Bluetooth driver from dell website

Updated Realtek wifi and Bluetooth driver from dell website

Updated intel Bluetooth driver

Sound setting wont open in settings – just freezes the window

Uninstalled all Plantronics devices in task manager

Restarted computer

Still no luck

Uninstalled Realtek audio driver

Went to dell website and downloaded Realtek high definition audio driver

Showed hidden devices in device manager

Uninstalled the 2 ghost high definition audio drivers

Installed Realtek high def audio drver

Tim Campbell – laptop battery replaced last week –

Thursday or Friday HP replaced battery

# 27/10/2021

Toby mclaughlin – setting

Josh – whangarei –

Laptop connected to machine

Restarted itself

Machine off and power down

Raj

Edwin – uninstall ET and reinstall

8byzl33

Benoy – setting up hardware – combine 2 pc’s

8cc9105kmr

Aud935069c

James o – install sigmaXL

Sharon –

Neil Harvey – naxt –

Mike Muldrock- U drive

Chase murphy – email – send emails to different customers – 11.08am to hydraulics

And yesterday

[andy@thsolutions.co.nz](mailto:andy@thsolutions.co.nz)

# 28/10/2021

Neil Jacobs –

Charlotte gibb –

Jo Harrison – wfh –

Ciaran T – vimspc

Adriaan v –

Oliver bush – et updated then wouldn’t work

Spoke to steph

Andrew Kenny –

Sharon –

# 29/10/2021

Bayron – wiri – printer – cakll11

Plus 1 service

Adriaan v – sabrina – cat inspect

Ari –

Michelle

Pete shaw – receiving PO

Glenn Shakespeare – dropped onto blade on machine – black screen and flickering

Des Johnstone – outlook was playing up

Tony Simpson – seg 2 – sims fields greyed out and eq has dropped off

Michelle – tableau

# 2/11/2021

Danni –

john – config software for deep sea electronics

craig miller – laptop im using needs to have cat et

Andrew Stockdill – receiving emails from Navistar trucks – the emails are being sent to fxinvoices – [fxinvoices@terracat.co.nz](mailto:fxinvoices@terracat.co.nz)

Christine Thomson recivees these emails

One sent last night but doesn’t appear to be to have arrived

From: thiagarg

[Srividhya.thiagarajan@navistar.com](mailto:Srividhya.thiagarajan@navistar.com)

Have added into safe senders

Have done a mail trace and one was delivered this morning so should be there

Andrew Kenny – lisa v

Leigh Webley – wfh – cnaxt slow

Cleared auc files

Tim Campbell – naxt –

Chantelle fasen – new batteries in mouse and keyboard – it lags –

Edwin – accessing a service call –

# 3/11/2021

Dean heney – mfa not working

Sam

Cost centre

Suzanne lock –

Vickie w –

Chase shearman –

Dh – 398

Dhaneliza – sandbox

Kim Harland – update software on hose –

Gavin Hoyland – outwork invoices

Wade holmes – informs

# 4/11/2021

Adriaan

Wade – create a token

Michelle m –

Jenny fuller –

Jess mac – 325803

Lisa d – naxt – quote – just flashes when entering lines then ends up freezing

Candice f –

Candice f –

Cody – sis

Kunal said work books

Reports

Wayne baker - [5CG0257HR1](damewin://5CG0257HR1) – keeps disconnecting from wifi and P drive

Updated wireless driver

Kyle field – laptop – freezes constantly - [1KZ12F3](damewin://1KZ12F3)

No updates pending in software centre

Updating trend – that was the first thing that was showing that was using cpu

Plenty of storage space

Deleted temp files

Disk cleanup

Lee johnson – credit invoice – but wrong account

Bev shotter –

Angie macdonald – recording on hunt group – transfers to csc

Recording from the huntgroup

Thanks for cdalling terracat – want to replace it –

Richard skiff –

Cat excellence program team

Retail strategy channel – no files showing – jenny fay gave access about a month ago

Dean hendersen – antarctica –

Richard skiff – Incendi

Owen Baylis – no sim installed – a31 – random times – continually for about an hour – just random times doesn’t matter where he is –

Internet really slkow for a cpouple of weeks – slow normally –

Connected to ethernet – 10-20 secs

Grant Stofberg – install

# 8/11/2021

Mitchell julian – rndis driver

Chantelle f – using another computer today

When turned on laptop – shows lines on the screen

Does a test but says there is nothing wrong

Do the test again – still nothing wrong

Craig Redmond – using dif laptop –

Michaela Reynolds –

Dean heney – Rachel block

Dean heney –

Damien evans – ryan tappin – Daniel wilsons old laptop –

5cg7464dq7

Chantelle –

Tom – new Plymouth – new laptop – log in to sis2

Candice f – normal laptop at home – using another

Andrew k –

Rupert g –

Vault token –

0212057475

Shane Williams – Samsung tablet for cat inspect –

Amanda toms – outlook – 57 unopened emails – not showing on laptop but show on phone

Aung –

Zach martin

Tony Simpson – trying to invoice sc256630

Critical stop

Location 60 is not a valid

Rob beale – setting up a training area – blair was talking about using desktops –

Jonty m – new error

5h2824

Oliver bush – spoke to Ciaran – installed tech toolbox – opened it and accepted legal stuff – clicked ok –

Frozen on extracting file sections

# 9/11/2021

Jo Roberts –

Harry Grundy – going to antarctica - anti virus update and add local admin rights

Laptop freezes – on the hour –

Jess mac – laptop going black – all screens including laptop – input cable

To get it alive is to hold down power button to turn off and on

Happened during a meeting too

* Have changed all sleep settings to never
* Updated intel graphics driver
* Updated keyboard driver as it is lagging

Cathryn Eltham – computer frozen

Printer – auto goes

Vickie

Andrew Stockdill –

Pete shaw – laptop – older one – handed onto me from original manager – never had a sim card in it –

6401200307961471 – Vodafone –

Gary stead – in Rotorua with Ryan tappin – sorted phone with Ciaran –

He needs to l

# 10/11/2021

Chantelle –

Cody cooper – 22931

Maree morley – new tech – wade holmes – setup with naxt –

Josh h – install software for printer

Aung myin – talked

552757995

Barbara – speaking to ciaran about pos that are in review for martin – in stop but now in pending

Thought it was just martin but looks to be the same for toni Simpson

Maree morley –

Dwayne o –

Cameron – wiri – catsupplier.force.com/partsviz

Adriaan v – got phone call from olivia soundy – doesn’t have teams installed

Ian ullyet – vault notify and check app

Samantha walker –

Mike parker – naxt – doing a quote and now frozen

Samantha walker –

Stephen dassler – fabian – new phone – overheat message – went flat then had it on charge over night but now stays on the Samsung logo

Miles w – create a po – opened under default order class of service but need it to be in overheads

