Help Desk Job Reporting

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89268	buddhika.dilhari@ndbba	Ambalangoda	2018/08/01	Completed	PC	Change BIOS settings	FAV BRANCH ASST TEMP	Thilina@ndbbank.com	Software	2018-08-01 11:14:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-01 08:44:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-01 11:14:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89269	priyanka.desilva@ndbba	HO	2018/08/01	Completed	PC	system getting stuck	DHPL	wasim.akram@ndbbank	Software	2018-08-02 09:57:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 08:49:
ndbbank.com	clear temp files	ndbbank.com	2018-08-02 09:57:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89270	buddhika.dilhari@ndbba	Ambalangoda	2018/08/01	Completed	PC	PC time change	FAV BRANCH ASST TEMP	Thilina@ndbbank.com	Software	2018-08-01 11:16:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-01 08:50:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-01 11:16:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89271	ishara.francis@ndbba	Ratnapura	2018/08/01	Completed	Printer	Need to add a printer/M	Ratnapura	wasim.akram@ndbbank	Software	2018-08-02 09:57:32

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89272	Lihini.Fernando@ndbb	HO	2018/08/01	Completed	Other	PC slow	HO	wasim.akram@ndbbank	Software	2018-08-02 09:58:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 08:57:
ndbbank.com	Completed	ndbbank.com	2018-08-02 09:57:
Closed By System	Closed By System	System	2018-08-06 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:00:
ndbbank.com	clear temp files	ndbbank.com	2018-08-02 09:58:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89273	piumi.perera@ndbban	Wattala	2018/08/01	Completed	CITS	onpass system logging issue	Wattala	wasim.akram@ndbbank	Software	2018-08-02 10:19:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:02:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:19:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89274	sureni.ekanayake@ndb	null	2018/08/01	Completed	I can t print a document	I can t print a document	HO	wasim.akram@ndbbank	Software	2018-08-02 10:20:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-01 09:05:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:20:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89275	mahesh.herath @ndbban	Kurunegala	2018/08/01	Completed	Other	O365 mail logging issue	Kurunegala	wasim.akram@n dbbank	Software	2018-08-02 10:44:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:07:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:44:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89276	thilanka.udap itiya@ndb	Kandy	2018/08/01	Completed	Other	O 365 logging issue	Kandy	Thilina@ndbba nk.com	Software	2018-08-01 11:14:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-01 09:09:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-01 11:14:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-01 11:14:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89277	gayan.senanayake@nd	KCC	2018/08/01	Completed	Western Union	Western Union installation/	KCC	wasim.akram@ndbbank	Software	2018-08-02 10:21:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:18:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:21:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89278	Lihini.Fernando@ndbb	HO	2018/08/01	Completed	Other	Data scanning image view	HO	wasim.akram@ndbbank	Software	2018-08-02 10:20:16

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:23:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:20:
Closed By System	Closed By System	System	2018-08-06 05:10:

| 89279 | deshani.alaha koon@ndb | Borelesgamuwa - Ext | 2018/08/01 | Completed | Western Union | WUPOS certificate | Borelesgamuwa - Ext | Thilina@ndbba nk.com | Software | 2018-08-01 11:15:59 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-01 09:31:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-01 11:16:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89280	oshantha.pram udaya@ndb	Matugama	2018/08/01	Completed	Other	O365 mail logging issue	Matugama	wasim.akram@n dbbank	Software	2018-08-02 10:21:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:36:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:21:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89281	shehan.boteju @ndbban	Negombo	2018/08/01	Completed	Western Union	Western Union installation/	Negombo	wasim.akram@n dbbank	Software	2018-08-02 11:29:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:38:
ndbbank.com	Completed	ndbbank.com	2018-08-02 11:29:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89282	limasha.prash anjalee@	Katunayake	2018/08/01	Completed	Windows XP/2000	document saner install	Katunayake	wasim.akram@n dbbank	Software	2018-08-02 10:22:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:46:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:22:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89283	chamara.prade ep@ndbba	Kolpity	2018/08/01	Completed	PC	PC automatically	Kolpity	Thilina@ndbba nk.com	Software	2018-08-06 16:53:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-01 09:47:
ndbbank.com	Temp PC send ,.	ndbbank.com	2018-08-06 16:53:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89284	thilina.ferna ndo@ndbb	Kalutara	2018/08/01	Completed	Other	Workflow system issue	Kalutara	wasim.akram@n dbbank	Software	2018-08-02 10:20:50

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-01 09:48:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:20:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89285	shachini.dars hika@ndbb	null	2018/08/01	Completed	Print Out Issue (E-	Print Out Issue (E-	DM	Mahendra.Prem athilaka@	Hardware	2018-08-01 17:36:02

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Helpdesk	2018-08-01 10:03:
ndbbank.com	Changed the	ndbbank.com	2018-08-01 17:36:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89286	nuwani.perera@ndbban	HO	2018/08/01	Completed	Other	Printer Alignment	HO	ifam@ndbbank.com	Software	2018-08-01 16:09:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 10:03:
ndbbank.com	job done	ndbbank.com	2018-08-01 16:09:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89287	vihangi.samaranayake@	DM	2018/08/01	Completed	PC	Need to install	DM	Mahendra.Premathilaka@	Software	2018-08-01 17:33:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-01 10:19:
ndbbank.com	Done.	ndbbank.com	2018-08-01 17:33:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89288	dileepa.sanda ruwan@nd	Kuliyapitiya	2018/08/01	Completed	Printer	Add the printer	Kuliyapitiya	ifam@ndbbank. com	Software	2018-08-02 09:56:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 10:21:
ndbbank.com	job done	ndbbank.com	2018-08-02 09:56:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89289	shalindra.men dis@ndbban	HO	2018/08/01	Completed	Other	Activate the Microsoft	HO	ifam@ndbbank. com	Software	2018-08-02 09:56:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 10:22:
ndbbank.com	job done	ndbbank.com	2018-08-02 09:56:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89290	shalindra.men dis@ndbban	HO	2018/08/01	Completed	Other	Activate the Microsoft	HO	ifam@ndbbank. com	Software	2018-08-02 09:57:05

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-01 10:24:
ndbbank.com	job done	ndbbank.com	2018-08-02 09:57:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89291	pradisha.jaya darini@nd	Kandy	2018/08/01	Completed	Other	IE 9 notworking	Kandy	ifam@ndbbank. com	Software	2018-08-02 16:59:10

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-01 10:33:
ndbbank.com	job done	ndbbank.com	2018-08-02 16:59:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89292	maduranga.rat hmale@ndbb	Kurunegala	2018/08/01	Completed	Other	Icon setup	Kurunegala	ifam@ndbbank. com	Software	2018-08-02 16:59:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 10:59:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:00:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89293	malaka.rathna yake@nd	Malambe	2018/08/01	Completed	Printer	Add the printer	Malabe-DR Site-User	ifam@ndbbank. com	Software	2018-08-02 17:00:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 11:05:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:00:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89294	geethi.hettia rachchi	Narammala	2018/08/01	Completed	Printer	t24 PRINTER SETTINGS	Narammala	ifam@ndbbank. com	Software	2018-08-02 17:00:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 11:12:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:00:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89295	shani.rajapak sha@nd	MtLavinia	2018/08/01	Completed	Printer	Add the printer	MtLavinia	ifam@ndbbank. com	Software	2018-08-02 17:00:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 11:14:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:00:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89296	janitha.jayaw ardana@n	DM	2018/08/01	Completed	Other	Need to install HDFC	HO	Mahendra.Prem athilaka@	Software	2018-08-02 15:33:45

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-01 11:31:
ndbbank.com	Done. Application	ndbbank.com	2018-08-02 15:33:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89297	kasun.weerakk ody@nd	HO	2018/08/01	Completed	Other	outlook issue	HO	Udayana.Wanig asekara@	Software	2018-08-01 15:50:55

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-01 11:46:
ndbbank.com	completed	ndbbank.com	2018-08-01 15:50:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89298	Shawan.Fernando@ndbb	DM	2018/08/01	Completed	Printer	Install Printer	DM	Mahendra.Premathilaka@	Software	2018-08-01 17:35:18

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Mahendra.	2018-08-01 11:47:
ndbbank.com	Done.	ndbbank.com	2018-08-01 17:35:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89299	hashinka.widanapatiran	Ambalanthota	2018/08/01	Completed	Other	Email issue	Ambalanthota	ifam@ndbbank.com	Software	2018-08-02 17:01:02

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Ifam	2018-08-01 12:19:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:01:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89300	aroshini.silva@ndbbank	Minuwangoda	2018/08/01	Completed	Other	Need to upgrade	Minuwangoda	ifam@ndbbank.com	Software	2018-08-02 17:01:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 12:24:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:01:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89301	Isuruni.kumanayaka@nd	Malabe-DR Site-User	2018/08/01	Completed	Other	Data Scan issue	Malabe-DR Site-User	ifam@ndbbank.com	Software	2018-08-02 17:01:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 12:50:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:01:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89302	manoj.shanmug asunda	Thirunewely	2018/08/01	Completed	Other	Email issue	Thirunewely	ifam@ndbbank. com	Software	2018-08-02 17:01:51

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-01 13:36:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:01:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89303	gayathri.nade eja@ndbba	HO	2018/08/01	Completed	Other	Dameware setting need	HO	wasim.akram@n dbbank	Software	2018-08-02 11:30:10

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-01 13:53:
ndbbank.com	Completed	ndbbank.com	2018-08-02 11:30:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89304	nilhan.fernando@ndbb	HO	2018/08/01	Completed	Other	PDS system logging issue	HO	wasim.akram@ndbbank	Software	2018-08-02 10:22:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 13:55:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:22:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89305	nipuna.geethanga@ndb	HO	2018/08/01	Completed	Printer	unable to take printout	IT Stores	wasim.akram@ndbbank	Software	2018-08-02 10:54:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 13:58:
ndbbank.com	install printer driver	ndbbank.com	2018-08-02 10:54:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89306	iroshani.nadi rani@ndbb	Minuwangoda	2018/08/01	Completed	Other	Need to upgrade	Minuwangoda	wasim.akram@n dbbank	Software	2018-08-02 10:56:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 14:07:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:56:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89307	muditha.nugeg odal@ndb	Gampaha	2018/08/01	Completed	PC	PC can t power on	Gampaha	wasim.akram@n dbbank	Software	2018-08-03 14:46:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 14:13:
wasim.akram	need to add domain	wasim.akram	2018-08-02 11:31:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:46:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 89308 | rasika.sandam ali@ndb | HO | 2018/08/01 | Completed | Other | need to install azure | DHPL | wasim.akram@n dbbank | Software | 2018-08-02 10:23:30 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 14:27:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:23:
Closed By System	Closed By System	System	2018-08-06 05:10:

| 89309 | poornima.sami ndi@ndbba | Nikawaratiya | 2018/08/01 | Completed | Other | Unable to take | Nikawaratiya | wasim.akram@n dbbank | Software | 2018-08-02 11:18:43 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89310	deepa.ediriso oriya@	HO	2018/08/01	Completed	PC	PC need to fixed/Madusan	Uragasmanhand iya	Thilina@ndbba nk.com	Hardware	2018-08-02 15:36:05

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-01 14:36:
ndbbank.com	install prater driver	ndbbank.com	2018-08-02 11:18:
Closed By System	Closed By System	System	2018-08-06 05:10:

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-01 14:46:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 15:36:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89311	deepa.ediriso oriya@	HO	2018/08/01	Completed	PC	PC need to fixed/Madusan	DM	Thilina@ndbba nk.com	Hardware	2018-08-02 15:36:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-01 14:46:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 15:36:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89312	deepa.ediriso oriya@	HO	2018/08/01	Completed	PC	PC need to fixed/Madusan	Kandy	Thilina@ndbba nk.com	Hardware	2018-08-02 15:37:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-01 14:47:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 15:37:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89313	harshika.peir is@ndbban	Malambe	2018/08/01	Completed	Other	CRESS system issue	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-02 10:23:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 14:56:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:23:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89314	harshika.peir is@ndbban	Malambe	2018/08/01	Completed	Other	CRESS system issue	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-02 10:55:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 14:58:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:55:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89315	chandulie.per era@ndbban	Malambe	2018/08/01	Completed	Other	CRIB logging issue	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-02 10:57:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 15:14:
ndbbank.com	Completed	ndbbank.com	2018-08-02 10:57:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89316	Sumith.Arunaw ansha@n	Borelesgamuwa - Ext	2018/08/01	Completed	Printer	[PD13047]Pass book	Borelesgamuwa - Ext	ifam@ndbbank. com	Hardware	2018-08-08 09:05:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 15:28:
ifam Commented	job ref number :	ifam	2018-08-02 17:04:
ifam Commented	Reminder to vendor	ifam	2018-08-03 09:22:
ifam Commented	reminder to	ifam	2018-08-06 11:49:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89317	Madara.Ariyaratne@nd	HO	2018/08/01	Completed	Other	Sinhala Fonts	HO	ifam@ndbbank.com	Software	2018-08-02 17:02:09

comment	user_comment	done_user	commented_date_time
ndbbank.com	job done	ndbbank.com	2018-08-08 09:05:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 15:41:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:02:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89318	geethi.hettia rachchi	Narammala	2018/08/01	Completed	Other	Need to create	Narammala	wasim.akram@n dbbank	Software	2018-08-02 11:15:37

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-01 15:46:
ndbbank.com	Completed	ndbbank.com	2018-08-02 11:15:
ndbbank.com	Completed	ndbbank.com	2018-08-02 11:15:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89319	Jeevanee.Sene rath@ndbb	HO	2018/08/01	Completed	Printer	Unable to take	HO	wasim.akram@n dbbank	Software	2018-08-02 11:16:15

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-01 15:50:
ndbbank.com	install printer driver	ndbbank.com	2018-08-02 11:16:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89320	muditha.nugeg odal@ndb	Gampaha	2018/08/01	Completed	Other	Trustrelation ship domain	Gampaha	ifam@ndbbank. com	Software	2018-08-03 15:59:35

comment	user_comment	done_user	commented_date_time

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 15:51:
ndbbank.com	job done	ndbbank.com	2018-08-03 15:59:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89321	nuwan.abeyrat hna@nd	Gampola	2018/08/01	Completed	Printer	Unable to take	Gampola	ifam@ndbbank. com	Software	2018-08-02 17:02:32

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89322	Jeevanee.Senerath@ndbb	HO	2018/08/01	Completed	Printer	printer setting	HO	wasim.akram@ndbbank	Software	2018-08-02 11:31:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 15:56:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:02:
Closed By System	Closed By System	System	2018-08-06 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 16:00:
ndbbank.com	Completed	ndbbank.com	2018-08-02 11:31:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89323	anjalee.silva@ndbbank	Kolpity	2018/08/01	Completed	Other	unable to edit excel	Kolpity Recoveries	wasim.akram@ndbbank	Software	2018-08-02 11:15:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-01 16:11:
ndbbank.com	Completed	ndbbank.com	2018-08-02 11:15:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89324	mayoni.siranjitha@nd	Kotahena	2018/08/01	Completed	Other	Crib icon	Kotahena	ifam@ndbbank.com	Software	2018-08-02 17:04:25

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-01 17:53:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:04:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89325	harshika.peiris@ndbban	Malambe	2018/08/02	Completed	Other	CRESS system issue	Malabe-DR Site-User	wasim.akram@ndbbank	Software	2018-08-03 09:41:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 08:50:
ndbbank.com	reset browser	ndbbank.com	2018-08-03 09:41:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89326	sandun.katuwanaarach	Pita Kotte	2018/08/02	Completed	Other	E statement opening issue	Pita Kotte	wasim.akram@ndbbank	Software	2018-08-03 14:46:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 09:21:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:46:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89327	nimesha.madhu shani@nd	HO	2018/08/02	Completed	Monitor	display not appearing	HEAD OFFICE	wasim.akram@n dbbank	Software	2018-08-03 14:47:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 09:31:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:47:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89328	nilanga.gajab a@ndbban	HO	2018/08/02	Completed	Other	Need to transfer from	HO	Thilina@ndbba nk.com	Software	2018-08-02 11:08:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 09:36:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 11:08:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89329	nalin.perera@ndbban	Kadawata	2018/08/02	Completed	Printer	Need to create scan	Kadawata	Thilina@ndbbank.com	Software	2018-08-02 11:05:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 09:41:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 11:05:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89330	nisansala.premathilaka@	HO	2018/08/02	Completed	Other	Lankapay system	IT Stores	wasim.akram@ndbbank	Software	2018-08-03 14:49:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 09:47:
ndbbank.com	Adding an	ndbbank.com	2018-08-03 14:49:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89331	nuwan.abeysir iwarda	Embilipitiya	2018/08/02	Completed	Printer	Need to add a printer	Embilipitiya	wasim.akram@n dbbank	Software	2018-08-03 14:49:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 09:48:
ndbbank.com	compiled	ndbbank.com	2018-08-03 14:49:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89332	kasun.udayang a@ndbb	Embilipitiya	2018/08/02	Completed	Printer	Need to add a printer/M	Embilipitiya	wasim.akram@n dbbank	Software	2018-08-03 14:50:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 09:49:
ndbbank.com	compiled	ndbbank.com	2018-08-03 14:50:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89333	prasad.weeras inghe@n	Marine Drive	2018/08/02	Completed	Printer	Need to add a printer	Marine Drive	ifam@ndbbank. com	Software	2018-08-02 17:03:10

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-02 09:50:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:03:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89334	prasad.weeras inghe@n	Marine Drive	2018/08/02	Completed	Printer	Add the printer	Marine Drive	ifam@ndbbank. com	Software	2018-08-02 17:04:44

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-02 09:56:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:04:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89335	venura.hewavissa@ndb	Ampara	2018/08/02	Completed	Lotus	Need to configure	Ampara	wasim.akram@ndbbank	Software	2018-08-03 14:50:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 09:59:
ndbbank.com	compiled	ndbbank.com	2018-08-03 14:50:
ndbbank.com	compiled	ndbbank.com	2018-08-03 14:50:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89336	sankalani.chandrarathna	DM	2018/08/02	Completed	Printer	Need to install	HO	Mahendra.Premathilaka@	Software	2018-08-02 15:23:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 10:00:
ndbbank.com	done	ndbbank.com	2018-08-02 15:23:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89337	harshani.karu narathne@	HO	2018/08/02	Completed	Other	Cannot logging to	IT Stores	ifam@ndbbank. com	Software	2018-08-02 17:05:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 10:04:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:05:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89338	chamil.bandar a@ndbba	Matale	2018/08/02	Completed	Other	O365 mail logging issue	Matale	wasim.akram@n dbbank	Software	2018-08-03 14:51:09

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89339	niranjan.mayo ori@ndbba	Trincomalee	2018/08/02	Completed	PC	PC is not working	Trincomalee	Thilina@ndbba nk.com	Hardware	2018-08-07 15:46:15

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-02 10:23:
ndbbank.com	compiled	ndbbank.com	2018-08-03 14:51:
Closed By System	Closed By System	System	2018-08-07 05:10:

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-02 10:28:
indrajith.	Due no PCs to sent	indrajith.	2018-08-06 11:46:
ndbbank.com	Defect PC will	ndbbank.com	2018-08-07 15:46:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89340	darshana.wick ramasingh	Ambalanthota	2018/08/02	Completed	Other	Need password for CCTV DVR	Ambalanthota	wasim.akram@n dbbank	Software	2018-08-03 15:07:20

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-02 11:07:
ndbbank.com	compiled	ndbbank.com	2018-08-03 15:07:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89341	rasari.hewawa sam@ndb	Yakkala	2018/08/02	Completed	Other	lotus issue	Yakkala	ifam@ndbbank. com	Software	2018-08-02 17:05:49

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-02 11:22:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:05:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89342	prasad.weeras inghe@n	Marine Drive	2018/08/02	Completed	Other	document downloading	Marine Drive	Thilina@ndbba nk.com	Software	2018-08-02 15:38:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 11:36:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 15:38:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89343	supun.abesing he@ndb	Higurakgoda Branch	2018/08/02	Completed	Other	X drive unable to	Higurakgoda Branch	wasim.akram@n dbbank	Software	2018-08-03 16:41:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 11:47:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:41:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89344	dushani.hewage@ndbban	Kalutara	2018/08/02	Completed	MS office	excel document	Kalutara	wasim.akram@ndbbank	Software	2018-08-03 16:41:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 11:48:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:41:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89345	udamini.perera@ndbban	Dambulla	2018/08/02	Completed	PC	PC slow/M	Dambulla	ifam@ndbbank.com	Software	2018-08-02 17:02:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 11:48:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:02:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89346	uchith.randima@ndbba	Kohuwala	2018/08/02	Completed	Printer	Need to install	Kohuwala	wasim.akram@ndbbank	Software	2018-08-03 16:46:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 11:54:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:46:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89347	uchith.randima@ndbba	Kohuwala	2018/08/02	Completed	CITS	need to copy onpass system	Kohuwala	wasim.akram@ndbbank	Software	2018-08-03 16:48:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 11:57:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:48:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89348	indunil.nayan ajith@nd	Minuwangoda	2018/08/02	Completed	Other	T24- login issue/M	Minuwangoda	ifam@ndbbank. com	Software	2018-08-03 09:13:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 12:16:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:13:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89349	nadeesha.wije wardena@n	Rajagiriya	2018/08/02	Completed	PC	Need to install GX	HO	Thilina@ndbba nk.com	Software	2018-08-02 15:38:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 12:29:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 15:38:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89350	chathura.gala gama@ndbb	Kolpity Recoveries	2018/08/02	Completed	Other	O 365 signature	IT Stores	Thilina@ndbba nk.com	Software	2018-08-02 15:37:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 12:32:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-02 15:37:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89351	nadeesha.wije wardena@n	Rajagiriya	2018/08/02	Completed	Other	Need to add GX reporter	HO	wasim.akram@n dbbank	Software	2018-08-03 16:48:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 12:55:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:48:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:48:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89352	hasini.palliyaguruge	Kurunegala	2018/08/02	Completed	Other	O365 mail issue/M	HO	wasim.akram@ndbbank	Software	2018-08-03 16:50:24

comment	user_comment	done_user	commented_date_time

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 13:08:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:50:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89353	amali.dissanayake@n	DM	2018/08/02	Completed	Printer	Unable to take	DM	wasim.akram@ndbbank	Software	2018-08-03 16:50:11

