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| **PROBLEM** | **SOLUTION** |
| ADS account locked  Hardware requirements  Login to PC  Slow system  Install softwares  Perfex account  Lotus login  Database Changes  Zap service | Admin work(unlocking)  Make calls to appropriate vendors |
| ERS Portal | Network Settings to be changed |
| HRMS Account Locked | Reset the HRMS password |
| HP Scanjet G3110 not working | Reinstall the scanner driver |
| Error displayed as unable to send command | Install the Excel Security patches |
| **Printer problem**  Label printer  Printer displays offline  Line printer | * Restart the process because of traffic * Change the printer tray * Clear the pending requests * Reconnect the Printer USB Cable and restart the spooler * Adjust the knob * Remove the fuser assembly and clean the fuser area * Remove the jammed paper * Problem with the LAN cable * Reconnect cartridge, restart printer   Clear the jamming and change the printer head alignment  Change the IP config  Change the Ribbon mask |
| Reels are not wrapping and Labels are slow | Restart the OPC server and delete the old label |
| Login to perfex system denied | Submit form to Admin to acquire access |
| **Network Issues** | * Insert the switch side cable properly * Network/Fibre cable might be faulty * Power adapter issue * Splicing needed * Change proxy settings * Change IO and patch cards * Reinstall SEP * Motherboard issues * Changing the port number |
| Workstation display not working | Reconnect the RAID Controller |
| Attachment not downloading from lotus notes | Install SEP and update |
| SRP DMT ROOM network problem | Reclimp the I/O jack panal |
| Reports not displaying/  Unable to hear audio from browser | Convert the default browser to IE |
| Webmail password forgotten | Mail Mr.Suresh Miriyala/PSPD/ITC |
| HR workflow not opening | Mail Mr.Vinay Krishna with screenshot |
| Lotus Note problem | * Reinstall and configure * Configure the Associatekol01/itc settings * Reopen the Lotus Notes * To reset password-mail ITSS notes team * Network cable not attached propoerly |
| Monitor display | Replace VGA cable |
| RFID not filling in the Software | Adjust the plug |
| Leave application not opening | Change the date format |
| Drishti account issues | Change IE settings |
| PC not powering on | * Replace SMPS * Remove all cables and arrange again * Replace power cable which might be faulty |
| Tomcat Server/SAP Login | Restart |
| 4th conveyor | Restart the EAD Device |
| Scanned data not transferring | Restart Raumaster server and respective services |
| Image capture problem | Reconfigure client demo image path settings |
| Camera not opening | Re-insert the cable |
| Validity Expiration & new ADS user login | Call 2113 |
| JH Members not appearing in perfex | Call 2117 |
| Laptop getting hanged | * Delete the temp files and run cleanup * If using excel sheets then reinstall Office |
| Unable to send Mail | Rescan document & change DPI SIZE |
| Unable to receive Mail | Select kolmail05 |
| Internet issues | Delete browser history cash form data |
| Keyboard/Mouse problem | * Remove dust * Adjust the cable |
| Unable to open mail attachment | Save file in desktop then open |
| System working slow | Delete browser history |
| Unable to find old mail | Search under old mail backup |
| Proxy Error in Excel sheet while opening | Add the Microsoft office URL in Proxy exception |
| JPEG format files are directly not opening | Change the Defaults settings |
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| ------------------------------------------------------------------------- | ---------------------------------------------------------------------- |
| Not working   * Drishti * Printer * Camera * SAP * HDD * PSPDXID site * Excel * **Quality reports\*** |  |
| Check   * UPS room condition * FMS BCM mail * Server room * Windows Activation status * Ultra VNC Configuration * LAN point of the Un-manned weight bridge 2,1 * **PC Host binding\*** * Minitab installation * **Automation server** * WLAN * File server backup(restore) * SANMGR backup * CCTV backup * 4 Port VGA KVM Switch * Server Health check up |  |
| Prepare   * Daily FMS report * Daily Network report * Daily Automation report * BOM for the TG8/ BCTMP project/ mill yard/ west gate project * Optivision NCP reports |  |
| Get PC ready |  |
| Delete unwanted softwares |  |
| Book the VC |  |
| Scan the PC in safe mode |  |
| Configure the WIFI access point through central gateway |  |
| Labels are empty |  |
| **Raise the call with ITSS for MDM Container\*** |  |
| Check the Laptop Serial Number and Configuration |  |
| **Need to give write access for File server** |  |
| Configure the VLAN IP |  |
| Need to remove unauthorized softwares |  |
| Tally problems |  |