00323745

Sanil – changed laptop coz old one isn’t working – naxt not showing

Miles –

Pip – marketing mail;box access

Pete – napier –

Rob beale – log in to an elite desktop

# 11/11/2021

Roger capil – naxt login

Install tech

Matt parker –

Ange fraser –

Sean fox – steph – close a job – cost centre 1021

Sc248398

Roger Rielly – phone – vault app – done check – keeps saying check connection

Jimmy la – have a z book – not enough usb and connection – dongl

Michelle m – critical stop – a division is not a valid dimension

258861

Sean fox – sc247653

Rob –

Tony n – put in a new line on sales order – picking journal

Backorder review

Cannot delete a record

Backorder review button > approve > express picking journal button > no > e

# 12/11/2021

Sam – Rotorua – locked out of naxt

Sanil – printer

Emmalee – print proforma – wont print – dt21pav31

Des – on AL and moved house

Sanil – printer

Cameron mckinnon – send quotes to customers

Insufficient rights to execute menu item show quotation error

Mitchell – pause and think on phone – opens up in playstore and doesn’t put service

Damien evans – phone – reset password – emails not working on phone

Damien evans – phone contacts

Michelle – activate Reynaldo

Dorothy

# 15/11/2021

Neil – Rotorua – dt21pav31

Neil –

Cathryn – parts store order – delivery address –

Sharon –

Andrew Kenny –

Robert kaitu – ‘

Nadia – started 2 weeks ago

Blair hocken –

Jo smith – gone home – working from home – opening outlook but nothing is loading

# 17/11/2021

Blair hocken – nax

Pete shaw –

Mike – napier – set up phone byod

Ethan willets – printers dropped off in naxt

Dell –

James swainson – microphone – teams meeting – headset

10.1.12.157

Ryan newman – phone – inservice and inform –

David Harrison – yesterday changed from gmail to outlook –

Jess mac – bug testing – job delivered with it – where in test to run the job – cr25728

Job to run –

Vernon morta -rotorua – work remotely –

Roger Rielly – vault check – steph said to check updates

Reinstalled vault app

Put in token – says please check details

Cat inspect app – unable to login on phone app

Jess – class that can be run

Tony Carleton – DSE installation needs admin rights

Shane barret – my.cat.com

Customer access to vision link – asking for cws

# 18/11/2021

Tim Campbell – no

Toni f?? –

Natasha –

David baillie – phone – knox popup message

Informs and inservice –

Ellie – ivan’s password

Monday.11

[Mon\_d@y.11](mailto:Mon_d@y.11)

Roger Rielly – saving excel docs on this pc desktop – when l

Maree m – olive soundy – taken natasha wells phone –

Dave constable – file in inbox for housing project

Transfer file to personal

Kristen – Ciaran came over – saying its charging but its not

# 19/11/2021

Gary stead – put my covid record

Johnny from Vodafone – Palmerston north – issue

Jason Cheetham – swap phones – iphone 10 and grabbed wifes iphone 12

Neil from Rotorua

Dwayne – dave constable – divert his phone to terri Nothnagel –

021979484 to +64272362659

Autodesk – fusion 360

Clint greer – tmiwebclassic.cat.com

Josh johnson – new guy on Monday starting

# 22/11/2021

John wang – stack trace error – service call closing summary – executing code –

Mitchell – download plus 1 service tool

Candice – johnny new phone – reset phone – unable to use mobile data – iphone not activated –

Your iphone could not be activated – suggested to connect to a hotspot to set up the phone

Alex –

Candy barker – spreadsheet

Adam Hubert – laptop – print off pages on laptop

Ryan – Rotorua – connect to EC –

43n42f3

Leigh Webley – cost centre 255690

Josh forrest – sign in to cat account

Cody cooper – testing in test

Damien evans – missed getting opportunities in naxt – worker does not belong to the current entity –

# 23/11/2021

Gary stead

Kristen – headset

JP – sent new laptop yesterday – shortcuts

Raewyn brady – issues with naxt – 1pm

<https://unifiedfleet.myvisionlink.com/cat/#/utilizationdetails?assetIdentifier=34066f9e-b915-11eb-a9f2-0a6cf98f5e80>

trying a different browser

jess m – tfs

Rhonda larkin -

# 24/11/2021

Karl – locked out

Wade – greymouth – set up a printer

Michelle m

Rob beale – guest wifi

Helen p – tim d – citrix popup

Adolf –

JP – password expired - @Letmein1709

George peters – when opening outlook it goes to update office then throws up error

Graphical user interface, application

Description automatically generated

Uptime was only 1 day but have restarted

Computer is generally really slow

Restart didn’t work

Doing quick repair

Kim Harland –

Jessica macfarlane – follow up on xpo 327001]

Clint greer – outlook

Jess m – 25845

Meeting with team at 3.30pm

Sanil singh -new girl –

# 25/11/2021

Michelle

Brent Findlay – open

Jess m – data health dashboard looks like

Ryan tappin – online training – parts pro cat fluids oil – resources page and nothing loads up

Noah – Gisborne –

Andrew Stockdill – sis

# 26/11/2021

Richard crampton – emails sorte for about a week on phone –

Cody – parts interface from test to sandbox

Dean heney – Andrew Kenny set up an email address – covid19 – would like to change members

Kiana – get into emr’s – just freezes

EMR034285

Sharon k – add pcard expense

Use a pcard – add to

Technician has bought some stuff for a customer machine and he wants to code against service call

JP –

1. Passwords
2. Printer
3. \

Josh – whangarei – forgot password

Jason sawyer – apply for leave

Egon –

Arnold t – out in field – trying to login – logged off

Gitte – not receiving emails since 18th

Vickie warren – adjust labour on sc and change to another segment

Des – PD first expense claim

# 29/11/2021

Louis cooper – cant get headset to connect to phone –

Michelle m –

Cody cooper – dmt

Jack grant –

Michelle m – sc261361

Derek – Invercargill – lost most contacts

Michelle

LT –

021320681

# 30/11/2021

Sofio – pc frequently crashing – aud935068v

Disk cleanup

Checked software centre – no updates pending

Checked task manager

Updated trend

Ran command powercfg -h off

Ran command sfc /scannow

Dean smith – install configurator for deep sea controllers –

Jobie – idenb

Ethan willets -

Lee johnson – print excel spreadsheet

Chantelle f – trying to start segment – all job component codes are in-active

Justine – powerbi desktop – version

Michaela –

RI00001791

Pradeep t –

Luke black-

Deborah –

# 1/12/2021

Leo – open emails – attachment – if don’t download attachment – enable

629448177

Brett Congalton –

Chantelle – change eq in sc – don’t have authority

Ramon – computer not work – update – log in and screen is black

Kristen

Amanda toms -working from home –

Jess m – laptop has gone black

Justine – Computer froze

have deleted temp files, have changed sleep settings, checked reliability mon and event viewer

leigh Webley – 1021

261018

Coel morgan – change 10a -19a

Parts quote – no create or send quotation button

# 2/12/2021

Dave harris – dt21gav33

Aaron Thurston – laptop – no account active on sim card – about 2 weeks ago, week and half ago. Was already in the laptop – 6401200307961185