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 14:08:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:50:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89354	mahesh.priyashantha@	null	2018/08/02	Completed	lexmark printer toner	lexmark printer toner	Avissawella	wasim.akram@ndbbank	Hardware	2018-08-06 16:51:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-02 14:09:
wasim.akram	vendor attended on	wasim.akram	2018-08-03 16:55:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:51:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89355	nipuna.ravishan@ndbb	Wattala	2018/08/02	Completed	Other	O365 mail issue	Wattala	wasim.akram@ndbbank	Software	2018-08-03 16:50:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 14:31:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:50:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89356	prasad.weerasinghe@n	Marine Drive	2018/08/02	Completed	Lotus	cheque book request not	Marine Drive	wasim.akram@ndbbank	Software	2018-08-03 16:52:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 14:48:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:52:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89357	prasad.weeras inghe@n	Marine Drive	2018/08/02	Completed	Lotus	need to copy MS Office	Marine Drive	wasim.akram@n dbbank	Software	2018-08-03 16:51:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 14:51:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:51:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89358	chathurika.go mis@ndbbank	DM	2018/08/02	Completed	Monitor	Monitor is not working	Matara	Mahendra.Prem athilaka@	Hardware	2018-08-03 15:52:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 15:08:
ndbbank.com	DOne.	ndbbank.com	2018-08-03 15:52:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89359	amali.dissana yake@n	DM	2018/08/02	Completed	Other	O365 mail logging issue	DM	ifam@ndbbank. com	Software	2018-08-03 09:14:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 15:18:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:14:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89360	ishan.mallika rachch	Thissamaharam aya	2018/08/02	Completed	Western Union	Need to add Western Union	Thissamaharam aya	ifam@ndbbank. com	Software	2018-08-03 09:14:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 15:19:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:14:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89361	ishan.mallika rachch	Thissamaharam aya	2018/08/02	Completed	Other	Westernubion issue	Thissamaharam aya	ifam@ndbbank. com	Software	2018-08-03 09:14:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 15:22:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:14:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89362	nawoda.karuna rathna@	Kahawatta	2018/08/02	Completed	Other	documents scanner	Kahawatta	ifam@ndbbank. com	Software	2018-08-03 09:15:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 15:24:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:15:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89363	hasitha.samar asinghe@	null	2018/08/02	Completed	Printer is not working	Printer is not working	DM	Mahendra.Prem athilaka@	Software	2018-08-03 15:54:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-02 15:34:
ndbbank.com	Done.	ndbbank.com	2018-08-03 15:54:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89364	tharindu.with arana@ndb	KATANA	2018/08/02	Completed	Lotus	Need to configure	KATANA	ifam@ndbbank. com	Software	2018-08-03 09:16:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 15:41:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:16:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89365	jayantha.kumara@ndbban	Monaragala	2018/08/02	Completed	Other	document scanner issue	Monaragala	ifam@ndbbank.com	Software	2018-08-03 09:16:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 15:42:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:16:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89366	renuka.gamage@ndbban	Aluthgama	2018/08/02	Completed	Other	CRIB link is not working	Aluthgama	wasim.akram@ndbbank	Software	2018-08-03 16:53:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-02 15:50:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:53:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89367	ranil.victor@ndbban	Kalutara	2018/08/02	Completed	Other	Need to transfer	Kalutara	ifam@ndbbank.com	Software	2018-08-03 09:15:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 15:56:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:15:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89368	raveena.sewwandi@ndbb	DM	2018/08/02	Completed	Other	Configure Data Scan	DM	Mahendra.Premathilaka@	Software	2018-08-03 17:13:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 16:03:
ndbbank.com	done.	ndbbank.com	2018-08-03 17:13:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89369	thilini.kulat hunge@nd	DM	2018/08/02	Completed	Other	Configure Data scan	DM	Mahendra.Prem athilaka@	Software	2018-08-02 16:07:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 16:07:
ndbbank.com	Done,	ndbbank.com	2018-08-02 16:07:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89370	iresha.malwat htha@nd	DM	2018/08/02	Completed	Other	Configure Data Scan	DM	Mahendra.Prem athilaka@	Software	2018-08-02 16:11:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 16:10:
ndbbank.com	Done.	ndbbank.com	2018-08-02 16:11:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89371	indika.dilan@ndbbank	DM	2018/08/02	Completed	Other	Configure data scan	DM	Mahendra.Premathilaka@	Software	2018-08-02 16:17:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 16:17:
ndbbank.com	Done.	ndbbank.com	2018-08-02 16:17:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89372	nawoda.karunarathna@	Kahawatta	2018/08/02	Completed	Other	Workflow system	Kahawatta	ifam@ndbbank.com	Software	2018-08-03 09:17:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 16:19:
ndbbank.com	j0ob done	ndbbank.com	2018-08-03 09:17:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89373	roshan.sooriy aarachc	Matugama	2018/08/02	Completed	Other	CRIB logging issue	FAV BRANCH ASST TEMP	wasim.akram@n dbbank	Software	2018-08-03 16:51:59

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-02 16:28:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:52:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89374	ishara.rajaka runa@nd	DM	2018/08/02	Completed	Other	Configure Data Scan	DM	Mahendra.Prem athilaka@	Software	2018-08-03 15:55:20

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-02 16:38:
ndbbank.com	Done.	ndbbank.com	2018-08-03 15:55:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89375	vishmini.wasa lathanthr	DM	2018/08/02	Completed	Other	Configure Data Scan	DM	Mahendra.Prem athilaka@	Software	2018-08-03 15:55:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 16:40:
ndbbank.com	DOne.	ndbbank.com	2018-08-03 15:55:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89376	sharmalee.pah alage@ndbb	null	2018/08/02	Completed	lexmark ADF Unit issue,	lexmark ADF Unit issue,	HO	wasim.akram@n dbbank	Hardware	2018-08-03 16:49:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-02 16:42:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:49:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89377	heshan.fernando@ndbb	DM	2018/08/02	Completed	MS office	Need to install	DM	Mahendra.Premathilaka@	Software	2018-08-03 15:56:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-02 16:47:
ndbbank.com	Installed.	ndbbank.com	2018-08-03 15:56:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89378	nipun.perera@ndbban	HO	2018/08/02	Completed	Other	Need to install	Katunayake	ifam@ndbbank.com	Software	2018-08-03 09:17:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 16:50:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:17:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89379	jayantha.kumara@ndbban	Monaragala	2018/08/02	Completed	Other	IBPS logging issue	Monaragala	Thilina@ndbbank.com	Software	2018-08-03 13:25:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 16:50:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-03 13:25:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89380	nilanga.gajaba@ndbban	HO	2018/08/02	Completed	Key Board	Keyboard is not working	HO	ifam@ndbbank.com	Hardware	2018-08-02 17:05:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-02 16:58:
ndbbank.com	job done	ndbbank.com	2018-08-02 17:05:
Closed By System	Closed By System	System	2018-08-06 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89381	chandrika.sel varajan@nd	Thirunewely	2018/08/02	Completed	MS office	Excel Printing	Thirunewely	Thilina@ndbba nk.com	Software	2018-08-03 13:27:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 17:22:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-03 13:27:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89382	buddhinie.kan nangara@nd	Kalutara	2018/08/02	Completed	MS office	Need to install MS	Kalutara	Thilina@ndbba nk.com	Software	2018-08-03 13:26:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-02 17:24:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-03 13:26:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89383	shanika.palli yaguruge	Pelawatta	2018/08/03	Completed	Other	need to GX Reporter	HO	wasim.akram@n dbbank	Software	2018-08-03 16:57:01

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-03 08:34:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:57:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89384	Asanka.Priyar anjan@n	DHPL	2018/08/03	Completed	Other	Msg appearing as	DHPL	wasim.akram@n dbbank	Software	2018-08-03 16:55:46

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-03 08:49:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:55:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89385	Asanka.Priyaranjan@n	DHPL	2018/08/03	Completed	Other	Msg appearing as	DHPL	wasim.akram@ndbbank	Software	2018-08-03 16:57:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 08:49:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:57:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89386	samantha.kodagoda@ndbb	Kochchikade	2018/08/03	Completed	Other	O365 mail logging issue	Kochchikade	ifam@ndbbank.com	Software	2018-08-03 09:17:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 09:04:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:18:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89387	romesh.tissera@ndbba	Ja-Ela	2018/08/03	Completed	Other	Laptop getting stuck	HO	ifam@ndbbank.com	Software	2018-08-03 09:18:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 09:07:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:18:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89388	Lihini.Fernando@ndbb	HO	2018/08/03	Completed	Monitor	Display rotating/M	HO	ifam@ndbbank.com	Software	2018-08-03 15:59:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 09:09:
ndbbank.com	job done	ndbbank.com	2018-08-03 15:59:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89389	madushika.sewwandi@ndbb	Kochchikade	2018/08/03	Completed	Other	T24 issue	Kochchikade	ifam@ndbbank.com	Software	2018-08-03 09:18:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 09:12:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:18:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89390	layanga.perera@ndbban	Battramulla	2018/08/03	Completed	Printer	Document scanner	Battharamulla	ifam@ndbbank.com	Software	2018-08-03 09:18:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 09:13:
ndbbank.com	job done	ndbbank.com	2018-08-03 09:18:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89391	amirthalingam.	Old Moor	2018/08/03	Completed	Other	[PD14016]Pass book	HO	ifam@ndbbank. com	Software	2018-08-09 13:29:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 09:17:
ifam Commented	JOB REF NUMBER	ifam	2018-08-03 16:01:
ifam Commented	reminder to	ifam	2018-08-06 11:49:
ifam Commented	Engineer attended	ifam	2018-08-08 09:50:
indrajith.	Instruct, help desk	indrajith.	2018-08-08 09:58:
indrajith.	Instruct, help desk	indrajith.	2018-08-08 09:59:
ndbbank.com	job done	ndbbank.com	2018-08-09 13:29:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89392	layanga.perer a@ndbban	Battharamulla	2018/08/03	Completed	Printer	Documents scanner	Battharamulla	ifam@ndbbank. com	Software	2018-08-03 16:00:12

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 09:20:
ndbbank.com	job done	ndbbank.com	2018-08-03 16:00:
Closed By System	Closed By System	System	2018-08-07 05:10:

| 89393 | ravindra.uyan watte@ndb | Pilimathalawa | 2018/08/03 | Completed | Other | RAM system logging issue | Pilimathalawa | Udayana.Wanig asekara@ | Software | 2018-08-03 12:31:45 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 09:34:
ndbbank.com	completed	ndbbank.com	2018-08-03 12:31:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89394	ishan.chalind a@ndbb	Kiribathgoda	2018/08/03	Completed	Other	cloud logging issue	Kiribathgoda	wasim.akram@n dbbank	Software	2018-08-03 16:56:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 09:40:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:56:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89395	ishan.chalind a@ndbb	Kiribathgoda	2018/08/03	Completed	Other	O365 mail logging	Kiribathgoda	wasim.akram@n dbbank	Software	2018-08-03 16:56:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 09:45:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:56:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89396	Madhawa.Madhu ranga@nd	HO	2018/08/03	Completed	Other	admin password	HO	wasim.akram@n dbbank	Software	2018-08-03 16:57:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 09:48:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:57:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89397	Indira.Kastur iarachc	HO	2018/08/03	Completed	Other	Msg appearing as	HO	wasim.akram@n dbbank	Software	2018-08-03 16:57:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 09:49:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:57:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89398	buddhinie.kan nangara@nd	Kalutara	2018/08/03	Completed	Printer	Need to add a printer/M	Kalutara	wasim.akram@n dbbank	Software	2018-08-03 16:58:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 09:50:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:58:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89399	ravindra.uyan watte@ndb	Pilimathalawa	2018/08/03	Completed	Other	RAM Load XML issue	Pilimathalawa	Udayana.Wanig asekara@	Software	2018-08-03 12:32:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 10:04:
ndbbank.com	completed	ndbbank.com	2018-08-03 12:32:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89400	malaka.rathna yake@nd	Malambe	2018/08/03	Completed	PC	Msg appearing as	Malabe-DR Site-User	Udayana.Wanig asekara@	Software	2018-08-03 12:33:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 10:27:
ndbbank.com	completed	ndbbank.com	2018-08-03 12:33:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89401	amenthi.weera singhe@n	HO	2018/08/03	Completed	Other	Excel document	HO	wasim.akram@n dbbank	Software	2018-08-06 16:51:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 10:42:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:58:
amenthi.	not sure if the	amenthi.	2018-08-06 07:54:
wasim.akram	we will open	wasim.akram	2018-08-06 16:51:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
ndbbank.com		ndbbank.com	2018-08-06 16:51:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89402	ravindu.jayasundara@n	Kolpity	2018/08/03	Completed	Other	trust relationship	Kolpity Recoveries	Udayana.Wanigasekara@	Software	2018-08-03 17:57:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 10:50:
ndbbank.com	completed	ndbbank.com	2018-08-03 17:57:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89403	udari.gangoda wila@n	Horana	2018/08/03	Completed	Lotus	complain tracking	Horana	wasim.akram@n dbbank	Software	2018-08-03 16:59:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 11:18:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:59:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89404	Jeevanee.Sene rath@ndbb	null	2018/08/03	Completed	Konica printer	Konica printer	HO	ifam@ndbbank. com	Hardware	2018-08-03 16:00:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-03 11:23:
ndbbank.com	JOB DONE	ndbbank.com	2018-08-03 16:00:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89405	indrajith.nan ayakkara@n	HO	2018/08/03	Completed	MS office	Need to install MS	HO	Thilina@ndbba nk.com	Software	2018-08-03 13:24:58

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-03 11:28:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-03 13:24:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89406	melani.ambaku mbura@n	HO	2018/08/03	Completed	Other	Need to install Tamil	HO	ifam@ndbbank. com	Software	2018-08-03 16:00:40

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-03 11:33:
ndbbank.com	JOB DONE	ndbbank.com	2018-08-03 16:00:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89407	isuru.desilva@ndbba	Ja-Ela	2018/08/03	Completed	PC	Need to install	Ja-Ela	Thilina@ndbbank.com	Software	2018-08-03 13:24:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-03 11:33:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-03 13:24:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89408	sandaruwan.abeyrathne@nd	Ampara	2018/08/03	Completed	Other	crib is not working	Ampara	Thilina@ndbbank.com	Software	2018-08-03 13:24:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-03 11:52:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-03 13:24:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89409	Pramil.Bandaranayake	DM	2018/08/03	Completed	Other	Internet explore is	DM	Mahendra.Premathilaka@	Software	2018-08-03 15:51:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-03 12:02:
ndbbank.com	Done.	ndbbank.com	2018-08-03 15:51:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89410	vinuri.pathmasiri@nd	DM	2018/08/03	Completed	Printer	Need to install	DM	Mahendra.Premathilaka@	Software	2018-08-03 15:51:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-03 12:03:
ndbbank.com	Done.	ndbbank.com	2018-08-03 15:51:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89411	udani.kumaras inghe@	Akuressa	2018/08/03	Completed	Other	install canon scannor	Akuressa	wasim.akram@n dbbank	Software	2018-08-06 13:00:31

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Maxwell	2018-08-03 12:28:
Helpdesk	please update	Helpdesk	2018-08-06 09:38:
ndbbank.com	Completed	ndbbank.com	2018-08-06 13:00:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89412	saumya.nawara tne@ndb	Pilimathalawa	2018/08/03	Completed	Other	Need to create	Pilimathalawa	wasim.akram@n dbbank	Software	2018-08-06 13:01:58

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-03 12:28:
ndbbank.com	Completed	ndbbank.com	2018-08-06 13:01:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 89413 | Chanaka.Ariya rathna@n | Avissawella | 2018/08/03 | Completed | Other | canon scanner issue | Avissawella | Udayana.Wanig asekara@ | Software | 2018-08-03 12:39:07 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 12:31:
ndbbank.com	completed	ndbbank.com	2018-08-03 12:39:
Closed By System	Closed By System	System	2018-08-07 05:10:

| 89414 | lakshika.daya nanda@ndb | Dambulla | 2018/08/03 | Completed | MS office | Excel document | Dambulla | wasim.akram@n dbbank | Software | 2018-08-03 16:58:20 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-03 12:49:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:58:
Closed By System	Closed By System	System	2018-08-07 05:10:

| 89415 | harshani.karu narathne@ | HO | 2018/08/03 | Completed | Other | IE 11 Upgrade proxy issue | IT Stores | Udayana.Wanig asekara@ | Software | 2018-08-03 12:54:51 |

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-03 12:54:
ndbbank.com	completed	ndbbank.com	2018-08-03 12:54:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89416	hashan.kulawa nsa@ndb	HO	2018/08/03	Completed	Other	add static ips	HO	Udayana.Wanig asekara@	Software	2018-08-03 14:50:36

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-03 13:03:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:50:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89417	hashan.kulawa nsa@ndb	HO	2018/08/03	Completed	Other	add static ip	IT Stores	Udayana.Wanig asekara@	Software	2018-08-03 14:50:12

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-03 13:05:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:50:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89418	segar.anojtharan@nd	Pettah	2018/08/03	Completed	Printer	install printer	Pettah	wasim.akram@ndbbank	Software	2018-08-03 16:59:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 13:06:
ndbbank.com	completed	ndbbank.com	2018-08-03 16:59:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89419	kaushalya.balakrishnan@	Pettah	2018/08/03	Completed	Printer	install printer	Pettah	wasim.akram@ndbbank	Software	2018-08-06 13:02:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 13:07:
ndbbank.com	Completed	ndbbank.com	2018-08-06 13:02:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89420	hashan.kulawa nsa@ndb	HO	2018/08/03	Completed	Other	add static ip	HO	Udayana.Wanig asekara@	Software	2018-08-03 14:49:58

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-03 13:07:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:49:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89421	lewis.fernand o@ndbb	Pettah	2018/08/03	Completed	Printer	install printer	Pettah	wasim.akram@n dbbank	Software	2018-08-06 14:34:22

