



# IT Support Monthly Report

Period: February 2026

Total: 29 | Open: 0 | In Progress: 0 | Waiting: 2 | Closed: 27

Ticket #	From	Subject	Status	Created
LA-Support-2026-8268C74A	fatemeh@loopsautomation.com	IT Support	Closed	Sun, Feb 1, 2026
LA-Support-2026-E25AE4A3	saurav@loopsautomation.com	IT Suuport	Closed	Sun, Feb 1, 2026
LA-Support-2026-FEA5E0A0	john@loopsautomation.com	Delay in email receipt	Closed	Mon, Feb 2, 2026
LA-Support-2026-71612853	fatemeh@loopsautomation.com	Outlook	Closed	Tue, Feb 3, 2026
LA-Support-2026-D44CB761	m.elsiddig@loopsautomation.com	Outlook working	Closed	Tue, Feb 3, 2026
LA-Support-2026-AE73CB19	john.mathew@loopsautomation.com	Gmail Network Issue	Closed	Wed, Feb 4, 2026
LA-Support-2026-1EB87D24	faris.m@loopsautomation.com	APPROVAL REQUEST FOR CORRECTION PLAN	Closed	Wed, Feb 4, 2026
LA-Support-2026-D32E54B1	saurav@loopsautomation.com	please send email for support	Closed	Wed, Feb 4, 2026
LA-Support-2026-0BEFD410	john@loopsautomation.com	IT Support	Closed	Thu, Feb 5, 2026
LA-Support-2026-AAF6E632	mustafa@loopsautomation.com	11072ORD103_CONTROL EXPERT L SINGLE LIC_LICENSE LOST	Closed	Thu, Feb 5, 2026
LA-Support-2026-D2636A68	harris@loopsautomation.com	IT Support	Closed	Sun, Feb 8, 2026
LA-Support-2026-F8EDA4D4	john.mathew@loopsautomation.com	Ticket Created: LA-Support-2026-3AD79652	Closed	Sun, Feb 8, 2026
LA-Support-2026-C1F55B2E	m.nassif@loopsautomation.com	KELTON Support: 31894 Follow-on Ticket: Follow-on Ticket: FW: T8073 PO - 31094ORD404	Closed	Mon, Feb 9, 2026
LA-Support-2026-7894F1D7	m.nassif@loopsautomation.com	Professional Camera	Closed	Mon, Feb 9, 2026
LA-Support-2026-F1EF07FA	mustafa@loopsautomation.com	11072ORD103_CONTROL EXPERT L SINGLE LIC_LICENSE LOST	Closed	Mon, Feb 9, 2026
LA-Support-2026-61E461FE	saif@loopsautomation.com	From Zahira	Closed	Mon, Feb 9, 2026
LA-Support-2026-59DB6570	m.nassif@loopsautomation.com	KELTON Support: 31894 Follow-on Ticket: Follow-on Ticket: FW: T8073 PO - 31094ORD404	Waiting	Mon, Feb 9, 2026

LA-Support-2026-4FF76CD1	jaimon@loopsautomation.com	Meetig Link	Closed	Tue, Feb 10, 2026
LA-Support-2026-1B330D5E	m.elsiddig@loopsautomation.com	IT Support	Closed	Tue, Feb 10, 2026
LA-Support-2026-54564A6F	mustafa@loopsautomation.com	11072ORD103_CONTROL EXPERT L SINGLE LIC_LICENSE LOST	Closed	Tue, Feb 10, 2026
LA-Support-2026-43F2AF9D	saurav@loopsautomation.com	IT Support	Closed	Tue, Feb 10, 2026
LA-Support-2026-FFCAB15F	saurav@loopsautomation.com	IT Support	Closed	Tue, Feb 10, 2026
LA-Support-2026-FB5A1B38	john@loopsautomation.com	Issues in delivering the email	Waiting	Tue, Feb 10, 2026
LA-Support-2026-0F3EF626	john@loopsautomation.com	Outlook not working	Closed	Tue, Feb 10, 2026
LA-Support-2026-01EF98FA	saurav@loopsautomation.com	Add email for scan	Closed	Tue, Feb 10, 2026
LA-Support-2026-1E1FFCAD	fatemeh@loopsautomation.com	I need access to Ammar Email can you coordinate ?	Closed	Tue, Feb 10, 2026
LA-Support-2026-9E1044B0	saurav@loopsautomation.com	APPROVE ON ODDO 31106CO-03ORD001	Closed	Wed, Feb 11, 2026
LA-Support-2026-B6E472EA	hr@loopsautomation.com		Closed	Wed, Feb 11, 2026
LA-Support-2026-9BAE56DE	saurav@loopsautomation.com	Add email for scan	Closed	Wed, Feb 11, 2026