Ryan sloan – atlas

Jan h –

Kiana –

Michelle m –

Jordan – Vodafone – terracat

Darren Sandford few weeks ago had a Microsoft update – excel folder/file password dprotected – lost it and defaulted to a 2016 one –

Jess m – working on report for john Gillman that lists people working at terra with contact details – exclude terminated workers – pinpoint

# 3/12/2021

David brunt – get into contamination control

Gavin Hoyland – 3 screens

Cody – qa parts store interface is down

Luke –

Lee johnson – emails changed

Jo smith –

Emma – Hamilton – printing from word

Shaun hunter – printer dropped off – crotcl01

Luke black –

Sean fox – create invoice proposals –

Miles w – Deborah

Candice f –

# 6/12/2021

Megan – cant send a reply

Deborah –

Jonty – merchandise website –

Leo Rackley –

Jason burt - Generator – p drive

Andrew Stockdill – jump onto laptop and do downloads –

Jess

David brunt –

# 7/12/2021

Shane Williams – back in NZ and MIQ –

Wayne baker – update on iphone – notifications it brings

Dean heney – covid19 email address – gary lund sent a screenshot of his view – 29th/11 – before 9.43

LT – gold –

Dwayne o –

Brent Findlay – cant get into cat sos site –

Dell – 11.30am

# 8/12/2021

Tash t – spoke to someone yesterday – Cromwell included in warehouse – 69g

Jenny fuller – upodating thinkcell to powerpoint

Cpu at 100%

Have updated trend

Rhonda larkin – induction –

Tony c – mainshop – printing

Jess – working from home – stuff done to electric box – power back on – cant use gough vpn

Sanil –

# 9/12/2021

Lee J – unable to log into teams on phone as authenticator not working

Naxt – cant look up po numbers – all po’s

Created po on segment – clear order class filter

Karl – reset password

Andrew Stockdill – 10.25.11.102

Karl – unable to change password

Andrew s - 10.2.36.100

Chantelle f – service call – outstanding core

Wanea geno – login issues in vault

Blair hocken –

Chantelle f –

# 10/12/2021

Michelle m – 23rd nov – Nathan sent email about not removing parts

Sc264230

Joel product link setup –

Samantha walker – camera – ivms – one button keeps saying shortcut is deleted

Ramon – reporting to Nathan now – service calls

Maree morley – cant get the transfer

Chase murphy – hp laptop as of week ago –

Ange fraser – po –

324173

Jaymie – production order creating for oil –

# 13/12/2021

Charlotte gibb –

Nick scott – [payroll@simedarby.co.nz](mailto:payroll@simedarby.co.nz) – natasha Thompson getting a copy somehow

Ian pendle –

Sofio – fetch – health and safety – send conductor

Jonty – part invoice on so – friehgt lines has freaked out – attached

Steven Fourie – phone – sim card not inserted –

Raewyn brady – spreadhseets (not part of naxt)

Quinton van aarde – Ciaran set up

Jason wilhesom –

Murray eversfiled – sales screen in naxt – line details

# 14/12/2021

Ellie – emails not receiving –

Jason – napier – fetch

Jo Roberts –

Mathew Williamson – sis usb to work – Andrew Stockdill – he couldn’t sort it – told him to ring us

Leigh Webley –

Jess mac – Charlene tau – sales link -exe module and customer search

Jess mac – Charlene – log on to cat site

Raj?? -et –

Nathan welch -

# 15/12/2021

Jo roberts – emails playing up – click o

rajiv – crm links not working – on hastings deering laptop – ip starts with 192.

Linda po – sili

Brenton page – mt maunga – CMNTL01 printer not printing

Test page from server worked

Vickie warren -wfh – emails

Sharn – Stockton – having trouble resetting password

Password has expired but not giving the option to reset it

Trying the reset password method but not able to change the password

Pas

Sofio –

Ben rohloff – new plymouth – new laptop not connected to printer

# 16/12/2021

Jo Roberts –

Maree morley –

Ange fraser – last couple of days – homepage not loading – uptime 8 days

Cleared cache

Restarted

Cleared site cookies

Aaron tucker – yesterday speaking to steph – concern Rotorua service supervisors

Julie taylor – nbew laptop – send an email out of grants inbox – should have grants email sig

Lucinda – connecting to

Poovan Naidoo – laptop not charging – have tried multiple chargers – hp laptop

# 17/12/2021

Linda po –

Martyn shi –

Jess m – load freight extimator dev 25868

Steve wis –

Ange fraser –

# 20/12/2021

Ryan james –

Celestino

Christine Caldwell –

Rachel blok – based in wiri –

Barbara – spreadsheet – payroll excel from naxt

Quinton van aarde – louis van zyl –

Johnny w – new phone – transfer stuff

# 21/12/2021

Dean smith – U drive folders has x’s on it– uptime was 20 days

Restarted computer but it didn’t seem to restart properly as uptime clicked over to 21 days

10.1.13.122

Jo Roberts – trimble apps

Dwayne o – dave constable left – terry has been getting

Danni murphy

Keith chetty – naxt – order for customer – created proforma but want to remove freight – inventory

Johnny Wadeson – phjotos, messages, contacts,

# 22/12/2021

Miles w – low disc space

Temp files

Disc cleanup

Powercfg command

Uninstalled lotus notes as don’t need

Uninstalled bluestacks as no longer need

Uninstalled tomtom as no longer need

11GB now

Michelle m

Sharon – po – not invoiced – change description

Dell – 1-3pm

Jenny fuller -

Robert h – mobile on laptop turned off

anthony – Auckland wiri sales team –

Bryce mason

Luelle

Tabitha smith

Pd soo choon

Surendren

Sam Robertson

Egon muller

? Vaughn

Anthony Ireland

Des joh

Bevan dale

Tim omara

Alan hodges – job trying to transfer labour – henry Sinclair 01900

Andrew Stockdill – naxt –

Emily –

Ramon –

Sofio –

# 23/12/2021

Nadine

Michelle m –

Luke black

Luke – sim card in –

Luke black –

Cameron mckinnon – phone

Natasha Thompson –

Cameron m –

Andrew Stockdill – 10.2.36.28

Luke black – l series service tool and deep sea electronics

Ramon q – error in posting invoice proposal –

Luke black –

Michelle m

Amar –

Luke

# 10/01/2022

Nadine grady – password reset

Rob beale – account locked

Julie – password reset

Nadine –

Colin byrne – password

Linda po – Vivienne Malamala

Trevor Williams – password

Trevor w –

Deborah – naxt open –

Scott white – profile changed to 19a and printer dt21gav33

Shayne – reset password

Clint greer – password

Natasha – online induction - g4#4^qb9

# 17/01/2022

Paul – Rotorua – locked out

Sanil – viv

Charles w –

Karl

Ryan? – sales rep – lost all sales link just customer search –

Daniel v –

Karl – et

Megan ryan

Andrew g

Tony nicol –

Laura – issues with labroy?? – gone to cat

David baillie – cat authenticator –

Karl Greasley – logged onto workshop computer –

Glenn Shakespeare – access fetch thing -

# 18/01/2022

Jo smith – print courier pr

Emily carter –

Henry booth – getting onto citrix

Reset receiver

Cleared cookies and site data

Robin farmer –

Antho

Carlos –

Josh clamp –

Ian pendle – naxt

Str@wberri3$18

Pete shaw –

# 19/01/2022

Tam clements – laptop – keeps cutting out –

Sleep settings

Lid close setting

Delete temp files

Update trend

Part and freight on its own then core credit then the core

Danni – ethernet cable –

Delivery note - $319 and post it then can finish the segment

Failed to delivery part way through the refcipting process

Chantelle f – updated sc machine availability –

Vickie w – middle of a Zendesk phone call but hung up when an email came through – happened twice since being in Zendesk.