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-03 13:09:
ndbbank.com	Completed	ndbbank.com	2018-08-06 14:34:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89422	amal.roy@ndbbank.	Nawam Branch	2018/08/03	Completed	Western Union	Western Union installation/	Nawam Branch	wasim.akram@ndbbank	Software	2018-08-06 15:30:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 13:40:
ndbbank.com	Completed	ndbbank.com	2018-08-06 15:30:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89423	dulanjana.dharmadasa@nd	Pilimathalawa	2018/08/03	Completed	Printer	install printer	Pilimathalawa	wasim.akram@ndbbank	Software	2018-08-06 15:31:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 13:40:
ndbbank.com	Completed	ndbbank.com	2018-08-06 15:31:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89424	chamara.jayasekara@nd	Mahiyanganaya	2018/08/03	Completed	Other	CRIB logging issue/M	Mahiyanganaya	Udayana.Wanigasekara@	Software	2018-08-03 14:49:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 13:41:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:49:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89425	sandaruwan.abeyrathne@nd	Ampara	2018/08/03	Completed	Other	CRIB logging issue	Ampara	Udayana.Wanigasekara@	Software	2018-08-03 14:49:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 13:53:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:49:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89426	wathsala.jaya sooriya@n	Kiribathgoda	2018/08/03	Completed	Other	workflow system issue	Kiribathgoda	wasim.akram@n dbbank	Software	2018-08-06 16:17:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 13:57:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:17:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89427	sivamohan.siv aganesh@nd	Chavakachcher i	2018/08/03	Completed	Other	Need to add a printer	Chavakachcher i	Udayana.Wanig asekara@	Software	2018-08-03 14:48:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 14:27:
ndbbank.com	completed	ndbbank.com	2018-08-03 14:48:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89428	nawoda.karunarathna@	Kahawatta	2018/08/03	Completed	Printer	Need to add a printer/M	Kahawatta	wasim.akram@ndbbank	Software	2018-08-06 15:44:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 15:06:
ndbbank.com	Completed	ndbbank.com	2018-08-06 15:44:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89429	gayani.ramanathanpul	KATANA	2018/08/03	Completed	Other	O365 mail logging issue	KATANA	wasim.akram@ndbbank	Software	2018-08-06 16:16:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 15:07:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:16:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89430	Ayomi.Kurukul arachc	HO	2018/08/03	Completed	Other	O365 mail issue/M	HO	wasim.akram@n dbbank	Software	2018-08-06 15:31:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 15:18:
ndbbank.com	Completed	ndbbank.com	2018-08-06 15:31:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89431	Ayomi.Kurukul arachc	HO	2018/08/03	Completed	Other	T24 logging issue/M	HO	wasim.akram@n dbbank	Software	2018-08-06 14:48:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 15:18:
ndbbank.com	Completed	ndbbank.com	2018-08-06 14:48:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89432	Ayomi.Kurukularachc	HO	2018/08/03	Completed	Other	Online banking page	HO	wasim.akram@ndbbank	Software	2018-08-06 14:47:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-03 15:25:
ndbbank.com	Completed	ndbbank.com	2018-08-06 14:47:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89433	udayana.wanigasekara@	HO	2018/08/03	Completed	Other	install printer	HO	Udayana.Wanigasekara@	Software	2018-08-03 17:09:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 15:44:
ndbbank.com	completed	ndbbank.com	2018-08-03 17:09:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89434	lucia.annitht ha@ndb	HO	2018/08/03	Completed	PC	PC is not working	HO	Udayana.Wanig asekara@	Software	2018-08-03 17:09:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 15:48:
ndbbank.com	completed	ndbbank.com	2018-08-03 17:09:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89435	sahan.desilva @ndbba	Kalutara	2018/08/03	Completed	Printer	Unable to take	Kalutara	ifam@ndbbank. com	Software	2018-08-03 16:00:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-03 15:49:
ndbbank.com	job done	ndbbank.com	2018-08-03 16:00:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89436	Hamsaruban.Sh anmugaratna	Wellawatta	2018/08/03	Completed	Other	CRIB logging issue	Wellawatta	Udayana.Wanig asekara@	Software	2018-08-03 17:08:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 15:59:
ndbbank.com	completed	ndbbank.com	2018-08-03 17:08:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89437	Kasun.Madawal a@ndbb	DM	2018/08/03	Completed	Printer	Cannot get printouts.	DM	Mahendra.Prem athilaka@	Software	2018-08-03 17:13:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-03 16:39:
ndbbank.com	done	ndbbank.com	2018-08-03 17:13:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89438	Sumedha.Jayas inghe@nd	KCC	2018/08/03	Completed	Other	Install GX reporter	KCC	Udayana.Wanig asekara@	Software	2018-08-03 17:56:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 16:58:
ndbbank.com	completed	ndbbank.com	2018-08-03 17:57:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89439	Yasanga.Siyam balapiti	DM	2018/08/03	Completed	Other	Cannot open PDF files.	DM	Mahendra.Prem athilaka@	Software	2018-08-03 17:25:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-03 17:25:
ndbbank.com	Done.	ndbbank.com	2018-08-03 17:25:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89440	dilini.warnasinghe@n	Kochchikade	2018/08/03	Completed	Other	workflow issue	Kochchikade	Udayana.Wanigasekara@	Software	2018-08-03 17:56:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 17:31:
ndbbank.com	completed	ndbbank.com	2018-08-03 17:56:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89441	diluka.silva@ndbbank	HO	2018/08/03	Completed	Other	outlook issue	HO	Udayana.Wanigasekara@	Software	2018-08-03 17:56:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-03 17:55:
ndbbank.com	completed	ndbbank.com	2018-08-03 17:56:
Closed By System	Closed By System	System	2018-08-07 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89442	shani.jayakod y@ndbb	Kolpity	2018/08/06	Completed	Other	Need to add a printer	HO	Thilina@ndbba nk.com	Software	2018-08-06 10:19:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 08:40:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:19:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89443	rasika.wijewa rdena@n	Thissamaharam aya	2018/08/06	Completed	Other	O 365 logging issue	Thissamaharam aya	Thilina@ndbba nk.com	Software	2018-08-06 10:18:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 08:49:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:18:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89444	uditha.nawara thna@nd	Kadawata	2018/08/06	Completed	Other	Need to change IE	Kadawata	wasim.akram@n dbbank	Software	2018-08-06 16:17:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 08:56:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:17:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89445	anuruddhika.d eseram@ndbba	Ja-Ela	2018/08/06	Completed	PC	Lan logging Password	Ja-Ela	wasim.akram@n dbbank	Software	2018-08-06 16:52:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 08:57:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:52:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:52:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89446	ashirwada.pera@ndbban	null	2018/08/06	Completed	NB15021,Need to change	NB15021,Need to change	HO	wasim.akram@ndbbank	Software	2018-08-06 16:52:24

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 08:58:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:52:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89447	gihan.nimesha@ndbba	Kottawa Branch	2018/08/06	Completed	Other	T24- login issue	Kottawa Branch	Thilina@ndbbank.com	Software	2018-08-06 10:18:46

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 09:00:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:18:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89448	rochana.bandara@ndbba	HO	2018/08/06	Completed	Other	O365 mail issue	DHPL	wasim.akram@ndbbank	Software	2018-08-06 16:52:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:02:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:52:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89449	ishan.randika @ndbba	Ratnapura	2018/08/06	Completed	Other	Workflow logging issue	Ratnapura	wasim.akram@n dbbank	Software	2018-08-06 16:52:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:07:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:53:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89450	pavithra.wick ramasingh	Nikawaratiya	2018/08/06	Completed	Other	T24- login issue	Nawalapitiya	wasim.akram@n dbbank	Software	2018-08-06 16:53:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:07:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:53:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:53:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 89451 | harshani.madu shika@ndb | Old Moor | 2018/08/06 | Completed | CITS | Need to add cits app | Old Moor | Thilina@ndbba nk.com | Software | 2018-08-06 10:18:33 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 09:11:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:18:
Closed By System	Closed By System	System	2018-08-10 05:10:

| 89452 | tharika.kahag alle@ndb | Kolpity | 2018/08/06 | Completed | PC | trust relationship | Kolpity Recoveries | Thilina@ndbba nk.com | Software | 2018-08-06 15:44:16 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89453	niroshini.kar thigayan@n	HO	2018/08/06	Completed	Other	T24- login issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-06 16:54:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 09:13:
ndbbank.com	Engineer attend	ndbbank.com	2018-08-06 15:44:
Closed By System	Closed By System	System	2018-08-10 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:15:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:54:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89454	manjula.perera@ndbban	HO	2018/08/06	Completed	Other	T24- login issue	HO	wasim.akram@ndbbank	Software	2018-08-06 16:53:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:18:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:53:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89455	nayani.wickramapathi	Malambe	2018/08/06	Completed	Other	T24- login issue	Malambe	wasim.akram@ndbbank	Software	2018-08-06 16:53:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:20:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:53:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89456	anthony.kingsly@ndbba	Hendala	2018/08/06	Completed	Other	T24- login issue	HO	wasim.akram@ndbbank	Software	2018-08-06 16:54:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:21:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:54:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89457	dileepa.sandaruwan@nd	Kuliyapitiya	2018/08/06	Completed	Other	Need to install IBPS	HO	Thilina@ndbbank.com	Software	2018-08-06 10:17:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 09:22:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:17:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89458	pavithra.wick ramasingh	Nawalapitiya	2018/08/06	Completed	Other	O 365 logging issue	Nawalapitiya	Thilina@ndbba nk.com	Software	2018-08-06 10:17:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 09:26:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:17:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89459	manjula.perer a@ndbban	HO	2018/08/06	Completed	Other	T24- login issue	HO	wasim.akram@n dbbank	Software	2018-08-06 16:54:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:28:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:54:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89460	sachithra.gur ugamage@nd	Galle	2018/08/06	Completed	Other	T24- login issue	Galle	wasim.akram@n dbbank	Software	2018-08-06 16:54:46

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:28:
ndbbank.com	Completed	ndbbank.com	2018-08-06 16:54:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89461	chamil.madhus anka@nd	Kahawatta	2018/08/06	Completed	Other	ISwitch logging issue	Kahawatta	wasim.akram@n dbbank	Software	2018-08-07 11:12:59

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:29:
ndbbank.com	Completed	ndbbank.com	2018-08-07 11:13:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89462	Shiromi.Perera@ndbban	HO	2018/08/06	Completed	Other	Bank statement	DM	ifam@ndbbank.com	Software	2018-08-06 11:49:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:30:
ndbbank.com	job done	ndbbank.com	2018-08-06 11:49:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89463	harshani.karunarathne@	HO	2018/08/06	Completed	Other	Lankapay system	IT Stores	ifam@ndbbank.com	Software	2018-08-06 11:50:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:32:
ndbbank.com	job done	ndbbank.com	2018-08-06 11:50:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89464	Vimarshani.Ku marasinghe@	Yakkala	2018/08/06	Completed	Other	Need to change T 24	Yakkala	Thilina@ndbba nk.com	Software	2018-08-06 10:16:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 09:34:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:16:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89465	nisansala.pre mathilaka@	HO	2018/08/06	Completed	Other	LankaPay system	IT Stores	ifam@ndbbank. com	Software	2018-08-06 11:51:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:35:
ndbbank.com	job done	ndbbank.com	2018-08-06 11:51:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89466	chammi.abeygu nawarda	Rajagiriya	2018/08/06	Completed	Other	T24- login issue	Rajagiriya	ifam@ndbbank. com	Software	2018-08-08 09:42:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:37:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:42:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89467	rizmina.fauz@ ndbbank.	Nawam Branch	2018/08/06	Completed	Printer	Unable to take	Nawam Branch	ifam@ndbbank. com	Software	2018-08-08 09:43:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:37:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:43:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89468	nisansala.pre mathilaka@	HO	2018/08/06	Completed	Other	Lankapay issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-07 11:13:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:39:
ndbbank.com	Completed	ndbbank.com	2018-08-07 11:13:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89469	rasika.wijewa rdena@n	Thissamaharam aya	2018/08/06	Completed	CITS	Need to add CITS	Thissamaharam aya	ifam@ndbbank. com	Software	2018-08-08 09:45:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:40:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:45:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89470	thamashi.rath nayaka@nd	Kolpity	2018/08/06	Completed	Other	T24 not working	Kolpity Recoveries	wasim.akram@n dbbank	Software	2018-08-07 11:14:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 09:46:
ndbbank.com	Completed	ndbbank.com	2018-08-07 11:14:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89471	ranga.perera@ ndbban	Yakkala	2018/08/06	Completed	Other	T24- login issue	Yakkala	Thilina@ndbba nk.com	Software	2018-08-06 10:16:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 09:46:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 10:16:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89472	tharani.perer a@ndbban	Marine Drive	2018/08/06	Completed	Other	T24- login issue	Marine Drive	ifam@ndbbank. com	Software	2018-08-08 09:45:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:50:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:45:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89473	roshini.samar akoon@nd	DM	2018/08/06	Completed	Other	T24 document uploading	DM	ifam@ndbbank. com	Software	2018-08-08 09:58:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:50:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:58:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89474	chathuranga.f ernando@ndbb	Kolpity Recoveries	2018/08/06	Completed	Other	need to create	Kolpity Recoveries	ifam@ndbbank. com	Software	2018-08-08 09:58:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:53:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:59:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:59:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89475	indrajith.nan ayakkara@n	HO	2018/08/06	Completed	Other	laptop blue screen	IT Stores	ifam@ndbbank. com	Software	2018-08-08 09:59:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:53:
ndbbank.com	job done	ndbbank.com	2018-08-08 09:59:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89476	Shanika.Maras inghe@nd	KCC	2018/08/06	Completed	Printer	Need to add a printer/M	KCC	ifam@ndbbank. com	Software	2018-08-08 10:00:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 09:54:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:00:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89477	sachithra.gur ugamage@nd	Galle	2018/08/06	Completed	Other	t24 options are not	Galle	ifam@ndbbank. com	Software	2018-08-08 10:01:19

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89478	gayani.ramana thanpul	KATANA	2018/08/06	Completed	Other	O365 mail logging issue	KATANA	ifam@ndbbank. com	Software	2018-08-08 10:03:48

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 09:57:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:01:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 09:59:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:03:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89479	uchith.randima@ndbba	Kohuwala	2018/08/06	Completed	Western Union	Need to add Western Union	Kohuwala	wasim.akram@ndbbank	Software	2018-08-07 11:14:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 10:17:
ndbbank.com	Completed	ndbbank.com	2018-08-07 11:14:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89480	malith.thalagala@ndb	Nawalapitiya	2018/08/06	Completed	Other	Westernunion link issue	Nawalapitiya	ifam@ndbbank.com	Software	2018-08-08 10:04:25

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:19:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:04:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89481	shashika.ambe kumbura@n	HO	2018/08/06	Completed	Other	T24- login issue	HO	ifam@ndbbank. com	Software	2018-08-08 10:04:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:24:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:04:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89482	joel.gabriel@ ndbba	Pelawatta	2018/08/06	Completed	Printer	Add the printer	Pelawatta	ifam@ndbbank. com	Software	2018-08-08 10:05:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:26:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:05:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89483	angelo.fernando@ndbb	Borella	2018/08/06	Completed	MS office	excel document	Borella	ifam@ndbbank.com	Software	2018-08-08 10:05:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:30:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:05:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89484	kavindi.promodini@ndb	Kolpity Recoveries	2018/08/06	Completed	Other	T24- login issue	Kolpity Recoveries	ifam@ndbbank.com	Software	2018-08-08 10:08:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:32:
ndbbank.com	job dohne	ndbbank.com	2018-08-08 10:08:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89485	prasad.weerasinghe@n	Marine Drive	2018/08/06	Completed	Other	Complain tracking	Marine Drive	wasim.akram@ndbbank	Software	2018-08-07 15:08:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 10:39:
ndbbank.com	Completed	ndbbank.com	2018-08-07 15:08:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89486	thakshila.bandara@ndbba	null	2018/08/06	Completed	lexmark printer	lexmark printer	HO	wasim.akram@ndbbank	Hardware	2018-08-07 15:09:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 10:50:
ndbbank.com	Completed	ndbbank.com	2018-08-07 15:09:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89487	malithi.samar asinghe@	Aturugiriya	2018/08/06	Completed	Other	Workflow issue	Aturugiriya	ifam@ndbbank. com	Software	2018-08-08 10:08:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:53:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:08:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89488	sherline.jaya wardene@n	Wattala	2018/08/06	Completed	Other	T24- login issue	Wattala	ifam@ndbbank. com	Software	2018-08-08 10:09:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:53:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:09:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89489	sherline.jaya wardene@n	Wattala	2018/08/06	Completed	Other	T24- login issue	Wattala	ifam@ndbbank. com	Software	2018-08-08 10:09:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:55:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:09:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89490	chatura.kulas inghe@nd	HO	2018/08/06	Completed	Other	display flickering /M	HO	wasim.akram@n dbbank	Hardware	2018-08-07 16:03:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 10:58:
ndbbank.com	send replaced	ndbbank.com	2018-08-07 16:03:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89491	ajith.nathanials@nd	null	2018/08/06	Completed	konica printer	konica printer	HO	wasim.akram@ndbbank	Hardware	2018-08-07 16:45:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 10:59:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:45:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89492	sherline.jayawardene@n	Wattala	2018/08/06	Completed	Other	T24 slow	Wattala	ifam@ndbbank.com	Software	2018-08-08 10:16:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 10:59:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:16:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89493	garushi.upeksha@ndbba	Wattala	2018/08/06	Completed	Other	Email issue	Marine Drive	ifam@ndbbank.com	Software	2018-08-08 10:16:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 11:01:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:16:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89494	ishan.liyanage@ndbb	Warakapola	2018/08/06	Completed	Printer	Need to add a printer	HO	ifam@ndbbank.com	Software	2018-08-08 10:17:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 11:03:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:17:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89495	ravindra.damm ika@ndbba	Warakapola	2018/08/06	Completed	Printer	Unable to take	Warakapola	ifam@ndbbank. com	Software	2018-08-08 10:18:07

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 11:05:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:18:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89496	himaya.narang oda@ndb	Kolpity	2018/08/06	Completed	Other	T24- login issue	Kolpity Recoveries	ifam@ndbbank. com	Software	2018-08-08 10:18:18

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 11:24:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:18:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89497	Senaka.Silva@ndbbank	DM	2018/08/06	Completed	Other	Cannot Login to T24	DM	Mahendra.Prem athilaka@	Software	2018-08-06 15:34:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-06 11:25:
ndbbank.com	Done.	ndbbank.com	2018-08-06 15:34:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89498	sunil.karunaratne@n	null	2018/08/06	Completed	Cannot download some	Cannot download some	DM	Mahendra.Prem athilaka@	Software	2018-08-06 15:34:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 11:26:
ndbbank.com	DOne.	ndbbank.com	2018-08-06 15:34:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89499	thakshila.bandara@ndbba	null	2018/08/06	Completed	lexmark printer tray	lexmark printer tray	HO	ifam@ndbbank.com	Hardware	2018-08-08 10:22:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 11:37:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:22:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89500	gowri.rajah@ndbbank	Kolpity Recoveries	2018/08/06	Completed	Other	T24- login issue	Kolpity Recoveries	ifam@ndbbank.com	Software	2018-08-08 10:19:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 11:41:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:19:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89501	disni.kumari@ndbban	Kolpity Recoveries	2018/08/06	Completed	Other	T24- login issue	HO	ifam@ndbbank.com	Software	2018-08-08 10:20:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 11:43:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:20:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89502	dishan.perera@ndbban	HO	2018/08/06	Completed	Other	IE security setting issue	IT Stores	ifam@ndbbank.com	Software	2018-08-08 10:20:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 11:47:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:20:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89503	limasha.prash anjalee@	Katunayake	2018/08/06	Completed	Other	T24- login issue	Katunayake	wasim.akram@n dbbank	Software	2018-08-07 16:33:39

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-06 11:56:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:33:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89504	tharika.kahag alle@ndb	Kolpity Recoveries	2018/08/06	Completed	Other	T24- login issue	HO	wasim.akram@n dbbank	Software	2018-08-07 16:33:59

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-06 12:02:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:33:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:34:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89505	Anjalee.Amarawickrama	DR Site	2018/08/06	Completed	Other	need to check the software	DR Site	ifam@ndbbank.com	Software	2018-08-08 10:20:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 12:05:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:20:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89506	keshanika.kumari@ndbban	DR Site	2018/08/06	Completed	Other	need to check the software	Malabe-DR Site-User	ifam@ndbbank.com	Software	2018-08-08 10:21:50

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 12:06:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:21:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89507	Hamsaruban.Shanmugaratna	Wellawatta	2018/08/06	Completed	Other	CRIB logging issue	Wellawatta	ifam@ndbbank.com	Software	2018-08-08 10:22:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 12:10:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:22:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89508	koshila.samma ni@ndbba	HO	2018/08/06	Completed	Other	T24- login issue	HO	wasim.akram@n dbbank	Software	2018-08-07 16:34:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 12:10:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:34:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89509	Valary.Vimala kumara@	Kolpity Recoveries	2018/08/06	Completed	Other	T24- login issue	HO	wasim.akram@n dbbank	Software	2018-08-07 16:34:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 12:17:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:34:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89510	chammi.thanth irige@n	HO	2018/08/06	Completed	Other	install Sinhala font	IT Stores	ifam@ndbbank. com	Software	2018-08-08 10:23:02

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 12:18:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:23:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89511	iroshani.nadi rani@ndbb	Minuwangoda	2018/08/06	Completed	Printer	Add the printer	Minuwangoda	ifam@ndbbank. com	Software	2018-08-08 10:23:23

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 12:37:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:23:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89512	keith.joseph@ndbban	Ratnapura	2018/08/06	Completed	Other	ISwitch system	Ratnapura	ifam@ndbbank.com	Software	2018-08-08 10:23:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 12:48:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:23:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89513	chamara.ranasinghe@nd	Kohuwala	2018/08/06	Completed	Other	T24 issue	Kohuwala	ifam@ndbbank.com	Software	2018-08-08 10:23:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-06 13:40:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:23:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89514	erandi.daradh akumbur	Higurakgoda Branch	2018/08/06	Completed	Western Union	WUPOS logging issue	Higurakgoda Branch	Thilina@ndbba nk.com	Software	2018-08-06 16:55:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 14:17:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 16:55:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89515	dushani.hewag e@ndbban	Kalutara	2018/08/06	Completed	CITS	OnePass issue	HO	wasim.akram@n dbbank	Software	2018-08-07 16:35:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 15:13:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:35:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89516	Fouzia.Hassim@ndbban	null	2018/08/06	Completed	Konica printer	Konica printer	HO	ifam@ndbbank.com	Hardware	2018-08-08 10:24:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 15:14:
ndbbank.com	paper jam in bypass	ndbbank.com	2018-08-08 10:24:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89517	sanil.perera@ndbban	HO	2018/08/06	Completed	Other	O365 calendar setting	Pelawatta	wasim.akram@ndbbank	Software	2018-08-07 16:35:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 15:31:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:35:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89518	Fouzia.Hassim @ndbban	null	2018/08/06	Completed	lexmark printer	lexmark printer	HO	wasim.akram@n dbbank	Software	2018-08-07 16:46:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 15:32:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:46:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89519	Chinthaka.Mad usanka@ndb	null	2018/08/06	Completed	Print is not working	Print is not working	DM	Mahendra.Prem athilaka@	Other	2018-08-07 12:40:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 15:35:
ndbbank.com	DOne.	ndbbank.com	2018-08-07 12:40:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89520	dhanushka.abe ysekera@nd	HO	2018/08/06	Completed	PC	PC automatically	HO	Thilina@ndbba nk.com	Software	2018-08-10 13:49:22

