



IT Support Monthly Report

Period: February 2026

Total: 38 | Open: 0 | In Progress: 2 | Waiting: 1 | Closed: 35

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

LA-Support-2026-4FF76CD1	jaimon@loopautomation.com	Meetig Link	Closed	Tue, Feb 10, 2026
LA-Support-2026-1B330D5E	m.elsiddig@loopautomation.com	IT Support	Closed	Tue, Feb 10, 2026
LA-Support-2026-54564A6F	mustafa@loopautomation.com	11072ORD103_CONTROL EXPERT L SINGLE LIC_LICENSE LOST	Closed	Tue, Feb 10, 2026
LA-Support-2026-43F2AF9D	saurav@loopautomation.com	IT Support	Closed	Tue, Feb 10, 2026
LA-Support-2026-FFCAB15F	saurav@loopautomation.com	IT Support	Closed	Tue, Feb 10, 2026
LA-Support-2026-FB5A1B38	john@loopautomation.com	Issues in delivering the email	Closed	Tue, Feb 10, 2026
LA-Support-2026-0F3EF626	john@loopautomation.com	Outlook not working	Closed	Tue, Feb 10, 2026
LA-Support-2026-01EF98FA	saurav@loopautomation.com	Add email for scan	Closed	Tue, Feb 10, 2026
LA-Support-2026-1E1FFCAD	fatemeh@loopautomation.com	I need access to Ammar Email can you coordinate ?	Closed	Tue, Feb 10, 2026
LA-Support-2026-9E1044B0	saurav@loopautomation.com	APPROVE ON OODO 31106CO-03ORD001	Closed	Wed, Feb 11, 2026
LA-Support-2026-9BAE56DE	saurav@loopautomation.com	Add email for scan	Closed	Wed, Feb 11, 2026
LA-Support-2026-3AE4EE9C	m.nassif@loopautomation.com	internet and outlook not working	Closed	Mon, Feb 16, 2026
LA-Support-2026-7E938467	m.nassif@loopautomation.com	Complain on IT support request .	Closed	Mon, Feb 16, 2026
LA-Support-2026-958AB10B	dc@loopautomation.com	ODOO - APPROVAL	Closed	Mon, Feb 16, 2026
LA-Support-2026-DF5DDDC5	m.nassif@loopautomation.com	ODOO APPROVAL	Closed	Tue, Feb 17, 2026
LA-Support-2026-4B5B7CEB	madhavan@loopautomation.com	kindly fix the same	Closed	Tue, Feb 17, 2026
LA-Support-2026-256203A6	madhavan@loopautomation.com	pls change the path	In Progress	Tue, Feb 17, 2026
LA-Support-2026-AAA9F547	dc@loopautomation.com	Request to Check Automatic Replies Feature in Outlook	Waiting	Wed, Feb 18, 2026
LA-Support-2026-B87F3BA7	madhavan@loopautomation.com	Still	In Progress	Thu, Feb 19, 2026
LA-Support-2026-278E6332	pranay@loopautomation.com	Facing issue while opening cadworx	Closed	Sun, Feb 22, 2026
LA-Support-2026-5D35FA8E	fatemeh@loopautomation.com	Client Visit - WIFI Password	Closed	Sun, Feb 22, 2026