James o – load colin byrne – tableau server

Mak Matthews –

Jesse conroy?? –

Toni f –

Josh from parts – doesn’t say mute on mute off

Just lost audio – nothing there

Connected headset to computer via Bluetooth and didn’t work

Updating Realtek audio driver

Craig – nelson – sent phone

# 20/01/2022

Gavin hoyland – when starting up it does its own thing – mouse jumps around – opened up

Updated 3 bluetooth drivers

Had an extra dongle plugged in which may be the cause or wont be helping

Jake – sis usb

Leigh Webley – use onenote – not syncing

Andrew Ellison – printer

Rachel blok - wiri – terracat portal – pause and think – retrieve password

Casey w – post a proforma invoice –

Wendy whitelaw – printer – logged into data and wifi – disconnected data and worked – printer ran out of printer –

# 21/01/2022

Julie –

Tommy – laptop wont start up – used yesterday

Miles Watson – 12th jan – email

Craig Donald

Jimmy – Rotorua – authenticator –

Edwin –

Robert Humphreys – at home bought a dock – have got x2 4k monitors –

Shane barrett –

Brent van – service on phone is crap –

# 24/01/2022

Owen frentz –

Graham v – out of office – back next Tuesday

Josh Hetariki

Vickie warren – setting up at home – outlook

Gnelc01 and 02

Pete shaw – emails sent this morning sitting in outbox

Chase – work mobile device – contacts –

Dean brown –

April noora –

John tucker – print off a proforma invoice to the printer –

Stuart morgans – talking to Ciaran – couldn’t download whats app update – google mail –

Danni – not able to access the files that attached in naxt

# 25/01/2022

Michelle m –

Deborah –

Kim Harland –

Aston –

Jeremy ridgen –

Doug bell – Dunedin – epg tech – load software for generater controllers – admin rights

Michelle m – celestino – return parts off a job –

Functions into parts return – items not appearing

Averil – training with aston – naxt

Stephen sagar – getting into emails

James o – wfh – comp froze

Mike Sankey –

Chris – set up phone –

Jeremy r – tech services and warranty -

Chris Compton –

Dwayne o –

# 26/01/2022

David baillie – locked up – open a pic and it froze – shutdown and restarted – clunky

Bluescreens – power it down

Restarted it

Then black screens

Does kind of start but has a black screen and at the bottom has normal windows icon – weather etc

Ran sfc /scannow

Had to do things via powershell and task manager

Updated graphics driver

Event viewer has a lot of errors

Updated mobile driver

Jo Roberts –

Dwayne

Dean heney – overwrote a word doc –

Sean fox – naxt – finish seg – click finish and click ok

Andrew e – printer –

Mitch collis – online training, headphones not working,

# 27/01/2022

Luke loader – job on product link –

Samsung phone –

Nadine g – brett white is away – guy in whangarei having issue with sc – no account number exist for account type invoiced – revenue for project

James cull – getting into cat sos app –

Malcolm – cchcc03

Matt parker – sis

John Irvine –

Andrew stockdill – cws to disable – rick grover – ctgrmg

Trey – ccl –

Service call – put a negative line for that item

Go back on sales order and it sits there ready

Then parts person can do arrival journal to bring back into stock

On a no-location – might have to do a stock adjustment to put in right location

# 28/01/2022

Gillian – usb serial adapter com port settings –

Nicole – quinn lawson

Sofio –

Surend – naxt – quote – hanging – opened another quote – trying 0275590057

Jo – close a job –

Phil ingrim – wfh – excel spreadsheet – keeps coming up saying to sign in –

Wendy whitelaw – ian ullete, james west and leigh Webley and coel morgan

Not sure who has let them in

# 31/01/2022

Jamie –

Justine –

Jared – install driver for printer

Jess m – vpn

Opening ssms – stuff I type into that – cclsndsql

Jared – 10.241.8.3

Phone – a70 – usb port not charging

Rob – parts

# 1/02/2022

Marty – admin rights removec for a few days so they can set up the cameras and get it talking to machines, working with CAT also, configuring IP’s

Carlos –

Victor

Andrew Stockdill – customer cws – tccjad- Jason – taylors contracting

Jason@taycon.co.nz

Luke – Timaru –

Steve – Rotorua – pompy and regan –

Rob kait – cakl002

Rob – new starters –

Toni francis – rob and dave – parts

Customer support

Sharon –

Chantelle

Michelle – proforma – sub total of 6618

Gst is 1950 total of 7

Sc267084

Gst should be 992 not 913

Gst exempt supplies

Adolf ellis – naxt

# 2/02/2022

Gavin – mouse jumping around again

Updated bluetooht

Computer hadn’t been restarted for 10 days and dell updates hadn’t been completed

Restarted computer

Updated bios

Restarted computer again

All dell updates are complete

James – service –

Michelle –

Michaela –

Tam c – 0292365067 – people such as the call centre keep calling him thinking it is Derek Nyhof

? – naxt – jaxon

# 3/02/2022

Georgia –

Erin – create po –

Natasha rama – screen went blank –

Terracat

Quinton – erica clark –

Nathan - able to post invoice – start a segment in service module

Sc269929

Chris – palmy

Chantelle – seg into finish has warranty – not allowing

Rob meille – print quotation

# 4/02/2022

Ciaran t – naxt – all service calls

Steph –

Toby mcla –

Charlotte fox –

Dwayne – approvals for pcards –

# 8/02/2022

Shane Williams –

Matt parker –

Gurt – southdown –

Doug bell – software to install –

Phone emails

Angie – po – multiple lines – received all in accidentally – ap gave instructions on how to reserve that – accounting period is closed –

# 9/02/2022

Nadia –

Julie – email group for managers – terracat all managers – Julie, Andrew Kenny,

Matt alexander – inservice – submit timesheet but sometimes wont go through to supervisor – few months