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-06 15:48:
ndbbank.com	Issue is the HDD ,	ndbbank.com	2018-08-10 13:49:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89521	geeth.wimalaw ansha@	Anuradapura	2018/08/06	Completed	Western Union	Need to add western Union	Anuradapura	Thilina@ndbba nk.com	Software	2018-08-06 16:56:39

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-06 15:48:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 16:56:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89522	tharika.kahag alle@ndb	Kolpity Recoveries	2018/08/06	Completed	Other	O365 mail logging issue	Kolpity Recoveries	Thilina@ndbba nk.com	Software	2018-08-06 16:56:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-06 15:49:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-06 16:56:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89523	akitha.hendal age@ndb	Kolpity	2018/08/06	Completed	Other	PC is getting stuck	Kolpity Recoveries	Udayana.Wanig asekara@	Software	2018-08-06 16:14:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-06 15:50:
ndbbank.com	completed	ndbbank.com	2018-08-06 16:14:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89524	amalai.janaga n@ndbba	HO	2018/08/06	Completed	Other	O365 mail font issue	HO	wasim.akram@n dbbank	Software	2018-08-07 16:36:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 16:02:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:36:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89525	shanel.tisser a@ndbba	Kolpity Recoveries	2018/08/06	Completed	Other	PC network connecting	Kolpity Recoveries	wasim.akram@n dbbank	Software	2018-08-07 16:37:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 16:03:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89526	tilani.dissanayake@n	Nugegoda	2018/08/06	Completed	CITS	OnePass issue	Nugegoda	wasim.akram@ndbbank	Software	2018-08-07 16:37:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-06 16:11:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89527	mahela.hettiarachchi	Akuressa	2018/08/06	Completed	Other	INSTALL WINCOR	Akuressa	Udayana.Wanigasekara@	Software	2018-08-06 16:17:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-06 16:17:
ndbbank.com	completed	ndbbank.com	2018-08-06 16:17:
Closed By System	Closed By System	System	2018-08-10 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89528	kelum.hemacha ndra@n	Horana	2018/08/06	Completed	Other	Excel document	Horana	ifam@ndbbank. com	Software	2018-08-08 10:25:05

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 16:19:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:25:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89529	gamini.chandr asekara	Kaduwela	2018/08/06	Completed	Other	T24- login issue	Kaduwela	ifam@ndbbank. com	Software	2018-08-08 10:25:23

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-06 16:33:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:25:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89530	udayana.wanig asekara@	HO	2018/08/06	Completed	Other	disk clean up	HO	Udayana.Wanig asekara@	Software	2018-08-07 10:28:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-06 17:08:
ndbbank.com	comleted	ndbbank.com	2018-08-07 10:28:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89531	bhanuka.darsh ana@ndbb	null	2018/08/06	Completed	lexmark tuoch screen issue	lexmark tuoch screen issue	Monaragala	Udayana.Wanig asekara@	Other	2018-08-07 15:14:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-06 17:59:
Udayana.	send vender to	Udayana.	2018-08-07 15:12:
ndbbank.com	Issue was	ndbbank.com	2018-08-07 15:14:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89532	shanika.maras inghe@nd	KCC	2018/08/07	Completed	Printer	Need to add a printer/M	KCC	wasim.akram@n dbbank	Software	2018-08-07 16:37:46
89533	chaminda.jaya singharac	Kiribathgoda	2018/08/07	Completed	PC	PC getting stuck	Kiribathgoda	wasim.akram@n dbbank	Software	2018-08-08 11:32:12

comment	user_comment	done_user	commented_date_time

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 08:34:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 08:36:
wasim.akram	clear temp files and	wasim.akram	2018-08-07 10:31:
ndbbank.com	Completed	ndbbank.com	2018-08-08 11:32:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89534	ishan.meegaswatta@n	Kandy	2018/08/07	Completed	Other	CRIB system loading	Kandy	wasim.akram@ndbbank	Software	2018-08-07 16:44:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 08:41:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:44:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89535	nisansala.pre mathilaka@	HO	2018/08/07	Completed	Other	lankaPay logging issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-07 16:45:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 08:48:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:45:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89536	Prabath.Kaush allya@nd	HO	2018/08/07	Completed	Other	O365 mail logging issue	HO	Thilina@ndbba nk.com	Software	2018-08-07 14:40:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 09:00:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-07 14:40:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89537	rasari.hewawa sam@ndb	Yakkala	2018/08/07	Completed	Other	T24- login issue/M	Yakkala	wasim.akram@n dbbank	Software	2018-08-07 16:46:29

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:06:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:46:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89538	rasari.hewawa sam@ndb	Yakkala	2018/08/07	Completed	Printer	change the printer	Yakkala	wasim.akram@n dbbank	Software	2018-08-07 16:46:42

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:07:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:46:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89539	mayoni.siranjitha@nd	Kotahena	2018/08/07	Completed	Other	CRIB logging issue/M	Kotahena	wasim.akram@ndbbank	Software	2018-08-07 16:47:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:08:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:47:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:47:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89540	sumith.kahaduwaarach	Matara	2018/08/07	Completed	MS office	need to install MS	HO	wasim.akram@ndbbank	Software	2018-08-07 16:47:23

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:18:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:47:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:47:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89541	sumith.kahadu waarach	Matara	2018/08/07	Completed	MS office	need to copy office setup	Matara	wasim.akram@n dbbank	Software	2018-08-07 16:48:23

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:19:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:48:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89542	jayantha.kuma ra@ndbban	null	2018/08/07	Completed	lexmark printer	lexmark printer	Monaragala	wasim.akram@n dbbank	Hardware	2018-08-08 16:57:52

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-07 09:27:
ndbbank.com	Completed	ndbbank.com	2018-08-08 16:57:
Closed By System	Closed By System	System	2018-08-13 05:10:

| 89543 | malith.thalagala@ndb | Nawalapitiya | 2018/08/07 | Completed | Other | O365 mail logging | Nawalapitiya | wasim.akram@ndbbank | Software | 2018-08-07 16:47:46 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:34:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:47:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89544	jathunanthan. balakrishnan@	Kolpity Brnch	2018/08/07	Completed	Other	[SQ16014]Cheq ue	Kolpity Brnch	wasim.akram@n dbbank	Hardware	2018-08-08 16:50:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:35:
ndbbank.com	usb cable issue ,	ndbbank.com	2018-08-08 16:50:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89545	kaushalya.sam arasekara@	Panadura	2018/08/07	Completed	Other	O365 mail logging	Panadura	wasim.akram@n dbbank	Software	2018-08-07 16:48:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:36:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:48:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89546	didula.perera@ndbban	HO	2018/08/07	Completed	Other	install google chrome	IT Stores	wasim.akram@ndbbank	Software	2018-08-09 13:36:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Chathura.	2018-08-07 09:39:
Helpdesk	please update	Helpdesk	2018-08-09 13:28:
ndbbank.com	Completed	ndbbank.com	2018-08-09 13:36:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89547	srikantharaja.	kalmunai	2018/08/07	Completed	PC	PC is not working	kalmunai	Thilina@ndbbank.com	Hardware	2018-08-14 16:21:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 09:40:
indrajith.	This was delay due	indrajith.	2018-08-13 09:51:
ndbbank.com	Engineer attended	ndbbank.com	2018-08-14 16:21:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89548	chathuranga.sadeep@ndbban	DM	2018/08/07	Completed	CITS	Onepass issue	DM	wasim.akram@ndbbank	Software	2018-08-07 16:49:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:42:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:49:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89549	jayani.rajapakse@ndb	HO	2018/08/07	Completed	Other	O365 mail logging	HO	wasim.akram@ndbbank	Software	2018-08-07 16:49:25

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:48:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:49:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:49:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89550	ishan.liyanage@ndbb	Warakapola	2018/08/07	Completed	Printer	Need to add a printer/M	Warakapola	wasim.akram@ndbbank	Software	2018-08-07 16:51:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 09:55:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:51:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89551	sheron.bartho lomeusz	Gampaha	2018/08/07	Completed	Other	Need to create	Gampaha	wasim.akram@n dbbank	Software	2018-08-07 16:49:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 10:01:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:49:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89552	didula.perera @ndbban	HO	2018/08/07	Completed	Other	install google chrome	IT Stores	wasim.akram@n dbbank	Software	2018-08-09 13:36:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Chathura.	2018-08-07 10:09:
Helpdesk	please update	Helpdesk	2018-08-09 13:27:
ndbbank.com	Completed	ndbbank.com	2018-08-09 13:36:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 89553 | didula.perera@ndbban | HO | 2018/08/07 | Completed | Other | install google chrome | IT Stores | Udayana.Wanigasekara@ | Software | 2018-08-07 10:09:44 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 10:09:
ndbbank.com	completed	ndbbank.com	2018-08-07 10:09:
Closed By System	Closed By System	System	2018-08-13 05:10:

| 89554 | kalaivani.baskaran@ndbb | Malambe | 2018/08/07 | Completed | Other | Edit configaration | Marine Drive | Udayana.Wanigasekara@ | Software | 2018-08-07 10:28:18 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89555	charith.perera@ndbban	Mahawawa	2018/08/07	Completed	Other	email logging issue	Mahawawa	wasim.akram@ndbbank	Software	2018-08-07 16:51:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 10:17:
ndbbank.com	completed	ndbbank.com	2018-08-07 10:28:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 10:35:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:51:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89556	dilshan.lanka thilaka@	HO	2018/08/07	Completed	Other	OS installation	IT Stores	Thilina@ndbba nk.com	Hardware	2018-08-07 14:40:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 11:07:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-07 14:40:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89557	eranga.perera @ndbban	Piliyandala	2018/08/07	Completed	Printer	[PD15055]Pass book	Piliyandala	wasim.akram@n dbbank	Hardware	2018-08-13 16:45:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 11:07:
wasim.akram	send remainder	wasim.akram	2018-08-08 16:53:
wasim.akram	send remainder	wasim.akram	2018-08-09 16:10:
wasim.akram	vendor attended	wasim.akram	2018-08-10 16:51:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
indrajith.	Reminder vendor.	indrajith.	2018-08-13 10:00:
indrajith.	We will send new	indrajith.	2018-08-13 11:44:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:45:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89558	jayan.wickramasoori	Mahawawa	2018/08/07	Completed	Other	O365 mail logging	Mahawawa	wasim.akram@ndbbank	Software	2018-08-07 16:52:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 11:09:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:52:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89559	sahan.kumara@ndbban	Kalutara	2018/08/07	Completed	Other	Need to add a printer	Kalutara	wasim.akram@ndbbank	Software	2018-08-08 16:51:29

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Wasim.akram	2018-08-07 11:10:
	Completed	ndbbank.com	2018-08-08 16:51:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89560	keshala.desilva@ndbba	DM	2018/08/07	Completed	Other	Need to install	DM	Mahendra.Premathilaka@	Software	2018-08-07 17:05:09

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Mahendra.	2018-08-07 11:11:
	Installed.	ndbbank.com	2018-08-07 17:05:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89561	Sarojani.Fern ando@ndbb	Minuwangoda	2018/08/07	Completed	Other	install canon scanner to	Minuwangoda	Udayana.Wanig asekara@	Software	2018-08-07 11:33:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 11:23:
ndbbank.com	completed	ndbbank.com	2018-08-07 11:33:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89562	udayana.wanig asekara@	Moratuwa	2018/08/07	Completed	Western Union	Western union	Moratuwa	Udayana.Wanig asekara@	Software	2018-08-07 11:33:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 11:32:
ndbbank.com	completed	ndbbank.com	2018-08-07 11:33:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89563	sodalamuthu.s athyakumar@n	kalmunai	2018/08/07	Completed	PC	PC is not working	kalmunai	Thilina@ndbba nk.com	Software	2018-08-09 11:12:08

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-07 11:50:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:12:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89564	lakmal.goonet illeke@	DHPL	2018/08/07	Completed	Other	T24- login issue	DHPL	wasim.akram@n dbbank	Software	2018-08-07 16:52:37

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-07 11:57:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:52:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89565	sachini.madumadavi@nd	Nawalapitiya	2018/08/07	Completed	Other	Need to install	Nawalapitiya	Udayana.Wanigasekara@	Software	2018-08-07 13:50:24

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 12:01:
ndbbank.com	completed	ndbbank.com	2018-08-07 13:50:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89566	dulaj.nilanka@ndbba	HO	2018/08/07	Completed	Other	Disk full	Housing Sales	Udayana.Wanigasekara@	Software	2018-08-07 13:50:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 12:04:
ndbbank.com	completed	ndbbank.com	2018-08-07 13:50:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89567	ishan.mallika rachch	Thissamaharam aya	2018/08/07	Completed	Other	Western Union logging issue	Thissamaharam aya	wasim.akram@n dbbank	Software	2018-08-07 16:55:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 12:19:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:55:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89568	asiri.gamage@ ndbban	HO	2018/08/07	Completed	Other	Need to install GX	HO	Thilina@ndbba nk.com	Software	2018-08-07 14:38:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 12:20:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-07 14:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89569	janitha.jayaw ardana@n	DM	2018/08/07	Completed	Other	Autobarn is not working	HO	Mahendra.Prem athilaka@	Software	2018-08-07 16:37:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-07 12:40:
ndbbank.com	Done.	ndbbank.com	2018-08-07 16:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89570	Hamsaruban.Sh anmugaratna	Wellawatta	2018/08/07	Completed	Other	CRIB logging issue	Wellawatta	Udayana.Wanig asekara@	Software	2018-08-07 14:08:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 13:57:
ndbbank.com	completed	ndbbank.com	2018-08-07 14:08:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89571	thilan.premarathna@n	Dambulla	2018/08/07	Completed	Lotus	Need to add Complain	Dambulla	Thilina@ndbbank.com	Software	2018-08-07 14:38:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 14:01:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-07 14:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89572	manik.boteju@ndbban	HO	2018/08/07	Completed	Other	document opening issue	HO	Thilina@ndbbank.com	Software	2018-08-07 14:37:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 14:05:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-07 14:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89573	nagenthiran.d iroshan@ndbb	Pettah	2018/08/07	Completed	Other	Crib is not working	Pettah	Thilina@ndbba nk.com	Software	2018-08-07 14:37:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 14:05:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-07 14:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89574	shehan.jeevan tha@ndb	HO	2018/08/07	Completed	Other	Need to add data scanning	HO	Udayana.Wanig asekara@	Software	2018-08-07 14:08:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 14:07:
ndbbank.com	completed	ndbbank.com	2018-08-07 14:08:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89575	chamari.ariya dasa@ndb	Marine Drive	2018/08/07	Completed	PC	Need to transfer DATA	Marine Drive	Thilina@ndbba nk.com	Software	2018-08-07 14:34:51

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-07 14:09:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-07 14:34:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89576	vajira.kuruwi tage@nd	HO	2018/08/07	Completed	Other	O365 mail logging	IT Stores	wasim.akram@n dbbank	Software	2018-08-07 16:52:54

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-07 14:24:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:52:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89577	thiviya.nagaraja@ndbb	HO	2018/08/07	Completed	MS office	install ispring	HO	wasim.akram@ndbbank	Software	2018-08-07 16:58:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 14:46:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:58:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89578	udesh.bandara@ndbba	Malambe	2018/08/07	Completed	Lotus	lotus logging issue	Malabe-DR Site-User	wasim.akram@ndbbank	Software	2018-08-07 16:57:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 14:54:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:57:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89579	ruwanara.weer akoon@ndb	HO	2018/08/07	Completed	Other	E-Statement opening	HO	wasim.akram@n dbbank	Software	2018-08-07 16:58:23

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 15:01:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:58:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89580	kasun.bandara @ndbba	HO	2018/08/07	Completed	Other	Mail Issue	Pelawatta	Udayana.Wanig asekara@	Software	2018-08-07 15:10:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 15:09:
ndbbank.com	completed	ndbbank.com	2018-08-07 15:10:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89581	nadeera.karunarathne@	Puttlam	2018/08/07	Completed	Printer	Need to add a printer	Puttlam	wasim.akram@ndbbank	Software	2018-08-07 16:58:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 15:16:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:58:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89582	eranda.warnakulahewa	Balangoda	2018/08/07	Completed	Other	CRIB Logging issue	Balangoda	wasim.akram@ndbbank	Software	2018-08-07 16:57:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 15:25:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:57:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89583	thusitha.jaya lath@ndbb	null	2018/08/07	Completed	IP pone is not working	IP pone is not working	DM	Mahendra.Prem athilaka@	Other	2018-08-07 16:38:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-07 15:45:
ndbbank.com	Fixed the power	ndbbank.com	2018-08-07 16:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89584	amantha.gunas ekara@nd	Matugama	2018/08/07	Completed	Printer	[PD11010]Pass book	Matugama	wasim.akram@n dbbank	Hardware	2018-08-10 16:33:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 15:51:
wasim.akram	send remainder	wasim.akram	2018-08-08 16:55:
wasim.akram	send remainder	wasim.akram	2018-08-09 16:10:
ndbbank.com	Completed	ndbbank.com	2018-08-10 16:33:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89585	nirmani.ferna ndo@ndbb	Homagama	2018/08/07	Completed	Other	Msg appearing as	Homagama	wasim.akram@n dbbank	Software	2018-08-07 16:58:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 15:52:
ndbbank.com	Completed	ndbbank.com	2018-08-07 16:58:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89586	pramodya.sena nayake@nd	Matugama	2018/08/07	Completed	Printer	Need to add a printer/M	HO	wasim.akram@n dbbank	Software	2018-08-08 16:58:08

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 16:12:
ndbbank.com	Completed	ndbbank.com	2018-08-08 16:58:
Closed By System	Closed By System	System	2018-08-13 05:10:

89587	indika.manel@ndbbank	Akuressa	2018/08/07	Completed	Other	Mouse not working	Akuressa	wasim.akram@ndbbank	Software	2018-08-08 16:52:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 16:16:
ndbbank.com	send mouse	ndbbank.com	2018-08-08 16:52:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89588	dushani.hewage@ndbban	Kalutara	2018/08/07	Completed	Other	document scanner issue	Kalutara	wasim.akram@ndbbank	Software	2018-08-08 17:00:02

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments Completed	Wasim.akram ndbbank.com	2018-08-07 16:16: 2018-08-08 17:00:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89589	dushani.hewage@ndbban	Kalutara	2018/08/07	Completed	Other	workflow issue	Kalutara	Udayana.Wanigasekara@	Software	2018-08-07 16:59:50