Ben stevens - l

Laptop not charging , have a spare laptop

David – spare laptop –

Steven – silverdale –

Sofio – sos

Matt parker – plug et in – comms adapter - reboots the computer –

Doug bell – mfa popup on computer screen saying to set it up

James o –

Emma Gibson – naxt

Megan – chris from canon –

# 10/02/2022

Olive – wfh –

Phil duncan - New phone – a72

835033194

Jayden – Rotorua – locked

Losing contacts – moved to outlook app – send doc

Vault check playing up –

Jack – naxt –

Jax

Carlos? – email funny set up

# 11/02/2022

Richard – log into naxt –

Marianne – mfa

Michael o

Shaun ken – changing over phones –

Richard sk –

Jo smith – chrome and firefox – new comp – firefox it opensup a restore page

Rachel block – teams meeting cant hear

Amar –

John – nelson – credit a part backbut wont work –

Olive – adjust labour – no longer

Owen –

Emmalee –

# 28/02/2022

Gavin

Trent –

Linda po – aikin

Isobell – admin lady – wfh –

Harry Grundy – got back from antarctica

Bradley – otago – Vodafone – to spark –

Damien- Rotorua – phone a70 – broken screen again – have said to do a capex as the phone is having other weird issues

# 1/03/2022

Trent – welly –

Chantelle f – sc- fraser opened – order parts it constantly wants to pick parts out of another warehouse and not 21a

Changed when clicked edit

Wants to pick from 22a

22S0031707

John – nelson- Leighton – sales order

Andrew k – phone wont charge –

Robin farmer – wfh –

Jenny fuller – wfh –

Jenny – trying to get hold of blair

# 2/03/2022

Shane barrett – yesterday spoke to Ciaran – update on my naxt –

Tony – download update –

Chantelle f – sc268221

Tony c –

Blair – palmy – pdf converter – open it and doesn’t open files

Sofio –

Richard skiff – passcode change

Richard – vault notify hasn’t installed

Tony simpson – quote for a job – black cross across

Emily – Rotorua - padlock

# 3/03/2022

Rob – welly –

DEAN – NELSON –

Adriaan – sql

Jacqueline –

Brett c – wfh – outlook, cat websites, teams

Luke k –

John – nelson –

Chris v – wfh – lrdapps.cat.com

Vickie 273597

Christine t – wfh – m drive

Andrew Stockdill – enquiry

# 4/03/2022

Jovar – report

Mike – Gisborne – wfh –

Richard – matt

Brad – power systems –

Sam a – Rotorua? –

# 7/03/2022

Dinesh

Jack Linley – segments

Owen – nelson – tech laptop lost et

Update fixed excel

PDF’s intermittent

Itunes need updating

Laurie –

Emma

Olivia –

Nathan w – recall email from 2017

Leigh – Hamilton – close a job –

# 8/03/2022

Sofio – emails on phone

Jovar – U drive

Richard Skiffington –

Pascal – printer

John pan – ntt

Tash – pick and pack 527-6075PS

Andrew –

Natasha –

# 9/03/2022

Aikin

Julie t – print courier label –

Open email to reply

Aikin –

Dean heney – new Plymouth – dual screen

Luell

John irvine – new laptop –

Phil – cbd implement free wifi?????

Diane c –

John Irvine – signature

John tucker

Josh – Palmerston north – printer

# 10/03/2022

Linda po – aikin

Eve Hingston – set up folders –

Murray Eversfield –

John I –

Sislia –

Helen – new Plymouth –

Chantelle –

# 11/03/2022

Richard –

Tony – whangarei – parts return

John Irvine – tried to upload attachment to naxt – document error – had changed password and ended up being lcked out

Email inbox layout

Display settings for laptop changed to 125 but mucks up naxt and cant expand the windw

Mike carter – printer

Jaredtansley

Ben steven –

# 14/03/2022

Dylan f – diesel

Cam – taupo – password

Josh – whangarei

Kurt ansell – hand oer with aaron tucker – my.terracat

Kurt ansell –

Murrayeversfield –

Mike – crc –

# 15/03/2022

Kurt ansell – ssrs reports followup

Dave – Hamilton – camer mckinnon dock wont power up anymore, have tried another power supply but no luck.

Got dave to try his laptop – worked

Got dave to try cams laptop again – worked

Dave changed power supply to camerons one

Cam new keyboard and mouse

Jesse – service conroy –

Mitch – Rotorua – spoke to matt o?

Michaela r –

# 16/03/2022

Leighton – nelson –

Denise –

Mel murphy –

Adam?? –

Michaela – create a sales quote in sales quotation tab

Shane barrett – naxt crashed

Saren – had item availability

Stacey – away

Justine o – join a webinar –

Needs to go back to serialised as it has equipment on it

5000279

No smu on report on seg 1

David baillie – no longer ace

Richard skif – asked for kurt ansell to be added to lower north island

Vickie – credit a service call but not letting

# 17/03/2022

Jo smith –

Vickie – onedrive hasn’t been set up

Robyn – whang

11s0048277\*

SC275133

Denise Doherty – cant hear anything but jaymie can hear me

Natique – role updates –

Add parts to a sales order within service call

In parts sales order – delivery note and cancel line

No one in the branch that can do parts related stuff other than Candice who is currently away

Paul –

# 21/03/2022

Dean l

Graham v – last week changed password

Jacqui?? – checking media presence, no media presence.

Ryan – Rotorua –

Naxt expenses icon –

? – lightening here last night-

Stuart – wiri- matt

Mark – femi – tried logging into schedular on computer

Maree – job –

Mel murphy – naxt issues –

Derek – new guy starting tomorrow – sam hunt

# 22/03/2022

Steph macdonald –

Liam – Rotorua – cat inspect app – error retrieving report –

Uninstalled and reinstalled

Had the inspection report reasgined – have got 2 reports and cant open either of them

Samsung S20 – own personal phone

Grant kirchman – shane Williams – tech – phone packed up yesterday –

Working in the rain – might have got water on it – stopped working

Lisa v – rang few days ago to get sig changed

Kurt ansell -

Laura vitali – issues with opening naxt

# 23/03/2022

Averil – stock take

Mitch – wellington – send emails from computer –

Molly –

Devan – Rotorua – naxt – segments without service reports

Dean heney – last week saw an email about updating email credentials –

Andrew Kenny – martin dowling – ability

# 24/03/2022

Shane Williams –

Averil –

Julie – expense claim – cost centre 1111 not active – equ – cat connect –

Stephen Frayle – Bluetooth driver needing an update – mouse not working

Olive – nelson – at home – sign in

Dean h – backwards and forwards between Ciaran and chris voss – 10/3 – chatham islands needing a volte and wifi calling options on a70 phone

Emma – set up label printer – brother QL-700

E70723E7Z177368

10.32.11.96

John –

Lisa downes – wfh –

John wang – training with new servie advisor – Kirsten – file explorer –

# 25/03/2022

Robert k –

Andrew Stockdill – working on email the mouse had moved away and blowing out emails

Jo Roberts – unposted parts

Andy johnson – video camera on teams not working

? – add 10at

Michelle m – receipt in po –

# 28/03/2022

Simon –

? –

Brett Congalton – cat training – module when starting

Samantha – power systems –

Averil – screen setup

Phil – Invercargill – samsungs – 0292008053

Mark cooper – update phone

Dot –

dave – crc –

tash –

? – convo with customer –

Dot –

Lt –

Dot –

# 29/03/2022

Emily hand – reset password yesterday –

Dave – Hamilton – lost all internet connection –

Internet and mobile not working – Hamilton

Dave Harris – 0211149613

Inc 000003010869

Rachel blok – new Plymouth – printer setup

Wendy whitelaw – 126 maui –1 bar service on phones

Back up and running on ethernet – unbareably slow and sometimes times out –

+64212206257

Speed test wouldn’t even load

Ping command timed out a couple of times

Sofio – reset

Jesse – chch – matt o – couldn’t get into naxt

# 30/03/2022

?