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments completed	Udayana. ndbbank.com	2018-08-07 16:19: 2018-08-07 16:59:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89590	yoga.sajith@ndbban	Kalutara	2018/08/07	Completed	PC	PC is not working	Kalutara	Thilina@ndbbank.com	Hardware	2018-08-13 10:39:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 16:20:
ndbbank.com	This was delay due	ndbbank.com	2018-08-13 10:39:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89591	nissanka.bandara@ndbba	Aluthgama	2018/08/07	Completed	Other	PC getting stuck	Aluthgama	wasim.akram@ndbbank	Software	2018-08-08 16:59:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 16:31:
ndbbank.com	Completed	ndbbank.com	2018-08-08 16:59:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89592	nishadi.munasinghe@nd	DM	2018/08/07	Completed	Printer	Install Printer	DM	Mahendra.Premathilaka@	Software	2018-08-07 17:04:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-07 16:47:
ndbbank.com	Done,	ndbbank.com	2018-08-07 17:05:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89593	rukshika.ganeshamoorth	Trincomalee	2018/08/07	Completed	Other	Need to add gatepass/M	Trincomalee	wasim.akram@ndbbank	Software	2018-08-08 16:59:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-07 16:55:
ndbbank.com	Completed	ndbbank.com	2018-08-08 16:59:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89594	waruna.hearth@ndbban	null	2018/08/07	Completed	lexmark printer	lexmark printer	Nugegoda	wasim.akram@ndbbank	Hardware	2018-08-08 16:50:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-07 16:57:
ndbbank.com	Completed	ndbbank.com	2018-08-08 16:50:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89595	krishica.patrick@ndbba	Kotahena	2018/08/07	Completed	Other	add crib link	Kotahena	Udayana.Wanigasekara@	Software	2018-08-07 16:59:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-07 16:59:
ndbbank.com	completed	ndbbank.com	2018-08-07 16:59:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89596	Sachithri.Swa rnamalie@n	Marine Drive	2018/08/07	Completed	Lotus	Need to configure	Marine Drive	Thilina@ndbba nk.com	Software	2018-08-09 11:07:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-07 17:14:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:07:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89597	sanjeewa.jaya rathna@nd	HO	2018/08/08	Completed	Printer	Unable to take	IT Stores	ifam@ndbbank. com	Software	2018-08-08 10:25:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 08:37:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:25:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89598	Sanjeewa.Jaya rathna@nd	HO	2018/08/08	Completed	Printer	Printer issue	IT Stores	ifam@ndbbank. com	Software	2018-08-08 10:26:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 08:40:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:26:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89599	jothirajan.pr aba@ndbbank	kalmunai	2018/08/08	Completed	Other	spreadsheet opening issue	kalmunai	ifam@ndbbank. com	Software	2018-08-08 10:26:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 08:44:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:26:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89600	chamika.manohari@ndbb	Matara	2018/08/08	Completed	Other	O365 mail logging issue	Matara	ifam@ndbbank.com	Software	2018-08-08 10:26:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 08:46:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:26:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89601	layanga.perera@ndbban	Battharamulla	2018/08/08	Completed	Printer	documents scanner	Battharamulla	Thilina@ndbbank.com	Software	2018-08-09 11:11:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 08:47:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:11:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89602	sanushi.heman tha@ndbb	HO	2018/08/08	Completed	PC	Msg appearing as	HO	ifam@ndbbank. com	Software	2018-08-08 10:26:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 08:48:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:26:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89603	sanushi.heman tha@ndbb	HO	2018/08/08	Completed	Other	Hdd is full	HO	ifam@ndbbank. com	Software	2018-08-08 10:26:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 08:49:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:26:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89604	buddhika.atht hanayaka@	Nikawaratiya	2018/08/08	Completed	Other	Mouse not working	Nikawaratiya	wasim.akram@n dbbank	Hardware	2018-08-09 13:37:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 08:52:
ndbbank.com	send mouse	ndbbank.com	2018-08-09 13:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89605	buddhika.atht hanayaka@	Nikawaratiya	2018/08/08	Completed	Other	Mouse not working	Nikawaratiya	wasim.akram@n dbbank	Hardware	2018-08-09 13:38:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 08:52:
ndbbank.com	send mouse	ndbbank.com	2018-08-09 13:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89606	thilina.ferna ndo@ndbb	HO	2018/08/08	Completed	Other	Printer issue HO		ifam@ndbbank. com	Software	2018-08-08 10:27:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 09:04:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:27:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89607	ridhmal.desil va@ndbba	Aluthgama	2018/08/08	Completed	Printer	Need to install	Aluthgama	wasim.akram@n dbbank	Software	2018-08-09 13:38:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 09:07:
ndbbank.com	Completed	ndbbank.com	2018-08-09 13:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89608	chamari.ariya dasa@ndb	Marine Drive	2018/08/08	Completed	Printer	Need to add a printer/M	Marine Drive	wasim.akram@n dbbank	Software	2018-08-09 13:39:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 09:09:
ndbbank.com	Completed	ndbbank.com	2018-08-09 13:39:
ndbbank.com	Completed	ndbbank.com	2018-08-09 13:39:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89609	chamari.ariya dasa@ndb	Marine Drive	2018/08/08	Completed	MS office	Need to copy printer	Marine Drive	wasim.akram@n dbbank	Software	2018-08-09 13:39:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 09:13:
ndbbank.com	Completed	ndbbank.com	2018-08-09 13:39:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89610	shenik.peiris@ndbban	MtLavinia	2018/08/08	Completed	Other	gx report install	MtLavinia	ifam@ndbbank.com	Software	2018-08-08 10:27:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 09:15:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:27:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89611	chamari.ariyadasa@ndb	Marine Drive	2018/08/08	Completed	MS office	MS Office 2010	Marine Drive	wasim.akram@ndbbank	Software	2018-08-09 13:40:04

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 09:18:
ndbbank.com	Completed	ndbbank.com	2018-08-09 13:40:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89612	jency.esswarathna@n	Narehenpita	2018/08/08	Completed	MS office	Excel document	Narehenpita	ifam@ndbbank.com	Software	2018-08-08 10:27:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 09:23:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:27:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89613	dimuthu.wijerathna@nd	Badulla	2018/08/08	Completed	Other	Emial issue	Badulla	ifam@ndbbank.com	Software	2018-08-08 10:27:52

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 09:23:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:27:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89614	indrajith.nanayakkara@n	HO	2018/08/08	Completed	PC	Need to format HDD	IT Stores	Thilina@ndbbank.com	Software	2018-08-08 16:33:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 09:26:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-08 16:33:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89615	Valary.Vimala kumara@	HO	2018/08/08	Completed	Other	O365 mail logging	HO	wasim.akram@n dbbank	Software	2018-08-09 16:07:30

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 09:29:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:07:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89616	shenik.peiris @ndbban	MtLavinia	2018/08/08	Completed	Other	Need to add GX reporter	MtLavinia	ifam@ndbbank. com	Software	2018-08-08 10:28:44

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-08 09:31:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:28:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89617	chamath.perera@ndbban	Kolpity Recoveries	2018/08/08	Completed	Printer	Need to add a printer/M	Kolpity Recoveries	ifam@ndbbank.com	Software	2018-08-08 10:28:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 09:32:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:28:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89618	amali.dissanayake@n	DM	2018/08/08	Completed	Printer	cannot take printouts	DM	ifam@ndbbank.com	Software	2018-08-08 10:29:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 09:33:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:29:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89619	nirusha.saluka@ndbban	Matara	2018/08/08	Completed	Other	O365 mail searching	Matara	wasim.akram@ndbbank	Software	2018-08-09 16:02:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 09:56:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:02:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:02:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89620	Buddhika.Aththanayaka@	Nikawaratiya	2018/08/08	Completed	Other	Excel issue	Nikawaratiya	ifam@ndbbank.com	Software	2018-08-08 10:29:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 09:57:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:29:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89621	deshani.alaha koon@ndb	Borelesgamuwa - Ext	2018/08/08	Completed	Other	Westernunion issue	Borelesgamuwa - Ext	ifam@ndbbank. com	Software	2018-08-08 10:29:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 10:07:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:29:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89622	nirosh.bodhin arayana	HOB	2018/08/08	Completed	Printer	Add the printer	HO	ifam@ndbbank. com	Software	2018-08-08 10:29:42

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89623	sandaruwan.ab eyrathne@nd	Ampara	2018/08/08	Completed	Other	CRIB logging issue	Ampara	wasim.akram@n dbbank	Software	2018-08-09 16:03:11

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-08 10:07:
ndbbank.com	job done	ndbbank.com	2018-08-08 10:29:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 10:08:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:03:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89624	amali.dissana yake@n	DM	2018/08/08	Completed	Printer	Cannot get printouts	DM	Mahendra.Prem athilaka@	Software	2018-08-08 11:51:52

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-08 10:15:
ndbbank.com	Done.	ndbbank.com	2018-08-08 11:51:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89625	udesh.bandara @ndbba	Malambe	2018/08/08	Completed	Lotus	Need to configure	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-09 16:02:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 10:16:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:02:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:02:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 89626 | chamari.ariya dasa@ndb | Marine Drive | 2018/08/08 | Completed | Other | Need to install GX | Marine Drive | wasim.akram@n dbbank | Software | 2018-08-09 16:07:45 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 10:29:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:07:
Closed By System	Closed By System	System	2018-08-13 05:10:

| 89627 | Amirthalingam . | Old Moor | 2018/08/08 | Completed | Other | Trust relationship | Old Moor | ifam@ndbbank. com | Software | 2018-08-09 16:40:38 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89628	nikini.dolapo lage@nd	HO	2018/08/08	Completed	PC	network connecting	IT Stores	Thilina@ndbba nk.com	Software	2018-08-09 11:10:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 10:31:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:40:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 10:59:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:10:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89629	dushani.hewage@ndbban	Kalutara	2018/08/08	Completed	Other	Workflow system issue	Kalutara	ifam@ndbbank.com	Software	2018-08-09 16:44:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 11:02:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:44:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89630	danushi.seneviratne@n	Havelock Town	2018/08/08	Completed	Other	Email issue	Havelock Town	ifam@ndbbank.com	Software	2018-08-09 16:44:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 11:07:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:44:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89631	kanishka.mali mbada@ndb	Monaragala	2018/08/08	Completed	Other	CRIB logging issue	Monaragala	ifam@ndbbank. com	Software	2018-08-09 16:44:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 11:12:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:44:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89632	harshani.karu narathne@	HO	2018/08/08	Completed	Other	LankaPlay issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-09 16:05:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 11:13:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:05:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89633	mahesh.wijera thne@nd	Thissamaharam aya	2018/08/08	Completed	Other	T24 issue	Thissamaharam aya	ifam@ndbbank. com	Software	2018-08-09 16:45:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 11:13:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:45:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89634	thilini.shash ikala@nd	Hambanthota	2018/08/08	Completed	Other	Install document	Hambanthota	ifam@ndbbank. com	Software	2018-08-09 16:46:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 11:18:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:46:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89635	Nimesha.DeSar am@ndbba	DM	2018/08/08	Completed	Other	T24- Images uploading	DM	Mahendra.Prem athilaka@	Software	2018-08-08 11:52:12

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-08 11:25:
ndbbank.com	Reset the Browser.	ndbbank.com	2018-08-08 11:52:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89636	thamara.dilru kshi@ndb	DM	2018/08/08	Completed	Other	Google crom is not	DM	Mahendra.Prem athilaka@	Hardware	2018-08-08 11:52:28

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-08 11:26:
ndbbank.com	Done.	ndbbank.com	2018-08-08 11:52:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89637	sudari.rathna yake@nd	Havelock Town	2018/08/08	Completed	Printer	Need to add a printer/M	Havelock Town	wasim.akram@n dbbank	Software	2018-08-09 16:06:30

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 11:30:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:06:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:06:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89638	sachithri.swa rnamalie@n	Marine Drive	2018/08/08	Completed	Printer	[PD15027]Pass book	Marine Drive	ifam@ndbbank. com	Hardware	2018-08-09 16:46:39

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-08 11:38:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:46:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89639	Sachithri.Swa rnamalie@n	Marine Drive	2018/08/08	Completed	Printer	Add the printer	Marine Drive	ifam@ndbbank. com	Software	2018-08-09 16:46:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 11:49:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:47:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89640	Mariam.Mubara k@ndbba	DM	2018/08/08	Completed	Other	T 24 Batch Uploading	DM	Mahendra.Prem athilaka@	Software	2018-08-08 15:55:57

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-08 11:51:
ndbbank.com	Done.	ndbbank.com	2018-08-08 15:55:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89641	koshila.samma ni@ndbba	HO	2018/08/08	Completed	Other	mouse not working/madus	HO	wasim.akram@n dbbank	Hardware	2018-08-09 16:06:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 11:57:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:06:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:06:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89642	sumedha.jayas inghe@nd	KCC	2018/08/08	Completed	Other	GX reporter logging	KCC	wasim.akram@n dbbank	Software	2018-08-09 16:06:51

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 11:58:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:06:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89643	haines.perera @ndbban	Ratmalana	2018/08/08	Completed	Other	Mouse not working	Ratmalana	wasim.akram@n dbbank	Hardware	2018-08-09 16:08:14

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 11:58:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:08:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89644	chamith.samar athunga@	Marine Drive	2018/08/08	Completed	PC	TRUST RELATIONSHIP	Marine Drive	Thilina@ndbba nk.com	Software	2018-08-09 11:10:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 12:19:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:10:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89645	shehan.boteju @ndbban	Negombo	2018/08/08	Completed	Other	excel icons updating	Negombo	wasim.akram@n dbbank	Software	2018-08-09 16:10:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 12:40:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:10:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89646	thushara.rana weera@ndb	Marine Drive	2018/08/08	Completed	Other	office 365 open issue	Marine Drive	wasim.akram@n dbbank	Software	2018-08-09 16:12:47

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 12:58:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:12:
Closed By System	Closed By System	System	2018-08-13 05:10:

89647	thushara.rana weera@ndb	Marine Drive	2018/08/08	Completed	Other	O365 mail logging issue	Marine Drive	wasim.akram@n dbbank	Software	2018-08-09 16:13:19

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 13:27:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:13:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:13:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89648	suneth.thanth irige@n	Malabe-DR Site-User	2018/08/08	Completed	PC	Trust relationship	Malabe-DR Site-User	Thilina@ndbba nk.com	Software	2018-08-08 16:32:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 13:46:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-08 16:32:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89649	suneth.thanth irige@n	Malambe	2018/08/08	Completed	Other	trust relationship	Malabe-DR Site-User	Thilina@ndbba nk.com	Software	2018-08-08 14:44:56

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89650	suneth.thanth irige@n	Malambe	2018/08/08	Completed	Other	O365 mail logging issue	Malabe-DR Site-User	Thilina@ndbba nk.com	Software	2018-08-08 14:40:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 14:04:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-08 14:44:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 14:09:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-08 14:40:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89651	dilumi.samara tunga@n	Nawam Branch	2018/08/08	Completed	Other	Need to add a printer/M	Nawam Branch	wasim.akram@n dbbank	Software	2018-08-09 16:13:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 14:10:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:13:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89652	apsari.galang e@ndbba	HO	2018/08/08	Completed	PC	PC not working	DHPL	Thilina@ndbba nk.com	Hardware	2018-08-10 13:58:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 14:22:
ndbbank.com	PC18138 send for	ndbbank.com	2018-08-10 13:58:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89653	eranda.warnakulahewa	Balangoda	2018/08/08	Completed	Other	CRIB logging issue/M	Balangoda	ifam@ndbbank.com	Software	2018-08-09 16:47:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 14:35:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:47:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89654	randeep.chathuranga@n	Matugama	2018/08/08	Completed	Other	onepass issue	Matugama	ifam@ndbbank.com	Software	2018-08-09 16:47:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 14:53:
ndbbank.com	job done	ndbbank.com	2018-08-09 16:47:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89655	chamara.prade ep@ndbba	Kolpity	2018/08/08	Completed	Other	Need to backup data/M	Kolpity	wasim.akram@n dbbank	Software	2018-08-09 16:14:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 15:05:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:14:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89656	indrajith.nan ayakkara@n	HO	2018/08/08	Completed	Other	data backup	IT Stores	ifam@ndbbank. com	Software	2018-08-10 09:32:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 15:07:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:32:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89657	rashmi.wijaya tilaka@	HO	2018/08/08	Completed	MS office	Excel document	HO	ifam@ndbbank. com	Software	2018-08-10 09:32:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 15:09:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:32:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89658	chameera.naka ndala@ndb	Uragasmanhand iya	2018/08/08	Completed	Printer	Need to install	Uragasmanhand iya	ifam@ndbbank. com	Software	2018-08-10 09:32:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 15:20:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:32:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89659	thilini.ferna ndo@ndbb	Kalutara	2018/08/08	Completed	Other	onepass issue	HO	ifam@ndbbank. com	Software	2018-08-10 09:33:03

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-08 15:25:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:33:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89660	muditha.nugeg odal@ndb	null	2018/08/08	Completed	Lexmark printer	Lexmark printer	Gampaha	wasim.akram@n dbbank	Hardware	2018-08-09 16:39:54

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Helpdesk	2018-08-08 15:29:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:39:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89661	charitha.ruwanpura@ndb	Galle	2018/08/08	Completed	Other	CRIB logging issue/M	Galle	wasim.akram@ndbbank	Software	2018-08-09 16:39:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 15:30:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:39:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89662	sanjeewa.jayarathna@nd	HO	2018/08/08	Completed	Other	Need to install	IT Stores	wasim.akram@ndbbank	Software	2018-08-09 16:38:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 15:35:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89663	sanjeewa.jaya rathna@nd	HO	2018/08/08	Completed	Other	Need to install	IT Stores	wasim.akram@n dbbank	Software	2018-08-09 16:37:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 15:36:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89664	nithya.balasu bramani	Bandarawela	2018/08/08	Completed	Other	T24- login issue/M	Bandarawela	wasim.akram@n dbbank	Software	2018-08-09 16:38:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 15:36:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89665	vimukthi.warn asooriya@	Malabe-DR Site-User	2018/08/08	Completed	Other	O365 mail logging	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-09 16:38:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 15:51:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:38:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89666	dilini.warnas inghe@n	Kochchikade	2018/08/08	Completed	Printer	Need to add a printer	Kochchikade	ifam@ndbbank. com	Software	2018-08-10 09:33:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 15:53:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:33:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89667	indika.dilan@ndbbank	DM	2018/08/08	Completed	Lotus	Configure Lotus	DM	Mahendra.Prem athilaka@	Software	2018-08-08 16:53:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-08 15:56:
ndbbank.com	Done.	ndbbank.com	2018-08-08 16:53:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89668	indika.dilan@ndbbank	DM	2018/08/08	Completed	Other	T24- login issue	DM	Mahendra.Prem athilaka@	Software	2018-08-08 16:53:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-08 15:57:
ndbbank.com	Done.	ndbbank.com	2018-08-08 16:53:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89669	manoj.wijesin ghe@nd	HO	2018/08/08	Completed	Printer	Add the printer	HO	ifam@ndbbank. com	Software	2018-08-10 09:33:55

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-08 15:58:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:33:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89670	manoj.wijesin ghe@nd	HO	2018/08/08	Completed	Printer	Add the printer	Kochchikade	ifam@ndbbank. com	Software	2018-08-10 09:34:09

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-08 16:01:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:34:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89671	dilini.warnasinghe@n	Kochchikade	2018/08/08	Completed	Printer	Add the printer	Kochchikade	ifam@ndbbank.com	Software	2018-08-10 09:34:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 16:04:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:34:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89672	shachini.darshika@ndbb	DM	2018/08/08	Completed	Printer	Change printer	DM	Mahendra.Premathilaka@	Other	2018-08-10 10:58:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-08 16:05:
ndbbank.com	Done.	ndbbank.com	2018-08-10 10:58:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89673	chameera.naka ndala@ndb	Uragasmanhand iya	2018/08/08	Completed	Printer	install scanner	Uragasmanhand iya	ifam@ndbbank. com	Software	2018-08-10 09:34:48

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-08 16:17:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:34:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89674	achini.desilv a@ndbba	Pelawatta	2018/08/08	Completed	Other	T24 pages loading issue	Pelawatta	wasim.akram@n dbbank	Software	2018-08-09 16:37:09

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-08 16:17:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:37:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89675	pramuditha.gu nathilaka@n	Borella	2018/08/08	Completed	Other	O365 mail sending	Borella	wasim.akram@n dbbank	Software	2018-08-09 16:36:52

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-08 16:20:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:36:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89676	chameera.naka ndala@ndb	Uragasmanhand iya	2018/08/08	Completed	PC	Need to add Plugins	Uragasmanhand iya	Thilina@ndbba nk.com	Software	2018-08-09 11:09:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-08 16:56:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:09:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89677	chamari.ariya dasa@ndb	Marine Drive	2018/08/08	Completed	Printer	add the Lexmark	Marine Drive	ifam@ndbbank. com	Software	2018-08-10 09:35:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 17:15:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:35:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89678	chamari.ariya dasa@ndb	Marine Drive	2018/08/08	Completed	Other	backend to copy the	Marine Drive	ifam@ndbbank. com	Software	2018-08-10 09:35:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 17:16:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:35:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89679	chamara.mahee pala@ndb	Panadura	2018/08/08	Completed	Other	cRIB ISSUE	Panadura	ifam@ndbbank. com	Software	2018-08-10 09:35:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 17:25:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:35:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89680	richard.jerom e@ndbban	Marine Drive	2018/08/08	Completed	Other	Domain rest	Marine Drive	ifam@ndbbank. com	Software	2018-08-10 09:36:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-08 17:57:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:36:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89681	duminda.witha na@ndbba	Gampaha	2018/08/09	Completed	Monitor	Display issue	Gampaha	wasim.akram@n dbbank	Hardware	2018-08-10 10:12:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 08:40:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:12:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89682	Kosala.Bharat hi@ndbb	HO	2018/08/09	Completed	Other	Mouse not working	HO	wasim.akram@n dbbank	Hardware	2018-08-10 10:12:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 08:42:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:12:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89683	Shehan.Jayasinghe@nd	HO	2018/08/09	Completed	Other	ICard logging issue/M	HO	wasim.akram@ndbbank	Software	2018-08-10 10:32:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 08:47:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:32:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89684	shani.jayakody@ndbb	Kolpity	2018/08/09	Completed	Printer	Need to add a printer/M	HO	wasim.akram@ndbbank	Software	2018-08-10 10:34:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 09:03:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:34:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89685	ayesha.pahala gedara@	Anuradapura	2018/08/09	Completed	Other	ISwitch logging issue	Anuradapura	ifam@ndbbank. com	Software	2018-08-10 09:37:23