Steph –

Dot eaton – picking journals

Brad – new laptop – naxt

W

Darren – catdealer.com

Workjs for me

Works in other browser

Works in incognito mode

Works in guest mode

# 1/04/2022

Leah baron

Josh – palmy – leah baron –

Lisa downes –

Nick – chch – run a report every month – customer

Leah – dell dock –

Evelyn - 333185

Dave Hammond – naxt

Sharon – create proforma

New po created which will have cost centre then cancel old po. Told AP the new po 332583

# 4/04/2022

Danni – Zendesk

Jayden –

Linda – aikins

Pompy –

John – matt –

Steve sagar – emails and service apps – updated password –

Stephen sagar – chrome

Jess M –

Emmalee – pauls computer – 75jl643

Johnny Buckingham – get into cat inspect –

Andrew k – investigating why vault is slow – processing speed – they have tried all on their side

Try another browser like edge –

# 5/04/2022

Jayden Thurston

Michael – Hamilton – logging into computer

Aud7200jc3

Andrew Stockdill –

Natasha rama –

Bevan dale –

Gitte – amber – naxt order class – worker not linked

Online training

Celestino – when confirming/inco

Christine

# 6/04/2022

George peters - Searching for jobs in inservice – 937103995

Sc276205

Updated app

Olive – nelson – tech phone

Ange –

Vickie – pcard – invoiced job to customer then told expense

Jared tansley –

# 7/04/2022

Raj – phone – emails stopped working

Mfa didn’t appear to be working so set that up again

Naxt login keeps popping up

977889164

Cleared outlook data

Removed accounts on phone

24martina3

Charlotte fox –

? – job reports

Richard Skiffington – new user – Richard

Stephanie mac – speaking to Ciaran about internet plug –

Lance – crc – change settings

# 8/04/2022

Callum

Sam – Microsoft 365

# 11/04/2022

Sheryl – wifi wont connect

Jo smith – wfh –

Wendy we – wifi

Dwayne –

Mitch – new Plymouth – docking station

Regan – Rotorua – informs –

Jack – chch – print

Cchcc03

Georgia – working from home this week – cant get into anything – drowned phone and got new phone

Phil ingram – off for a week – email from Microsoft changing to @terracat

Chelsea – headset

Neil – Rotorua – password expired for sis

Sc never closes to 08

Po

LT – nax

Richard skiff –

Kurt ansell – Richard Skiffington to set up new user – allwyn

Sisila – this pc is getting

9h2hx53

# 12/04/2022

Jo smith – olive soundy –

Neil –

Scott – Hamilton – 153

332190 – phone

Steven – napier –

Shane Williams – laptop connected -change font

Jo smith – olive –

Doug bell – software downloaded –

Ricky –

Cameron – Hamilton –

Luke kearns –

Josh – whangarei –

Neil – Rotorua – npr

361556907

LT – wfh – sql error –

# 13/04/2022

Daniel – Rotorua – inservice – open it and has error then kicks me out

David baillie –

Daniel – 935269172 – inservice not logging in

Paul – Palmerston – no u drive

Grant –

lan cable not connecting anymore – uninstalled ethernet driver then checked for changes – no luck. Updated intel ethernet driver and Realtek usb ethernet driver then restarted computer

Opening multipl pdfs doesn’t work – uninstalled and reinstalled adobe

Chrome redirecting to cat logion – cleared cache and cookies

Megan – communication error

Shane – Samsung tablets –

Steve – whangarei – errors htt

David ba –

Julie – cchcc03 –

Steph – phone not

Stephen Frayle –

# 14/04/2022

Stephanie – A31 – cant make calls at desk, have to go somewhere else on site.

Calls won’t connect. Can have full bars but when making a call it will drop.

Mark Costello –

Ellie – isla

Luke kearns –

Dwayne o – sam Robertson

Terri Nothnagel

Richard mcl – 10.1.1.36

Cameron – add a printer

Geor

Sean – Invercargill –

# 19/04/2022

Isla – ben gibbens - naxt

Leah - naxt

Chelsea – headset – cant hear anything -

Dot – monitors not turning working

Aung – inservice – mfa

552757995

Chelsea –

Ryan s – new phone – inservice

Licensing

Chantelle fasen –

Prab – spoke to Ciaran – access to remotely work from

Tony –

# 20/04/2022

Richard – richardMc

Denise – dhli not working – connection not private

<https://app.mydhli.com/>

customer in aussie – ordered manual for machine but manual is sitting in

Daniel v – service calls – cost centre

Jp

Darren – service call gst

Rob

Chris – Palmerston north – going down to wellington

Dot –

Laptop screen crack

# 21/04/2022

Linda po –

Richard mc –

Andrew k –

Jesse - caklc01

Steve – new Plymouth – messages user stevew

Keith chetty – naxt frozen

Doug bell – driver on serial port 3

Comat software??

Usb to serial converter

Xc4834

Steph mac – naxt error

Receipt and choose packing slip –

Averil –

Sam – laptop wont connect to

# 22/04/2022

Chris Worboys – laptop into dock at wellington – chrome window shows opened on task bar but cannot seer the window. 3 screens

Coel – Ciaran – authenticator to work

Richard skif – Ciaran about stevew naxt error –

Chris mcdone – 58A

Wendy wh –

# 26/04/2022

Susan archer – customer ex gold –

Chelsea –

Jimmy – rental –

Cameron –

Geno – laptop – screen

Pete shaw – new starter – mark Hawkins

Richard mc –

Phil – Invercargill –

Roberto – laptop and phone –

Phone not opening pdf file –

Laptop no p drive – manually mapped it

Install printer – dt21sap33

354367399

# 27/04/2022

Francois – Gisborne – aaron Thurston

Jason Cheetham – new employee in aukclnad – anton – Tabitha smiths old laptop –

Damien

? = laptop –

Jackie – new laptop in silverdale – keyboard

Cameron – order to push through – but was on stop credit but allowed to push through but coulodnt pick it – couldn’t get packing slip