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 09:14:
ndbbank.com	job done	ndbbank.com	2018-08-10 09:37:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89686	buddhika.dilh ari@ndbba	Ambalangoda	2018/08/09	Completed	Other	O365 mail logging issue	FAV BRANCH ASST TEMP	ifam@ndbbank. com	Software	2018-08-10 14:33:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 09:28:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:33:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89687	harshini.sath arasinghe	HO	2018/08/09	Completed	Other	LankaPay logging issue	IT Stores	Thilina@ndbba nk.com	Software	2018-08-09 11:09:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 09:36:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:09:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89688	chamara.prade ep@ndbba	Malambe	2018/08/09	Completed	Printer	Need to add a printer	IT Stores	ifam@ndbbank. com	Software	2018-08-10 14:33:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 09:40:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:33:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89689	samira.premar athne@n	Hanwella	2018/08/09	Completed	Other	[UP15014]UPS not working,	Hanwella	ifam@ndbbank. com	Hardware	2018-08-10 14:34:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 09:52:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:34:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89690	Madhawa.Madhu ranga@nd	HO	2018/08/09	Completed	Other	Need to install	HO	ifam@ndbbank. com	Software	2018-08-10 14:34:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 09:59:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:34:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89691	sharaz.hassan@ndbban	HO	2018/08/09	Completed	Other	Email issue	IT Stores	ifam@ndbbank.com	Software	2018-08-10 14:34:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 10:00:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:35:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89692	lahiru.udawatte@ndbb	null	2018/08/09	Completed	lexmark printer tray	lexmark printer tray	Yakkala	wasim.akram@ndbbank	Hardware	2018-08-10 10:37:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-09 10:14:
ndbbank.com	vendor attend to job	ndbbank.com	2018-08-10 10:37:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89693	chamari.ariya dasa@ndb	Marine Drive	2018/08/09	Completed	MS office	MS Office 2010	Marine Drive	ifam@ndbbank. com	Software	2018-08-10 14:35:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 10:17:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:35:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89694	nilani.thusit ha@ndbb	Rajagiriya	2018/08/09	Completed	Other	CRIB logging issue/M	HO	ifam@ndbbank. com	Software	2018-08-10 14:35:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 10:20:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:35:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89695	chamara.mahee pala@ndb	Panadura	2018/08/09	Completed	Other	O365 mail logging	Panadura	ifam@ndbbank. com	Software	2018-08-10 14:36:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 10:20:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:36:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89696	oshadhi.menuw araarach	Kegalle	2018/08/09	Completed	Other	Unable to take	Kegalle	Thilina@ndbba nk.com	Software	2018-08-09 11:08:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 10:33:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 11:08:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89697	sumedha.jayas inghe@nd	KCC	2018/08/09	Completed	Other	Need to add GX reporter	KCC	ifam@ndbbank. com	Software	2018-08-10 14:37:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 10:34:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:37:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89698	yasoja.ekanay ake@ndb	DM	2018/08/09	Completed	Other	SWIFT system logging issue	HO	wasim.akram@n dbbank	Software	2018-08-10 10:14:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 10:37:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:14:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89699	shani.jayakody@ndbb	Malambe	2018/08/09	Completed	Printer	Unable to take	HO	wasim.akram@ndbbank	Software	2018-08-10 16:32:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 10:47:
ndbbank.com	Completed	ndbbank.com	2018-08-10 16:32:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89700	keshala.desilva@ndbba	DM	2018/08/09	Completed	Other	Scanning issue	DM	wasim.akram@ndbbank	Software	2018-08-10 14:07:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 10:51:
ndbbank.com	Completed	ndbbank.com	2018-08-10 14:07:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89701	bathiya.liyan aarachch	DM	2018/08/09	Completed	Other	Google chrome outlook	DM	Udayana.Wanig asekara@	Software	2018-08-14 11:37:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-09 10:56:
Udayana.	need to replace the	Udayana.	2018-08-09 16:13:
indrajith.	Instruct help desk to	indrajith.	2018-08-13 10:26:
ndbbank.com	completed	ndbbank.com	2018-08-14 11:37:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89702	akitha.hendal age@ndb	Kolpity	2018/08/09	Completed	Other	Need to downgrade	Kolpity Recoveries	Thilina@ndbba nk.com	Software	2018-08-10 16:45:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 10:57:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 16:45:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-14 05:10:

| 89703 | lakshika.daya nanda@ndb | Dambulla | 2018/08/09 | Completed | Lotus | Need to configure | Dambulla | wasim.akram@n dbbank | Software | 2018-08-09 16:46:55 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 11:02:
ndbbank.com	Completed	ndbbank.com	2018-08-09 16:46:
Closed By System	Closed By System	System	2018-08-13 05:10:

| 89704 | Shiromi.Perer a@ndbban | DM | 2018/08/09 | Completed | Other | O365 mail logging issue | DM | ifam@ndbbank. com | Software | 2018-08-10 14:37:26 |

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 11:07:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:37:
Closed By System	Closed By System	System	2018-08-14 05:10:

| 89705 | dushani.hewage@ndbban | Kalutara | 2018/08/09 | Completed | Other | Install Google crome | Kalutara | ifam@ndbbank.com | Software | 2018-08-10 14:38:13 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 11:16:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:38:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89706	gayan.kavinda @ndbba	Matale	2018/08/09	Completed	Other	O 365 logging issue	Matale	Thilina@ndbba nk.com	Software	2018-08-09 13:02:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 11:17:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 13:02:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89707	himanshi.jaya nath@ndbb	Puttlam	2018/08/09	Completed	Other	Mail sending issue	Puttlam	ifam@ndbbank. com	Software	2018-08-10 14:39:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 11:18:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:39:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89708	udayana.wanig asekara@	DM	2018/08/09	Completed	Other	chrome	DM	Udayana.Wanig asekara@	Software	2018-08-09 16:13:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-09 11:21:
ndbbank.com	completed	ndbbank.com	2018-08-09 16:13:
ndbbank.com	completed	ndbbank.com	2018-08-09 16:13:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89709	malik.kumara@ ndbban	Balangoda	2018/08/09	Completed	Other	Mobix system logging issue	Balangoda	wasim.akram@n dbbank	Software	2018-08-10 10:43:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 11:31:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:43:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89710	tilani.dissanayake@n	Badulla	2018/08/09	Completed	CITS	OnePass issue	Nugegoda	ifam@ndbbank.com	Software	2018-08-10 14:39:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 11:43:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:39:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89711	niloufer.kitchel@ndbba	Kadawata	2018/08/09	Completed	Other	Server Monkey	Kandana	Thilina@ndbbank.com	Software	2018-08-09 13:02:05

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89712	charith.dissanayaka@n	Battharamulla	2018/08/09	Completed	Other	t24 setting changing	Battharamulla	Thilina@ndbbank.com	Software	2018-08-09 13:02:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 11:47:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 13:02:
Closed By System	Closed By System	System	2018-08-13 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 12:00:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 13:02:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89713	christopher.fleming@ndbba	Malambe	2018/08/09	Completed	Printer	Need to add a printer	Malabe-DR Site-User	Thilina@ndbbank.com	Software	2018-08-09 12:59:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 12:07:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 12:59:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89714	dilshan.alexious@ndbb	HO	2018/08/09	Completed	Other	Dameware activation	HO	wasim.akram@ndbbank	Software	2018-08-10 15:04:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 12:21:
ndbbank.com	Completed	ndbbank.com	2018-08-10 15:04:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89715	indrajith.nanayakkara@n	HO	2018/08/09	Completed	PC	Need to Transfer DATA	HO	Thilina@ndbbank.com	Software	2018-08-09 12:58:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 12:31:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 12:58:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89716	Jathunanthan.Balakrishnan@	Kolpity	2018/08/09	Completed	Western Union	Western Union Logging Issue	Kolpity Brnch	Thilina@ndbbank.com	Software	2018-08-09 12:57:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 12:55:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-09 12:57:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89717	ganga.vimalen drian@	Thirunewely	2018/08/09	Completed	Other	Email issue	Thirunewely	ifam@ndbbank. com	Software	2018-08-10 14:40:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 12:58:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:40:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89718	madushika.sew wandi@ndbb	Kochchikade	2018/08/09	Completed	Other	O365 mail sending issue	Kochchikade	wasim.akram@n dbbank	Software	2018-08-10 11:10:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 13:14:
ndbbank.com	Completed	ndbbank.com	2018-08-10 11:10:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89719	ramanathan.archana@ndbba	Gampola	2018/08/09	Completed	Other	Mail printing issue	Gampola	wasim.akram@ndbbank	Software	2018-08-10 10:43:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 13:35:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:43:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89720	rasari.hewawasam@ndb	Yakkala	2018/08/09	Completed	Other	Need to add GX reporter	Yakkala	wasim.akram@ndbbank	Software	2018-08-10 10:44:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 13:42:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:44:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89721	dushani.hewage@ndbban	Kalutara	2018/08/09	Completed	Other	Need to install	Kalutara	wasim.akram@ndbbank	Software	2018-08-10 10:45:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 13:44:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:45:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89722	ramanathan.archana@ndbba	Gampola	2018/08/09	Completed	Other	Mail sending issue	Gampola	wasim.akram@ndbbank	Software	2018-08-10 11:13:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 13:49:
ndbbank.com	Completed	ndbbank.com	2018-08-10 11:13:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89723	Sanjeewa.Jaya rathna@nd	HO	2018/08/09	Completed	Other	install adobe revite	IT Stores	wasim.akram@n dbbank	Software	2018-08-10 10:46:06

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-09 13:50:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:46:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89724	chamith.samar athunga@	Marine Drive	2018/08/09	Completed	PC	PC not booting	Marine Drive	Thilina@ndbba nk.com	Hardware	2018-08-10 14:00:59

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-09 13:56:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:01:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89725	ayesha.udayanthi@ndb	Homagama	2018/08/09	Completed	Other	Need to add GX reporter	HO	wasim.akram@ndbbank	Software	2018-08-10 11:11:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 14:12:
ndbbank.com	Completed	ndbbank.com	2018-08-10 11:11:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89726	dushani.hewage@ndbban	Kalutara	2018/08/09	Completed	Other	Document scanner	Kalutara	wasim.akram@ndbbank	Software	2018-08-10 11:10:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 14:22:
ndbbank.com	Completed	ndbbank.com	2018-08-10 11:10:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89727	gayan.harsha@ndbban	DM	2018/08/09	Completed	Other	Shift of PC s	HO	Udayana.Wanigasekara@	Software	2018-08-09 16:14:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-09 14:42:
ndbbank.com	completed	ndbbank.com	2018-08-09 16:14:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89728	thisal.fernando@ndbb	DM	2018/08/09	Completed	Other	Shift of PC s	DM	Udayana.Wanigasekara@	Software	2018-08-09 16:14:25

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-09 14:43:
ndbbank.com	completed	ndbbank.com	2018-08-09 16:14:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89729	kusal.jayawardena@n	DM	2018/08/09	Completed	Other	Shift of PC s	DM	Udayana.Wanigasekara@	Software	2018-08-09 16:14:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-09 14:45:
ndbbank.com	completed	ndbbank.com	2018-08-09 16:14:
Closed By System	Closed By System	System	2018-08-13 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89730	chameera.nakandala@ndb	Uragasmanhandiya	2018/08/09	Completed	Printer	Need to install	Uragasmanhandiya	wasim.akram@ndbbank	Software	2018-08-10 16:31:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 14:52:
ndbbank.com	Completed	ndbbank.com	2018-08-10 16:31:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89731	anne.dissanay ake@n	Nittambuwa	2018/08/09	Completed	Printer	[PD11073]Pass book	Nittambuwa	wasim.akram@n dbbank	Hardware	2018-08-10 15:47:50

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-09 15:00:
ndbbank.com	Completed	ndbbank.com	2018-08-10 15:47:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89732	mahela.galman goda@nd	Nittambuwa	2018/08/09	Completed	Other	document scanner	Nittambuwa	wasim.akram@n dbbank	Software	2018-08-10 14:07:54

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-09 15:03:
ndbbank.com	Completed	ndbbank.com	2018-08-10 14:07:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89733	akitha.hendal age@ndb	Kolpity	2018/08/09	Completed	Other	ICard system logging issue	Kolpity Recoveries	wasim.akram@n dbbank	Software	2018-08-10 10:46:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 15:09:
ndbbank.com	Completed	ndbbank.com	2018-08-10 10:46:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89734	dushani.hewag e@ndbban	Kalutara	2018/08/09	Completed	Other	document scanning	Kalutara	wasim.akram@n dbbank	Software	2018-08-10 14:09:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 15:27:
ndbbank.com	Completed	ndbbank.com	2018-08-10 14:09:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89735	Thushari.Nana yakkara@n	null	2018/08/09	Completed	lexmark printer	lexmark printer	HO	Thilina@ndbba nk.com	Software	2018-08-10 14:05:09

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Helpdesk	2018-08-09 15:45:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:05:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89736	indrajith.nan ayakkara@n	HO	2018/08/09	Completed	PC	Need to add a printer	HO	Thilina@ndbba nk.com	Software	2018-08-10 14:04:53

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-09 15:50:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:04:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89737	duminda.witha na@ndbba	Gampaha	2018/08/09	Completed	Other	Need to create	Gampaha	wasim.akram@n dbbank	Software	2018-08-10 15:05:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 16:18:
ndbbank.com	Completed	ndbbank.com	2018-08-10 15:05:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89738	Ramanathan.Ar chana@ndbba	Gampaha	2018/08/09	Completed	CITS	Batch assign issue	Gampola	wasim.akram@n dbbank	Software	2018-08-10 14:08:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-09 16:18:
ndbbank.com	Completed	ndbbank.com	2018-08-10 14:08:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89739	Chathurika.Do dawaththa@n	KCC	2018/08/09	Completed	Western Union	install westernunion	KCC	ifam@ndbbank. com	Software	2018-08-10 14:40:24

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 16:26:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:40:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89740	Shanika.Maras inghe@nd	KCC	2018/08/09	Completed	Western Union	install westernunion	KCC	ifam@ndbbank. com	Software	2018-08-10 14:40:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 16:27:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:40:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89741	ruchira.perera@ndbban	Nittambuwa	2018/08/09	Completed	Other	PC is slow	Nittambuwa	ifam@ndbbank.com	Software	2018-08-10 14:41:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 16:43:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:41:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89742	madushika.yudaganawa@nd	Nawam Branch	2018/08/09	Completed	PC	[PC18175]HDD issue, Inform	Nawam Branch	Thilina@ndbbank.com	Hardware	2018-08-10 14:02:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 16:50:
ndbbank.com	Temp PC send for	ndbbank.com	2018-08-10 14:02:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89743	kelum.priyadarshana	Kahawatta	2018/08/09	Completed	Other	document scanner	Kahawatta	ifam@ndbbank.com	Software	2018-08-10 14:41:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 16:51:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:41:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89744	Himanshi.Jayanath@ndbb	Puttlam	2018/08/09	Completed	Other	c drive is full	Puttlam	ifam@ndbbank.com	Software	2018-08-10 14:41:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 16:52:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:42:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89745	eranga.perera @ndbban	Piliyandala	2018/08/09	Completed	Printer	[PD06016]Pass book	Piliyandala	ifam@ndbbank. com	Hardware	2018-08-10 14:42:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-09 16:57:
indrajith.	Vendor visit	indrajith.	2018-08-10 13:47:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:42:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89746	indrajith.nan ayakkara@n	HO	2018/08/09	Completed	PC	Need to transfer Data	IT Stores	Thilina@ndbba nk.com	Software	2018-08-10 14:01:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-09 17:43:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:01:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89747	Shenuk.DeZoysa@ndbba	HO	2018/08/10	Completed	Other	T24- login issue	DHPL	Thilina@ndbbank.com	Software	2018-08-10 14:03:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 08:43:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:03:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:03:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89748	Wasana.Fernando@ndbb	HO	2018/08/10	Completed	Other	Install Sinhala fonts	HO	ifam@ndbbank.com	Software	2018-08-10 14:43:29

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89749	Madara.Ariyaratne@nd	HO	2018/08/10	Completed	Other	Install Sinhala fonts	HO	ifam@ndbbank.com	Software	2018-08-10 14:44:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 08:59:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:43:
Closed By System	Closed By System	System	2018-08-14 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:00:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:44:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89750	danushika.perera@ndbban	HO	2018/08/10	Completed	Other	Install Sinhala fonts	IT Stores	ifam@ndbbank.com	Software	2018-08-10 14:46:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:01:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:46:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89751	chamathi.ranawaka@ndbb	HO	2018/08/10	Completed	Other	Install Sinhala fonts	IT Stores	ifam@ndbbank.com	Software	2018-08-10 14:47:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:02:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:47:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89752	chamathi.rana waka@ndbb	HO	2018/08/10	Completed	Other	Install Sinhala fonts	IT Stores	ifam@ndbbank. com	Software	2018-08-10 14:47:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:02:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:47:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89753	Gamini.Dissan ayake@n	HO	2018/08/10	Completed	Other	Install Sinhala fonts	IT Stores	ifam@ndbbank. com	Software	2018-08-10 14:47:52

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:06:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:47:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89754	Natasha.Perera@ndbban	HO	2018/08/10	Completed	Other	data scan image not	HO	ifam@ndbbank.com	Software	2018-08-10 14:48:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:07:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:48:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89755	narmada.jayasekara@nd	HO	2018/08/10	Completed	Other	data scan image not	IT Stores	ifam@ndbbank.com	Software	2018-08-10 14:48:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:07:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:48:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89756	chatura.samarawickram	Narammala	2018/08/10	Completed	Other	Workflow issue	Narammala	ifam@ndbbank.com	Software	2018-08-10 14:48:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 09:42:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:48:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89757	Anne.Boteju@ndbban	DM	2018/08/10	Completed	Other	IFC edge	DM	ifam@ndbbank.com	Software	2018-08-10 14:48:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 10:05:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:48:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89758	ayomi.kavirat ne@ndb	HO	2018/08/10	Completed	Other	ndb BANK ONLING ISSUE	HO	ifam@ndbbank. com	Software	2018-08-10 14:48:56

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-10 10:14:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:48:
Closed By System	Closed By System	System	2018-08-14 05:10:

89759	thilini.kariy awasam@n	Kaduruwela	2018/08/10	Completed	CITS	batch opening issue	Kaduruwela	wasim.akram@n dbbank	Software	2018-08-10 14:08:44

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-10 10:17:
ndbbank.com	Completed	ndbbank.com	2018-08-10 14:08:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89760	surangi.liyan age@ndbb	Kalutara	2018/08/10	Completed	Other	I switch logging issue	Kalutara	wasim.akram@n dbbank	Software	2018-08-10 15:04:22

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-10 10:21:
ndbbank.com	Completed	ndbbank.com	2018-08-10 15:04:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89761	chathuranga.s adeep@ndbban	null	2018/08/10	Completed	Fix network Cable	Fix network Cable	DM	Mahendra.Prem athilaka@	Other	2018-08-10 16:43:06

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Helpdesk	2018-08-10 10:21:
ndbbank.com	Done.	ndbbank.com	2018-08-10 16:43:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89762	Chalani.Lokug amage@nd	null	2018/08/10	Completed	Fxa receving issue (EDC)	Fxa receving issue (EDC)	DM	Mahendra.Prem athilaka@	Other	2018-08-10 16:43:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-10 10:24:
ndbbank.com	Done.	ndbbank.com	2018-08-10 16:43:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89763	randeep.chath uranga@n	Matugama	2018/08/10	Completed	Western Union	Western Union certificate	Matugama	Thilina@ndbba nk.com	Software	2018-08-10 14:04:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 10:34:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:04:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89764	lahiru.udawatte@ndbb	null	2018/08/10	Completed	lEXMARK PRINTER TRAY	lEXMARK PRINTER TRAY	Yakkala	wasim.akram@ndbbank	Software	2018-08-13 14:01:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-10 10:38:
ndbbank.com	Completed	ndbbank.com	2018-08-13 14:01:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89765	pasan.lakshan@ndbba	Malambe	2018/08/10	Completed	Other	NDB baking online cannot	Malabe-DR Site-User	ifam@ndbbank.com	Software	2018-08-10 14:49:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 11:05:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:49:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89766	krishica.patrick@ndbba	Kotahena	2018/08/10	Completed	Other	CRIB issue	Kotahena	ifam@ndbbank.com	Software	2018-08-10 14:49:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 11:11:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:49:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89767	jananka.fernando@ndbb	Rajagiriya	2018/08/10	Completed	Other	CRIB issue	Rajagiriya	ifam@ndbbank.com	Software	2018-08-10 14:49:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 11:25:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:49:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89768	Gayathri.Jaya singhe@nd	DM	2018/08/10	Completed	Other	install printer	DM	ifam@ndbbank. com	Software	2018-08-10 14:49:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 11:34:
ndbbank.com	job done	ndbbank.com	2018-08-10 14:49:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89769	naomi.wijegoo neward	Battramulla	2018/08/10	Completed	Other	mandate scanner	Malambe	wasim.akram@n dbbank	Software	2018-08-10 16:53:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-10 11:53:
ndbbank.com	Completed	ndbbank.com	2018-08-10 16:53:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89770	dinesh.nadees han@ndb	DM	2018/08/10	Completed	PC	USB Issue	DM	Mahendra.Prem athilaka@	Hardware	2018-08-10 16:45:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-10 11:53:
ndbbank.com	Done.	ndbbank.com	2018-08-10 16:45:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89771	kithmini.daha nayake@nd	DM	2018/08/10	Completed	Other	Need to Create PDF	DM	Mahendra.Prem athilaka@	Software	2018-08-10 17:19:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-10 11:58:
ndbbank.com	DOne.	ndbbank.com	2018-08-10 17:19:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89772	chamila.danan dani@ndb	Kaduwela	2018/08/10	Completed	Other	Crib Logging issue	Kaduwela	Thilina@ndbba nk.com	Software	2018-08-10 14:04:26

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-10 12:04:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:04:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89773	sameera.tenne koon@ndb	Ratnapura	2018/08/10	Completed	Other	Crib link is not working	Ratnapura	Thilina@ndbba nk.com	Software	2018-08-10 14:03:40

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-10 13:03:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:03:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89774	thivya.balakrishnan@	DM	2018/08/10	Completed	Other	O 365 Logging issue	DM	Thilina@ndbbank.com	Software	2018-08-10 14:04:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 13:12:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:04:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89775	dushani.hewage@ndbban	Kalutara	2018/08/10	Completed	Printer	Need to add Lexmark	Kalutara	Thilina@ndbbank.com	Software	2018-08-10 14:03:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 13:17:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 14:03:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89776	Renuke.Perera@ndbban	HO	2018/08/10	Completed	PC	Need to install	DHPL	Thilina@ndbbank.com	Software	2018-08-13 07:22:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 13:42:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 16:44:
Renuke.Perera	thanks	Renuke.Perera	2018-08-13 07:22:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89777	Achala.Fonseka@ndbba	null	2018/08/10	Completed	Printer is not workimg	Printer is not workimg	DM	Mahendra.Premathilaka@	Hardware	2018-08-10 17:19:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-10 13:56:
ndbbank.com	Changed the	ndbbank.com	2018-08-10 17:19:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89778	sampath.kapuge@ndbban	Narehenpita	2018/08/10	Completed	Western Union	Wu logging issue	Narehenpita	wasim.akram@ndbbank	Software	2018-08-10 15:29:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-10 14:06:
ndbbank.com	Completed	ndbbank.com	2018-08-10 15:29:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89779	thilini.kariyawasam@n	Kaduruwela	2018/08/10	Completed	Western Union	WU logging issue	Malabe-DR Site-User	wasim.akram@ndbbank	Software	2018-08-10 15:30:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-10 14:21:
ndbbank.com	Completed	ndbbank.com	2018-08-10 15:30:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89780	thanuka.perer a@ndbban	null	2018/08/10	Completed	Lexmark printer tray	Lexmark printer tray	Rajagiriya	ifam@ndbbank. com	Software	2018-08-13 12:31:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-10 14:31:
ifam Commented	job ref number :	ifam	2018-08-10 14:46:
ndbbank.com	job done	ndbbank.com	2018-08-13 12:31:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89781	virajini.goma s@ndbbank	Nawalapitiya	2018/08/10	Completed	Other	email locked	Nawalapitiya	wasim.akram@n dbbank	Software	2018-08-10 15:29:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-10 14:35:
ndbbank.com	Completed	ndbbank.com	2018-08-10 15:29:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89782	sajini.sewwandi@ndbb	Matara	2018/08/10	Completed	Other	email logging issue	Matara	wasim.akram@ndbbank	Software	2018-08-10 16:53:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-10 14:45:
ndbbank.com	Completed	ndbbank.com	2018-08-10 16:53:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89783	Valary.Vimalakumara@	HO	2018/08/10	Completed	Other	C drive is full	HO	ifam@ndbbank.com	Software	2018-08-10 16:52:08

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 15:35:
ndbbank.com	job done	ndbbank.com	2018-08-10 16:52:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89784	aravinthan.th anuraj@ndbb	HOB	2018/08/10	Completed	Other	Lotus issue	HOB	ifam@ndbbank. com	Software	2018-08-10 16:52:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-10 15:40:
ndbbank.com	job done	ndbbank.com	2018-08-10 16:52:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89785	thilina.jayalath@ndbb	Matale	2018/08/10	Completed	Printer	Need to install	Matale	Thilina@ndbbank.com	Software	2018-08-10 16:21:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 15:42:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 16:21:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89786	stephanie.fernando@ndbb	Old Moor	2018/08/10	Completed	PC	PC is getting stuck	Old Moor	Thilina@ndbbank.com	Software	2018-08-10 16:49:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 15:57:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 16:49:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89787	Dinesh.Fernando@ndbb	DM	2018/08/10	Completed	Printer	Need to install canon	DM	Thilina@ndbbank.com	Software	2018-08-10 16:44:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-10 16:23:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-10 16:44:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89788	Ashani.Wijerathna@nd	Malambe	2018/08/10	Completed	Other	NDB online bank logging	Malabe-DR Site-User	wasim.akram@ndbbank	Software	2018-08-10 16:53:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-10 16:26:
ndbbank.com	Completed	ndbbank.com	2018-08-10 16:53:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89789	charitha.ruwa npura@ndb	Galle	2018/08/10	Completed	Other	Crib issue	Galle	ifam@ndbbank. com	Software	2018-08-10 16:52:28

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-10 16:37:
ndbbank.com	job done	ndbbank.com	2018-08-10 16:52:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89790	rochana.banda ra@ndbba	DHPL	2018/08/10	Completed	Printer	Add the printer	DHPL	ifam@ndbbank. com	Software	2018-08-10 16:52:37

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-10 16:39:
ndbbank.com	job done	ndbbank.com	2018-08-10 16:52:
Closed By System	Closed By System	System	2018-08-14 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89791	janitha.jayawardana@n	DM	2018/08/10	Completed	Other	Configure HDFC Platform	HO	Mahendra.Premathilaka@	Software	2018-08-14 16:08:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-10 16:52:
Mahendra.	Waiting for	Mahendra.	2018-08-10 17:20:
ndbbank.com	User on Annual	ndbbank.com	2018-08-14 16:08:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89792	amali.dissanayake@n	DM	2018/08/10	Completed	PC	HDD is not working	DM	Mahendra.Premathilaka@	Hardware	2018-08-14 13:07:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-10 16:53:
Mahendra.	PC Checking.	Mahendra.	2018-08-10 17:20:
Mahendra.	PS Sent to Nawam	Mahendra.	2018-08-13 10:21:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89793	saminda.munasinghe@nd	Kolpity	2018/08/10	Completed	Other	low disc space in c	Kollupitiya Autofinance	wasim.akram@ndbbank	Software	2018-08-13 09:27:46

comment	user_comment	done_user	commented_date_time
ndbbank.com	Changed the Hard	ndbbank.com	2018-08-14 13:07:
Closed By System	Closed By System	System	2018-08-20 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-10 16:57:
ndbbank.com	Completed	ndbbank.com	2018-08-13 09:27:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89794	piyumini.hewage@ndbban	DM	2018/08/13	Completed	Other	GX reporter logging issue	IT Stores	wasim.akram@ndbbank	Software	2018-08-13 14:27:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:36:
ndbbank.com	Completed	ndbbank.com	2018-08-13 14:27:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89795	buddhi.harshanatha@n	HO	2018/08/13	Completed	Windows XP/2000	[UP13005]UPS alarming,	DHPL	wasim.akram@ndbbank	Hardware	2018-08-14 11:09:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:37:
ndbbank.com	Completed	ndbbank.com	2018-08-14 11:09:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89796	hermaine.fern ando@ndbb	HO	2018/08/13	Completed	PC	PC logging issue/M	HO	wasim.akram@n dbbank	Software	2018-08-13 14:27:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:38:
ndbbank.com	Completed	ndbbank.com	2018-08-13 14:27:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89797	gayani.ramana thanpul	KATANA	2018/08/13	Completed	Other	O356 mail logging	KATANA	wasim.akram@n dbbank	Software	2018-08-13 16:19:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:40:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:19:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89798	amila.priyasad@ndbb	HO	2018/08/13	Completed	Other	Mouse issue	HO	wasim.akram@ndbbank	Hardware	2018-08-13 14:28:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:41:
ndbbank.com	Completed	ndbbank.com	2018-08-13 14:28:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89799	amila.bandara@ndbba	HO	2018/08/13	Completed	Other	Mouse issue	HO	wasim.akram@ndbbank	Hardware	2018-08-13 16:20:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:41:
ndbbank.com	send usb mouse ,	ndbbank.com	2018-08-13 16:20:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89800	noel.pitchai@ndbba	HO	2018/08/13	Completed	Other	O365 mail logging	HO	wasim.akram@ndbbank	Software	2018-08-13 16:19:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:45:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:19:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89801	hasith.wanniarachchi	null	2018/08/13	Completed	lexmark printer	lexmark printer	Narehenpita	wasim.akram@ndbbank	Hardware	2018-08-14 13:26:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-13 08:48:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:26:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89802	thanushka.anjalee@ndbba	Narammala	2018/08/13	Completed	Other	O365 mail logging issue	Narammala	wasim.akram@ndbbank	Software	2018-08-13 16:33:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 08:51:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:33:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89803	janaka.nonis@ndbbank	HO	2018/08/13	Completed	Other	startup repair	DHPL	wasim.akram@ndbbank	Hardware	2018-08-13 16:32:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:05:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:32:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89804	indrajith.nan ayakkara@n	HO	2018/08/13	Completed	PC	Need to Activate	HO	Thilina@ndbba nk.com	Software	2018-08-14 16:24:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-13 09:06:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-14 16:24:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89805	chavindi.amar asekara@n	HO	2018/08/13	Completed	Other	O365 mail logging issue	HO	wasim.akram@n dbbank	Software	2018-08-13 16:33:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:13:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:33:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89806	charitha.ruwanpura@ndb	HO	2018/08/13	Completed	Other	CRIB logging issue	Galle	wasim.akram@ndbbank	Software	2018-08-13 16:20:24

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:15:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:20:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89807	chamara.jayasinghe@nd	Kandy	2018/08/13	Completed	Printer	Need to add a printer/M	Kandy	wasim.akram@ndbbank	Software	2018-08-13 16:40:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:21:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:40:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89808	vimukthi.warn asooriya@	Malambe	2018/08/13	Completed	Other	O365 mail logging	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-13 16:32:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:22:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:32:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89809	shehan.jayasi nghe@nd	HO	2018/08/13	Completed	PC	PC slow	HO	wasim.akram@n dbbank	Software	2018-08-13 16:37:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:27:
ndbbank.com	clear temp files ,	ndbbank.com	2018-08-13 16:37:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89810	shemain.piete rsz@ndbb	Kolpity	2018/08/13	Completed	Other	Unable to access X,Y	Kolpity Brnch	wasim.akram@n dbbank	Software	2018-08-13 16:33:24

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:32:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:33:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89811	renuka.gamage @ndbban	Aluthgama	2018/08/13	Completed	Other	Mouse not working	Aluthgama	wasim.akram@n dbbank	Hardware	2018-08-14 13:53:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:38:
wasim.akram	send mouse	wasim.akram	2018-08-13 16:41:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:53:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89812	limasha.prash anjalee@	Katunayake	2018/08/13	Completed	Other	Workflow system issue	Katunayake	wasim.akram@n dbbank	Software	2018-08-13 16:34:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:55:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:34:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89813	iroshika.deme l@ndbbank	Narehenpita	2018/08/13	Completed	MS office	excel document	Narehenpita	wasim.akram@n dbbank	Software	2018-08-13 16:48:30

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 09:58:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:48:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89814	harshani.karu narathne@	HO	2018/08/13	Completed	Other	lanka pay loging issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-13 16:45:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 10:09:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:45:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89815	iroshika.demel@ndbbank	HO	2018/08/13	Completed	MS office	Excel document	Narehenpita	wasim.akram@ndbbank	Software	2018-08-13 16:49:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 10:09:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:49:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89816	sritharan.ilankesan@ndb	Vavunia	2018/08/13	Completed	Other	CRIB opening issue/M	Vavunia	wasim.akram@ndbbank	Software	2018-08-13 16:44:52

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 10:10:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:44:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89817	tharushi.pesh ala@ndbba	DM	2018/08/13	Completed	Printer	Create Scan Profile	DM	Mahendra.Prem athilaka@	Software	2018-08-13 12:15:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-13 10:21:
ndbbank.com	Done.	ndbbank.com	2018-08-13 12:15:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89818	aruran.veerai yah@ndb	Chavakachcher i	2018/08/13	Completed	Other	[UP15013]UPS not working,	Chavakachcher i	ifam@ndbbank. com	Hardware	2018-08-14 16:20:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-13 10:22:
ndbbank.com	job done	ndbbank.com	2018-08-14 16:20:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89819	saranga.senadheera@nd	DM	2018/08/13	Completed	PC	SLIP PC is not working	DM	Mahendra.Premathilaka@	Hardware	2018-08-14 16:39:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-13 10:23:
Mahendra.	PC checked, Issue	Mahendra.	2018-08-13 12:16:
Mahendra.	Installed temp PC.	Mahendra.	2018-08-14 13:08:
ndbbank.com	PC Received. and	ndbbank.com	2018-08-14 16:39:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89820	Charith.Jayarathne@nd	Matugama	2018/08/13	Completed	Printer	need to install	Matugama	wasim.akram@ndbbank	Software	2018-08-13 16:49:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 10:31:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:49:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-17 05:10:

| 89821 | chathura.rank othge@ndb | Trincomalee | 2018/08/13 | Completed | Other | [UP09005]UPS not working, | Trincomalee | wasim.akram@n dbbank | Hardware | 2018-08-15 09:19:05 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 10:31:
wasim.akram	job is still pending,	wasim.akram	2018-08-14 16:23:
indrajith.	This job completed.	indrajith.	2018-08-15 09:12:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:19:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89822	kogilapriya.senathirajah@	Wattala	2018/08/13	Completed	Other	T24 slow	Wellawatta	wasim.akram@ndbbank	Software	2018-08-13 16:50:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 10:41:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:50:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89823	thilini.kariyawasam@n	Kaduruwela	2018/08/13	Completed	Other	document updating	Kaduruwela	wasim.akram@ndbbank	Software	2018-08-13 16:45:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 10:58:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:46:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89824	sentoran.shan mugeswara	Marine Drive	2018/08/13	Completed	Other	Kaspersky update	Marine Drive	wasim.akram@n dbbank	Software	2018-08-13 16:47:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 11:06:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:48:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89825	gnanachandran .	Akkaraipattu	2018/08/13	Completed	Other	Unable to find previous	Akkaraipattu	wasim.akram@n dbbank	Software	2018-08-13 16:55:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 11:41:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:55:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89826	sellaiah.sara weswaran@	Manipai	2018/08/13	Completed	Other	PC slow/M	Manipai	wasim.akram@n dbbank	Software	2018-08-13 16:52:14

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-13 11:42:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:52:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89827	shehan.jeevan tha@ndb	HO	2018/08/13	Completed	PC	PC is not working	HO	Thilina@ndbba nk.com	Hardware	2018-08-14 16:25:55

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-13 11:43:
ndbbank.com	This was delay due	ndbbank.com	2018-08-14 16:25:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89828	piumi.hansika @ndbba	HO	2018/08/13	Completed	Other	IP change	HO	wasim.akram@n dbbank	Software	2018-08-13 16:51:50

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-13 11:53:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:51:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89829	dulanji.ukwat ta@ndbba	HO	2018/08/13	Completed	Other	IP change	HO	wasim.akram@n dbbank	Software	2018-08-14 13:28:33

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-13 11:53:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:28:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89830	shera.hassen@ndbban	null	2018/08/13	Completed	Cannot open Some PDF	Cannot open Some PDF	DM	Mahendra.Premathilaka@	Software	2018-08-14 16:09:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-13 12:14:
ndbbank.com	Done.	ndbbank.com	2018-08-14 16:09:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89831	Lakshan.Madhuranga@nd	null	2018/08/13	Completed	SLIP System is not	SLIP System is not	Shangri La Hambantota	Mahendra.Premathilaka@	Other	2018-08-14 16:09:23

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-13 12:17:
ndbbank.com	Done.	ndbbank.com	2018-08-14 16:09:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89832	sameera.tenne koon@ndb	Ratnapura	2018/08/13	Completed	Other	Crib issue	Ratnapura	ifam@ndbbank. com	Software	2018-08-13 12:30:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-13 12:20:
ndbbank.com	job done	ndbbank.com	2018-08-13 12:30:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89833	Piumi.Gamanay ake@nd	Kadawata	2018/08/13	Completed	Other	Onepass issue	Kadawata	ifam@ndbbank. com	Software	2018-08-13 16:53:24

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-13 12:37:
ndbbank.com	job done	ndbbank.com	2018-08-13 16:53:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89834	thiwanka.raja paksha@nd	DM	2018/08/13	Completed	Other	Cannot get Printouts	DM	Mahendra.Prem athilaka@	Software	2018-08-14 16:09:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-13 12:57:
ndbbank.com	Done.	ndbbank.com	2018-08-14 16:09:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89835	charitha.jina ni@ndbban	Ja-Ela	2018/08/13	Completed	Lotus	Lotus logging issue	Ja-Ela	wasim.akram@n dbbank	Software	2018-08-13 16:50:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 13:00:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:50:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89836	uditha.devinda@ndbba	Kandana	2018/08/13	Completed	Western Union	Need to add western Union	Kandana	wasim.akram@ndbbank	Software	2018-08-13 16:50:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 13:15:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:50:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89837	gihan.ekanayaka@ndb	Malambe	2018/08/13	Completed	Other	O365 mail logging issue	Malabe-DR Site-User	wasim.akram@ndbbank	Software	2018-08-13 16:51:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 13:28:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:51:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89838	nadeesha.wijewardena@n	Rajagiriya	2018/08/13	Completed	Other	Rate system not opening	HO	ifam@ndbbank.com	Software	2018-08-13 16:53:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-13 13:29:
ndbbank.com	job done	ndbbank.com	2018-08-13 16:53:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89839	rasika.sandamali@ndb	HO	2018/08/13	Completed	Printer	printer IP need to check	DHPL	Thilina@ndbbank.com	Software	2018-08-14 16:27:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-13 14:10:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-14 16:27:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89840	kanchana.atta nayake@nd	HO	2018/08/13	Completed	Other	GX system issue	HO	wasim.akram@n dbbank	Software	2018-08-14 13:52:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 14:11:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:52:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89841	nuwan.jayathi lake@n	Aluthgama	2018/08/13	Completed	Other	Need to add a document	Aluthgama	wasim.akram@n dbbank	Hardware	2018-08-14 13:53:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 14:57:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:53:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89842	charitha.ruwa npura@ndb	Galle	2018/08/13	Completed	Other	T24- login issue	Galle	wasim.akram@n dbbank	Software	2018-08-13 16:54:59

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-13 15:01:
ndbbank.com	Completed	ndbbank.com	2018-08-13 16:55:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89843	sasini.tharin drika@n	HO	2018/08/13	Completed	Other	Data scanning images unable	Kolpity Recoveries	wasim.akram@n dbbank	Software	2018-08-14 13:54:34

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-13 15:14:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:54:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89844	natasha.perera@ndbban	HO	2018/08/13	Completed	Lotus	Need to configure	HO	ifam@ndbbank.com	Software	2018-08-13 16:53:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-13 15:30:
ndbbank.com	job done	ndbbank.com	2018-08-13 16:53:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89845	pemali.rickshani@ndb	null	2018/08/13	Completed	lexmark printer	lexmark printer	HO	wasim.akram@ndbbank	Hardware	2018-08-14 13:56:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-13 15:56:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:56:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89846	ashma.dain@ndbbank.	null	2018/08/13	Completed	Konica printer issue	Konica printer issue	HO	ifam@ndbbank.com	Software	2018-08-13 16:53:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-13 16:05:
ndbbank.com	job done	ndbbank.com	2018-08-13 16:53:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89847	indrajith.nanayakkara@n	HO	2018/08/13	Completed	Other	Sinhala font installation/	HO	ifam@ndbbank.com	Software	2018-08-13 16:54:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-13 16:05:
ndbbank.com	job done	ndbbank.com	2018-08-13 16:54:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89848	kanagarajh.sa jeevakumar@	Kolpity	2018/08/13	Completed	Other	O365 mail logging issue	Kolpity Recoveries	wasim.akram@n dbbank	Software	2018-08-14 13:30:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 16:24:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:30:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89849	it.helpdesk@n dbb	HO	2018/08/13	Completed	Other	Sinhala Font installation	HO	ifam@ndbbank. com	Software	2018-08-13 16:54:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-13 16:34:
ndbbank.com	job done	ndbbank.com	2018-08-13 16:54:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89850	kithmini.mall imarachch	Ja-Ela	2018/08/13	Completed	Lotus	Need to configure	Ja-Ela	wasim.akram@n dbbank	Software	2018-08-14 13:52:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 16:42:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:52:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89851	shehan.jeevan tha@ndb	HO	2018/08/13	Completed	MS office	Need to uninstall	HO	wasim.akram@n dbbank	Software	2018-08-14 13:51:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-13 16:46:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:51:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89852	shehan.jeevantha@ndb	HO	2018/08/13	Completed	MS office	Need to install MS	HO	wasim.akram@ndbbank	Software	2018-08-14 13:36:15

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Wasim.akram	2018-08-13 16:46:
	Completed	ndbbank.com	2018-08-14 13:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89853	Hashani.Imalshika@ndb	DM	2018/08/13	Completed	Other	Configure Data Scan	DM	Mahendra.Premathilaka@	Software	2018-08-14 16:10:05

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Mahendra.	2018-08-13 16:49:
	Done.	ndbbank.com	2018-08-14 16:10:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89854	Chalani.Senan ayake@nd	HEAD OFFICE	2018/08/13	Completed	Other	Cannot go to google chrome	DHPL	ifam@ndbbank. com	Software	2018-08-13 16:54:59

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-13 16:53:
ndbbank.com	job done	ndbbank.com	2018-08-13 16:55:
Closed By System	Closed By System	System	2018-08-17 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89855	indrajith.nan ayakkara@n	Wattala	2018/08/13	Completed	Other	Need to copy Kaspersky	Wattala	Thilina@ndbba nk.com	Software	2018-08-14 16:27:26

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-13 17:02:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-14 16:27:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89856	Nireksha.Amar aweera@nd	Piliyandala	2018/08/13	Completed	Printer	Add the wincore	HO	ifam@ndbbank. com	Software	2018-08-14 16:20:54