Linda po – christina – dt21scv0

# 28/04/2022

Benoy – cat site

Sharon – close sc – reopened and credited it and now trying to close it again –

Ben Redmond –

Denise – fred –

Barbara w –

Noel fraser – Vodafone – wiri branch wifi connections –

Stephen sagar –

John

# 29/04/2022

Tony francis – run an unprocessed sales report on powerbi

Tash – trying to sort out a po –

Ryan james – new tablet –

Chantelle f –

Andrew k – transfer phone to Rachel blok

+6421860706 to +6421782619

# 2/05/2022

Coert –

[coertjm@gmail.com](mailto:coertjm@gmail.com)

craig – tech start – Stefan

Vickie w – offline for couple

Damien –

Raewyn – notes on a monthly basis – previous notes on invoices that

Rob k –

Cam v – mfa

Downloading flash files and schematics

Matt heeley – 6401 2005 1368 3278

Jaymie – excel – update a file – not letting me –

Natasha rama

Rob

Craig – wellington – Stefan –

Matt heeley - **t210mjh1**

**172221879**

# 3/05/2022

Stefan foster – sim deactivated –

Coert m -

Brett Congalton – back in the office – resolution

MY2016sv6-05

Arnold – Palmerston north - Laptop cracked screen

Sunday27$$

James – outlook – 10.1.13.106

Dean heney – excel – there was an update –

Logitech mouse and keyboard

# 4/05/2022

Rhys w -

Kerry – napier – sim card shows connected but doesn’t actually work

Cassie

Georgia –

Cameron –

Dave – weird stuff on g

Nathan –

Neil martin –

Georgia Duncan

Wade – greymouth – trying to run diagnostic programs on forklift

# 5/05/2022

Nadia

Lt –

Pete –

Michelle – Kirsty –

Richard skif – testing laptop – alwynH – Rotorua parts call out laptop

Naxt

Emails

Gold

Jayden – nelson –

Dean –

Coel –

# 6/05/2022

Richard skiff – alwynh –

Shane – caklc04

Graham walker – A

Nadine –

John – wty –

Nadine –

Item avail – transactions –

Po order numbers

To numbers

Paul de haan –

Rob – wellington – goughcat to terracat –

6401 2003 0796 1242 – laptop

# 9/05/2022

Averil – isla Watson – same as

Danny ryan – phone divert to come off

0272095195

Andrew – Palmerston – naxt size

Outlook

Averil –

Shane Williams – online induction –

Barbara w –

Sam ballkin – entered time cards – appearing under Jason

John Irvine – excel doc –

Layton – nelson -

# 10/05/2022

Richard mcclutchie – cant login to vault –

Right to start on vault app

Karl g –

Andrew k – ben tiley

021511659

Print off quotes

Shane – power systems

331331541

# 11/05/2022

Wade –

El

John ir – Gisborne – labour on incorrect segment – last months labour – tech has left –

Karl g – service team – 8 weeks

Kirsty harris – with jonty – naxt prod favourites

Vickie – usage data wiped – service calls

Mike – napier –

Mark – hamitlon –

Graham walker –

Justine o – matt o

# 12/05/2022

Christie

Averil – Transfer overview - on isla

331350

Luke k –

Dean heney - move a Microsoft doc or outlook between screens –

Jason – napier – laptop from another tech –

Julie t – headset

Dot –

Dave – Hamilton –

Leigh – hamitlon

Leigh –

# 13/05/2022

Gillian – laptop kept crashing – put extra ram –

Vickie

John wang – Ciaran – disaplsy showing inservice schendule

Leave inservice schedule – overnight it will log you out –

David baillie –

Paul king – phone – doesn’t allow to ring out and get through to someone for a few seconds and call just drops out

A72

Happens All the time –

Lee Johnson – Auckland – unposted parts of warranty

SC275912-05

Was outstanding PO but has been processed

Trying to finish segment

Jenny fuller –

Leah

Brodie keen – log into an ex employees

# 16/05/2022

Natasha – new Plymouth –

Steph mac –

Josh forrest – cat login –

Wayne baker – changed password other day –

Neil

Stephanie –

Helen – candy and Jaymie – standar job adjustment journal – new adjusmten journal and choose contract, standar or builder

Can only do standar but need contract

Tash –

Jason Cheetham – brodie keen – access teams site –

Terra sales tams

Vault check app –

Vickie w – close a jov that is 30 days over and was a pcard transaction on it

277472-01 misc - tae

277476

New laptop –

# 17/05/2022

Adolf –

Adolf –

Neil martin –

Ethan willets – headset –

Geoff – rental –

Clint –

Sofio – rang yesterday – matt – vipin – cant access account

0210569434

Watermelon17

Kim Harland – naxt –

Raewyn – 099799368

# 18/05/2022

Kirsty h – sales order wouldn’t populate line – clearing usage data – loaded 4 lines to so – then delivered product – going back into it is now the same

Reset the form

Carlene Cromwell –

Oscar – outlook

Jo smith – mouse and keyboard not working

Danni – po number against invoices

James west – mobile –

Olive –

Wade holmes – wont submit inspections – you try and try then says failed to submit

# 19/05/2022

Megan –

Gavin –

Wayne baker – brent van den berg had stroke – get emails and phone diverted to me

0272840081 to 0212206773

Karl g – download work doc from

Mitch – wellington – service advisor

Adam bush

Jacqui – caps

# 23/05/2022

Prabhuram r- United emirates in dubai

0275618669 – 2 days – today and tomorrow then back in india then back in NZ on Monday.

[Prabhuram.raguram@gmail.com](mailto:Prabhuram.raguram@gmail.com)

Vickie – set up new phone –

Pradeep – computer damaged – fell off machine –

Pradeep –

Mike – wh

Rob – wellington – saleslink -log into desktop version

Allan – napier – psr docs onto segment – go into load it tells

Hellen – talked to femi - 336047

Gavin – cakll13

Helen – Jaymie got the same error -

# 24/05/2022

Tess – cat sites

Phone signing into

Brad – power systems – outlook on phone

Cameron – error in naxt when release packing slip –

Tash –

? – light duties – trying to do a return – did some returns this morning

Christine –

James – PDI/truck centre – internet issues – chris bennett

Kerry – napier –

# 25/05/2022

Josh

Josh – naxt wont work on sim card or at home

No IP starting with 10 when on sim card – starts

Keith – Auckland – cant print packing slips

Aukland warehouse and parts

Keeps hanging –

10s0184076

Vickie – print proforma invoice and job summary

Shannon

Raewyn – 2 invoices for a PO – customer to pay today – me\_equ\_

Jay – Auckland – laptop and phone

Sis doesn’t work

Emails, teams on phone

Sam – Rotorua – create a proposal –

Denise Doherty – arrival journal – 58A and for Ruby

Averil – access to 58A

? – print webnote off – came up with collective instead of NZC – and hasn’t been picked up

Sean – Rotorua –

Aaron p –

Christine

# 26/05/2022

Jaymie – login –

New computer – outlook

Jack Linley –

Sofio – laptop reboot – sign in –

Leigh – Hamilton – issue with a call other day – segment that has been cancelled

Dot – didn’t bring headset

Brad – central?? – on a job in the field – doing a download from machine – farmers dog was running past and ripped the computer and smashed the computer by bumping it.

Spider web crack in bottom corner

Mike – crc – sort out segments cost centre

Carlene Cromwell – access to oil lab

# 27/05/2022

Steph –

Jo –

Megan –

Jaymie – using loan laptop – hp dock –

Steph ranger – et

? –

Danni – customers can’t

# 30/05/2022

Ange – wfh –

James o –

Michael b – new employee

Marianne – Zendesk keeps cutting out

Sam – power systems –

Peter Hinsen – new headset

Jo smith –

Ben – Auckland service –

Tash – print a quote – retrieving report

SQ000235942

Cassie – sales admin –

David – crc – outlook –

Dwayne – sam’s phone wont charge –

Michael –

# 31/05/2022

Michael – phone diverted to another tech

0212282136 –

Doug – Dunedin – femi and Ciaran – software –

1c of workshop stock by changing to internal customer

Brett c –

# 1/06/2022

Tony – whangarei

Tony – whangarei

? – phone call earlier – new tech – laptop not connecting to wifi –

Sofio –

Stuart – Auckland –

Stuart –

Dwayne – major phone issue – phone wont hold charge –

Tom – wellington –

# 2/06/2022

Birgit – wfh – computer had a spazz –

Oliver – Hamilton – laptop – g

Michael – download psr via SIS

Shane barret – create a folder in sharepoint

Project in Auckland called WIN??

Mike – whangarei –

Benoy – 10.1.36.181

Jimmy s – new laptop –

Isla –

# 3/06/2022

Leah baron

Brett Congalton – printers and scanners

Brett –

Toni –

? –

Kerry b – sim card in laptop does not always work in dell laptop but will work in hp laptop that still carrying around.

Kane –

Phil – Invercargill – user account control one time

# 7/06/2022

Chase – napier – A70 has died over the weekend – screen gone black – grabbed heath stewart –

Sean – Invercargill – post a job – cost 1021 - sc272070

Oscar - <https://mcapps.cat.com/Citrix/ExternalWeb/>

Henry booh – laptop not working unless it was plugged in

Tried to use it this morning and it wont charge – took it to computer service centre – they opened it up and it looked buggered apparently

Robert k –

# 8/06/2022

Jason – napier – sis2

Peter Hinsen – link

Eve hingston – dpc

Steve – new Plymouth

? – apps

# 9/06/2022

Dean heney -issues with laptop – access through sim card – no service –

Marianne – wfh – call customers on Zendesk – it rings but cant hear anything but customer can hear me

Eve h –

# 10/06/2022

Dot – log on

Windows could not start user profile service. Please contact your administrator

Pradeep r – new laptop yesterday – tech toolbox – Microsoft defender blocking – asking to allow program

Add printer

Z drive not working so remapped it

G drive not working – wasn’t in the \_cat\_all\_users group for it

Salend ram – load bartend

FORMAT – cat have updated the label format

Tony w – updated bartender

Salend – updated bartender and flashed printer

David bai – fpc –

# 13/06/2022

Pete shaw – tyler – new service supervisor – makes po numbers that I normally approve and receipt in 70A0006581

POs001467

Michelle – kick out of naxt

Richard skiffo – steven

Richard skiffo –

Denise d – sort printer – access to only big coloour printer –

Cchcl12

Steph mac – webnotes –

Rob – csc parts team – naxt – tried to convert quote to sales

Grant stof

# 14/06/2022

David duff

Averil – dave duff –

Reece? –

Pompy –

Jimmy la – connect to bicubes

Jack Linley – rang last thurs or Friday – order one in??

Geoff b – last week or week before – getting a whole lot of odd phone calls that some I got and some I missed –

Spam calls –

# 15/06/2022

Dave mcmillan – log into computer – reset password

Chase murphy – phone sent to us??

Wayne baker – iphone keeps asking for authenticator

Richard mc – guy leaving tomorrow –

Keith –

James ohanlon –

Kurt goddard – email from femi – received laptop for lube techs –

# 16/06/2022

Jonty –

Litesh – new laptop

Phil ingram – training benoy –

Scott – Hamilton –

Alison –

Thomas – verteps security – upgraded security panel – network issues?

Panel to talk up to a sky panel to resolve

Chase – cat et – 10.2.36.100

Linda po – anast

Richard skiff – dealing with matt about

Helen – new Plymouth – received an email

John Irvine – talking to matt – email

# 17/06/2022

John Irvine – 10.1.12.132

Richard mc –

Martin dowling – authenticator –

Celestino – sent email yesterday and today –

# 23/06/2022

Chris vuleta –

<https://lrdapps.cat.com/Citrix/ExternalWeb/>

Emily hand – wfh – new phone –

Julie t – delete

Dave me

Lee johnson – new phone –

James corkran – 606177320

Chase –

Sam Aldridge –

Josh forrest – favourites onto naxt -

Brad – Palmerston north –

John – nelson –

# 5/07/2022

Dave – Blenheim

Tony –

Jimmy - rental –

Emily – csc – naxt – service calls

Aeron

Michelle m – transaction that is fully invoiced but sc saying that something is not invoiced

# 6/07/2022

James ohanlon – caklc01

Helen – new Plymouth –

# 11/07/2022

Edwin – iossues with laptops –

One of them – no ET license

Comms adapter crrzl33

G9v1m33

Andrew k – come back from cook islands – contacts have disappeared

Alison kennedy – wfh –

Richard skiffo – iphone – byod – change pin on Friday

Custom alphanumeric is the only

Alert

Lee johnson – rang last week about jobs – fault related to invoice account – femi was looking at

Everything was as per the customer

Was telling it was a cash account so changed it

Parts when trying to post it is saying that the invoice account is wrong

SC285888-02

SC285890-01

338066

Justine o –

Deborah – Palmerston north – printer trouble – can’t scan

# 12/07/2022

Nadine grady – password reset

Mitch riley?- job stories in naxt – not saving – boss man doesn’t see them.

John

Justine –

Steph m – access to new role as parts – item availability

Cant put quotation number in

Blair -

# 13/07/2022

Candice – new starter on 25th – Donald

Jenny –

Thomas sime – Dunedin – laptop doesn’t want to print

Sim card in laptop – start of the week – does not work

Adam – wiri – new phone -search contact

Charl – couldn’t get laptop turned on – managed to get it going –

Loan

Changed what closing lid does to nothing

Turned off sim card while in branch

Updated mobile driver

Marianne – csc – zendeskl – call a customer it rings but headset

Michaela – Palmerston north – in chch for couple of days –

Robyn – emailed nicky yesterday – new ergonomic keyboard –

Sofio –

# 14/07/2022

Kerry – et and comm adapter issues

Cat et updated –

Tess – misplpaced dongle for keyboard and mouse

Josh forrest – connecting to

Paul king – talking to matt – cant get into sales link