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-13 17:04:
ndbbank.com	job done	ndbbank.com	2018-08-14 16:20:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89857	Nireksha.Amar aweera@nd	Piliyandala	2018/08/13	Completed	Printer	Add the wincore	Piliyandala	ifam@ndbbank. com	Software	2018-08-14 16:21:12

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-13 17:05:
ndbbank.com	job done	ndbbank.com	2018-08-14 16:21:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89858	Nireksha.Amar aweera@nd	Piliyandala	2018/08/13	Completed	Printer	Add the wincore	Piliyandala	ifam@ndbbank. com	Software	2018-08-14 16:21:29

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-13 17:06:
ndbbank.com	job done	ndbbank.com	2018-08-14 16:21:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89859	charitha.ruwa npura@ndb	Galle	2018/08/13	Completed	PC	Crib logging issue	Galle	Thilina@ndbba nk.com	Software	2018-08-14 16:27:42

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-13 17:38:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-14 16:27:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89860	praveen.ranas inghe@nd	Malambe	2018/08/13	Completed	Printer	Need to add Konica	Malabe-DR Site-User	Thilina@ndbba nk.com	Software	2018-08-14 16:27:56

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-13 17:44:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-14 16:27:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89861	Udari.Jayasun dara@n	Kolpity	2018/08/14	Completed	MS office	Need to install MS	Kollupitiya Autofinance	Thilina@ndbba nk.com	Software	2018-08-15 16:26:51

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-14 08:32:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:26:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89862	dilshani.desilva@ndbba	Marine Drive	2018/08/14	Completed	Other	Mouse not working	Marine Drive	wasim.akram@ndbbank	Hardware	2018-08-15 09:51:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 08:43:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:06:
dilshani.desilva		dilshani.desilva	2018-08-15 09:51:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89863	Udari.Jayasundara@n	HO	2018/08/14	Completed	MS office	Need to install MS	HO	Thilina@ndbbank.com	Software	2018-08-15 16:27:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-14 08:44:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:27:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89864	Shaine.Silva@ndbbank	Kolpity	2018/08/14	Completed	MS office	Need to install MS	Kolpity	Thilina@ndbbank.com	Software	2018-08-15 16:27:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-14 08:56:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:27:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89865	charitha.jayamini@ndbb	Nattandiya Branch	2018/08/14	Completed	Other	T24- login issue	Nattandiya Branch	wasim.akram@ndbbank	Software	2018-08-14 16:05:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 08:59:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:05:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89866	charitha.jaya mini@ndbb	Nattandiya Branch	2018/08/14	Completed	Other	T24- login issue	Nattandiya Branch	wasim.akram@n dbbank	Software	2018-08-14 16:05:25

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-14 08:59:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:05:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89867	sachithri.swa rnamalie@n	Marine Drive	2018/08/14	Completed	Other	Mandate scanning	Marine Drive	wasim.akram@n dbbank	Software	2018-08-14 13:57:57

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-14 09:01:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:57:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89868	shani.jayakod y@ndbb	Malabe-DR Site-User	2018/08/14	Completed	Other	O 365 logging issue	HO	Thilina@ndbba nk.com	Software	2018-08-15 16:29:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-14 09:04:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:29:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89869	anjalee.silva @ndbbank	Kolpity	2018/08/14	Completed	Other	C drive no space	Kolpity Recoveries	ifam@ndbbank. com	Software	2018-08-14 16:21:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:12:
ndbbank.com	job done	ndbbank.com	2018-08-14 16:21:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89870	noel.pitchai@ndbba	DM	2018/08/14	Completed	Printer	Need to add a printer/M	DM	ifam@ndbbank.com	Software	2018-08-15 09:40:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:16:
ndbbank.com	job done	ndbbank.com	2018-08-15 09:40:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89871	Rosemery.Chandrasekera	Maharagama	2018/08/14	Completed	Other	T24 logging issue /M	Maharagama	ifam@ndbbank.com	Software	2018-08-15 09:40:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:19:
ndbbank.com	job done	ndbbank.com	2018-08-15 09:40:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89872	deshani.alaha koon@ndb	Borelesgamuwa - Ext	2018/08/14	Completed	Other	Westernunion issue	Borelesgamuwa - Ext	ifam@ndbbank. com	Software	2018-08-15 15:11:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:21:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:11:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89873	malith.thalag ala@ndb	Nawalapitiya	2018/08/14	Completed	Other	Cloud logging issue	Nawalapitiya	ifam@ndbbank. com	Software	2018-08-15 15:12:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:25:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:12:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89874	Noel.Pitchai@ndbba	DM	2018/08/14	Completed	Printer	Printer driver	DM	ifam@ndbbank.com	Software	2018-08-15 15:12:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:28:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:12:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89875	Noel.Pitchai@ndbba	DM	2018/08/14	Completed	Printer	Install printer	DM	Udayana.Wanigasekara@	Software	2018-08-14 11:37:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-14 09:32:
ndbbank.com	completed	ndbbank.com	2018-08-14 11:37:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89876	dasuni.shaver a@ndbba	Kolpity Recoveries	2018/08/14	Completed	Other	PC is not working	HO	Thilina@ndbba nk.com	Hardware	2018-08-17 16:50:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-14 09:33:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 16:50:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89877	Noel.Pitchai@ ndbba	DM	2018/08/14	Completed	Other	Add the printer	DM	ifam@ndbbank. com	Software	2018-08-15 15:12:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:35:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:12:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89878	chalithya.sen avirathna@	KATANA	2018/08/14	Completed	Printer	Need to add a printer	KATANA	wasim.akram@n dbbank	Software	2018-08-14 16:06:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 09:38:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:06:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89879	chamila.danan dani@ndb	Kaduwela	2018/08/14	Completed	Other	CRIB issue	Kaduwela	ifam@ndbbank. com	Software	2018-08-15 15:13:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:41:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:13:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89880	gihan.thennak oon@nd	Anuradapura	2018/08/14	Completed	Other	CRIB logging issue	Anuradapura	ifam@ndbbank. com	Software	2018-08-15 15:13:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 09:42:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:13:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89881	gihan.thennak oon@nd	Anuradapura	2018/08/14	Completed	Other	CRIB logging issue	Anuradapura	wasim.akram@n dbbank	Software	2018-08-14 16:06:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 09:52:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:06:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89882	thushari.chat hurika@nd	Kuliyapitiya	2018/08/14	Completed	Other	PC is slow	Kuliyapitiya	ifam@ndbbank. com	Software	2018-08-15 15:14:02

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-14 09:57:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:14:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89883	nadeera.kalpa ge@ndbba	Ambalangoda	2018/08/14	Completed	Other	Unable to take	Ambalanthota	ifam@ndbbank. com	Software	2018-08-15 15:14:31

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-14 10:03:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:14:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89884	ayesha.senana yake@nd	HO	2018/08/14	Completed	Printer	Unable to take	IT Stores	wasim.akram@n dbbank	Software	2018-08-14 16:34:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 10:12:
ndbbank.com	install printer driver	ndbbank.com	2018-08-14 16:34:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89885	chamari.ariya dasa@ndb	Marine Drive	2018/08/14	Completed	MS office	MS Office 2010	Marine Drive	ifam@ndbbank. com	Software	2018-08-15 15:14:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 10:12:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:14:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89886	madushika.yud aganawa@nd	Nawam Branch	2018/08/14	Completed	Other	O365 mail logging issue	Nawam Branch	wasim.akram@n dbbank	Software	2018-08-14 16:06:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 10:13:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:06:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89887	lakshika.daya nanda@ndb	Dambulla	2018/08/14	Completed	Other	Workflow scanning	Dambulla	ifam@ndbbank. com	Software	2018-08-15 15:15:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 10:15:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:15:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89888	shakthi.hiranya@ndbba	DM	2018/08/14	Completed	Other	O365 mail locked/M	DM	ifam@ndbbank.com	Software	2018-08-15 15:15:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 10:17:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:16:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89889	pamuditha.goonathilake@	Borella	2018/08/14	Completed	Other	[UP13009] UPS not working,	Borella	wasim.akram@ndbbank	Hardware	2018-08-15 09:21:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 10:27:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:21:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89890	anjalee.ferna ndo@ndbb	Narammala	2018/08/14	Completed	Western Union	Western Union logging issue	Narammala	wasim.akram@n dbbank	Software	2018-08-14 16:05:05

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-14 10:28:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:05:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89891	roshan.sooriy aarachc	Matugama	2018/08/14	Completed	Other	CRIB issue	FAV BRANCH ASST TEMP	ifam@ndbbank. com	Software	2018-08-15 15:36:53

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-14 10:29:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89892	hiruna.perera@ndbban	HO	2018/08/14	Completed	Other	Workflow issue	HO	ifam@ndbbank.com	Software	2018-08-15 15:37:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 10:36:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:37:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89893	thusitha.jayalath@ndbb	null	2018/08/14	Completed	Need to update IE to	Need to update IE to	DM	Mahendra.Premathilaka@	Software	2018-08-16 15:46:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-14 10:49:
Mahendra.	User busy.	Mahendra.	2018-08-15 16:28:
ndbbank.com	Installed.	ndbbank.com	2018-08-16 15:46:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89894	muditha.perera@ndbban	Kadawata	2018/08/14	Completed	Other	Need to configure	Kadawata	wasim.akram@ndbbank	Software	2018-08-14 16:07:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 10:51:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:07:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89895	Jeevantha.Fernando@ndbb	HO	2018/08/14	Completed	Other	Data scan issue	HO	ifam@ndbbank.com	Software	2018-08-15 15:42:33

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 10:58:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:42:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89896	harshani.karu narathne@	HO	2018/08/14	Completed	Other	LankaPay logging issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-15 09:19:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 11:02:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:19:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89897	indrajith.nan ayakkara@n	HO	2018/08/14	Completed	PC	Need to Copy Local	IT Stores	Thilina@ndbba nk.com	Software	2018-08-15 16:29:24

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-14 11:07:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:29:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89898	isuru.prabath @ndbba	HO	2018/08/14	Completed	Other	Install fonts	HO	ifam@ndbbank. com	Software	2018-08-15 15:43:14

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-14 11:07:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:43:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89899	hasitha.samarasinghe@	DM	2018/08/14	Completed	Other	FXall system is not	HO	Mahendra.Premathilaka@	Software	2018-08-23 10:36:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-14 11:09:
Mahendra.	Need to Check With	Mahendra.	2018-08-14 16:14:
Mahendra.	User busy.	Mahendra.	2018-08-15 16:29:
Mahendra.	Software	Mahendra.	2018-08-16 15:47:
indrajith.	Waiting for user	indrajith.	2018-08-20 09:28:
Mahendra.	User Busy.	Mahendra.	2018-08-20 15:58:
Mahendra.	User Promised to	Mahendra.	2018-08-21 08:45:
Mahendra.	We have an old	Mahendra.	2018-08-21 13:29:
Mahendra.	Called user, to	Mahendra.	2018-08-23 08:43:
indrajith.	Contact user to	indrajith.	2018-08-23 09:10:
Mahendra.	User Busy too.due	Mahendra.	2018-08-23 10:35:
ndbbank.com		ndbbank.com	2018-08-23 10:36:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89900	kv.vinoj@ndbbank	HO	2018/08/14	Completed	Printer	install printer	HO	wasim.akram@ndbbank	Software	2018-08-14 16:07:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 11:12:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:07:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:07:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89901	saranga.perera@ndbban	HO	2018/08/14	Completed	Other	Net beans ID not working	HO	wasim.akram@ndbbank	Software	2018-08-14 16:07:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 11:37:
ndbbank.com	Completed	ndbbank.com	2018-08-14 16:07:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89902	nirusha.saluka@ndbban	Matara	2018/08/14	Completed	Other	Mobix system logging issue	Matara	ifam@ndbbank.com	Software	2018-08-15 15:43:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 11:41:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:43:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89903	charaka.kalupahanage@	null	2018/08/14	Completed	lexmark printer	lexmark printer	HO	wasim.akram@ndbbank	Hardware	2018-08-15 16:15:38

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89904	jothirajan.praba@ndbbank	Akkaraipattu	2018/08/14	Completed	Other	Excel issue	Akkaraipattu	ifam@ndbbank.com	Software	2018-08-15 15:43:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-14 11:43:
ndbbank.com	Completed	ndbbank.com	2018-08-15 16:15:
Closed By System	Closed By System	System	2018-08-20 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 11:44:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:44:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89905	jothirajan.pr aba@ndbbank	Akkaraipattu	2018/08/14	Completed	Other	Excel issue	Akkaraipattu	ifam@ndbbank. com	Software	2018-08-15 15:44:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 11:55:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:44:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89906	charitha.ruwa npura@ndb	Galle	2018/08/14	Completed	Other	CRIB logging issue/M	Galle	ifam@ndbbank. com	Software	2018-08-15 15:44:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 11:56:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:44:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89907	chamila.danan dani@ndb	Kaduwela	2018/08/14	Completed	Other	CRIB issue	Kaduwela	ifam@ndbbank. com	Software	2018-08-15 15:44:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 12:11:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:44:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89908	krishan.niros han@ndbb	HO	2018/08/14	Completed	Printer	Add the Printer	HO	ifam@ndbbank. com	Software	2018-08-15 15:45:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 12:13:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:45:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89909	Shanthi.Priya darshini	Kandy	2018/08/14	Completed	Other	Onepass issue	Kandy	ifam@ndbbank. com	Software	2018-08-15 15:46:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 12:18:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:46:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89910	lahiru.premar athena@	Nikawaratiya	2018/08/14	Completed	Other	Workflow issue	Nikawaratiya	ifam@ndbbank. com	Software	2018-08-15 15:47:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 12:33:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:47:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89911	sahan.k.ranasinghe@nd	Old Moor	2018/08/14	Completed	Other	CRIB issue	Old Moor	ifam@ndbbank.com	Software	2018-08-15 15:46:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 12:38:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:46:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89912	saranga.perera@ndbban	HO	2018/08/14	Completed	Other	NET BEANS install	HO	ifam@ndbbank.com	Software	2018-08-15 15:47:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 12:42:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:47:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89913	gihan.thennak oon@nd	Anuradapura	2018/08/14	Completed	Other	CRIB issue	Anuradapura	ifam@ndbbank. com	Software	2018-08-15 15:48:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 12:45:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:48:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89914	neranga.rathn ayaka@nd	Kalutara	2018/08/14	Completed	Other	RAM logging issue/M	Kalutara	wasim.akram@n dbbank	Software	2018-08-15 09:19:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 12:49:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:19:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89915	uchith.randima@ndbba	Kohuwala	2018/08/14	Completed	CITS	Batch assign issue	Kohuwala	wasim.akram@ndbbank	Software	2018-08-15 15:13:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 13:03:
ndbbank.com	Completed	ndbbank.com	2018-08-15 15:13:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89916	shervin.fernando@ndbb	Kaduwela	2018/08/14	Completed	Printer	Need to add wincor	Kaduwela	Thilina@ndbbank.com	Software	2018-08-15 16:29:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-14 13:09:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:29:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89917	nuwan.jayathi lake@n	Aluthgama	2018/08/14	Completed	Other	Need to install	Aluthgama	ifam@ndbbank. com	Software	2018-08-15 15:46:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 13:12:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:46:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89918	dhanusha.keku landala@n	Aluthgama	2018/08/14	Completed	Other	O365 mail logging issue	Aluthgama	Thilina@ndbba nk.com	Software	2018-08-15 16:32:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-14 13:23:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:32:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89919	pradisha.jaya darini@nd	Kandy	2018/08/14	Completed	Other	CRIB logging issue/M	Kandy	wasim.akram@n dbbank	Software	2018-08-14 16:36:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 13:24:
ndbbank.com	completed	ndbbank.com	2018-08-14 16:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89920	thanuka.perer a@ndbban	Rajagiriya	2018/08/14	Completed	Other	CRIB logging issue	Rajagiriya	wasim.akram@n dbbank	Software	2018-08-14 13:57:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 13:36:
ndbbank.com	Completed	ndbbank.com	2018-08-14 13:57:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89921	poornima.desilva@ndbba	DM	2018/08/14	Completed	PC	Low disk Space in C	DM	Mahendra.Premathilaka@	Software	2018-08-14 16:37:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-14 13:40:
ndbbank.com	Done. Deleted	ndbbank.com	2018-08-14 16:37:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89922	mayoni.siranjitha@nd	Kotahena	2018/08/14	Completed	Other	CRIB logging issue	Kotahena	Thilina@ndbbank.com	Software	2018-08-14 16:24:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-14 13:48:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-14 16:24:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89923	rishard.niumudeen@ndb	Malambe	2018/08/14	Completed	Other	Unable to take	Malabe-DR Site-User	wasim.akram@ndbbank	Software	2018-08-15 09:20:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 14:17:
ndbbank.com	install printer driver	ndbbank.com	2018-08-15 09:20:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89924	amal.roy@ndbbank.	Nawam Branch	2018/08/14	Completed	Western Union	Need to add Western Union	Nawam Branch	wasim.akram@ndbbank	Software	2018-08-15 09:20:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 14:42:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:20:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89925	pamuditha.goo nathilake@	HO	2018/08/14	Completed	Other	C drive is full	HO	ifam@ndbbank. com	Software	2018-08-15 15:45:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 15:35:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:45:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89926	jennifer.buha ry@ndbban	HO	2018/08/14	Completed	Printer	Unable to take	HO	ifam@ndbbank. com	Software	2018-08-15 15:45:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 15:47:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:45:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89927	nishadi.silva@ndbbank	Marine Drive	2018/08/14	Completed	MS office	Excel documents	Marine Drive	wasim.akram@ndbbank	Software	2018-08-14 16:36:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 16:11:
ndbbank.com	completed	ndbbank.com	2018-08-14 16:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89928	sanath.susantha@ndbb	HO	2018/08/14	Completed	Other	Printer add	DHPL	ifam@ndbbank.com	Software	2018-08-15 15:42:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 16:11:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:43:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89929	dharini.thang arajah@n	Negombo	2018/08/14	Completed	Other	Unable to take	Negombo	wasim.akram@n dbbank	Software	2018-08-15 09:20:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 16:28:
ndbbank.com	install printer driver	ndbbank.com	2018-08-15 09:20:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89930	Priyanthi.Fon seka@ndbba	null	2018/08/14	Completed	lexmark printer need	lexmark printer need	HO	wasim.akram@n dbbank	Software	2018-08-15 09:21:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-14 16:33:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:21:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89931	Melody.Wikram anayake	null	2018/08/14	Completed	HCM logging issue	HCM logging issue	HO	Thilina@ndbba nk.com	Software	2018-08-15 16:30:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-14 16:34:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:30:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89932	Rashitha.Pere ra@ndbban	DHPL	2018/08/14	Completed	Other	DMS system logging issue	DHPL	wasim.akram@n dbbank	Software	2018-08-15 09:21:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 16:38:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:21:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89933	sasini.rodrig o@ndbba	Kalutara	2018/08/14	Completed	Printer	Documents scanner	Kalutara	wasim.akram@n dbbank	Software	2018-08-15 09:22:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-14 16:53:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:22:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89934	hasanthika.ja yawardhana@	Kuliyapitiya	2018/08/14	Completed	Other	Workflow issue	HO	ifam@ndbbank. com	Software	2018-08-15 15:15:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-14 17:38:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:15:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89935	harsha.weerar athne@n	HO	2018/08/15	Completed	Other	DameWare activation	IT Stores	wasim.akram@n dbbank	Software	2018-08-15 09:22:44

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-15 08:36:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:22:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89936	imali.gunawar dana@n	HO	2018/08/15	Completed	PC	PC not booting	HO	Thilina@ndbba nk.com	Hardware	2018-08-15 16:30:07

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-15 08:56:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:30:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89937	yoga.sajith@ndbban	Aluthgama	2018/08/15	Completed	Printer	Need to add a printer/M	Aluthgama	wasim.akram@ndbbank	Software	2018-08-15 09:22:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 09:13:
ndbbank.com	Completed	ndbbank.com	2018-08-15 09:22:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89938	kavinda.perera@ndbban	Maharagama	2018/08/15	Completed	Printer	[PD11056]Passbook	Maharagama	wasim.akram@ndbbank	Hardware	2018-08-15 16:27:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 09:27:
ndbbank.com	vendor attend to the	ndbbank.com	2018-08-15 16:27:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89939	nuwani.samara weera@n	Gampola	2018/08/15	Completed	PC	Automatically restarting	Gampola	Thilina@ndbba nk.com	Hardware	2018-08-20 16:05:19

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-15 09:31:
ndbbank.com	We will organize a	ndbbank.com	2018-08-20 16:05:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89940	shanika.palli yaguruge	Pelawatta	2018/08/15	Completed	Other	Need to install	Pelawatta	wasim.akram@n dbbank	Software	2018-08-15 15:29:27

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-15 09:49:
ndbbank.com	Completed	ndbbank.com	2018-08-15 15:29:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89941	sankha.perera@ndbban	MtLavinia	2018/08/15	Completed	Other	CRIB logging issue	MtLavinia	ifam@ndbbank.com	Software	2018-08-15 15:48:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 09:52:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:48:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89942	indrajith.nanayakkara@n	HO	2018/08/15	Completed	PC	New OS Installation	HO	Thilina@ndbbank.com	Software	2018-08-15 16:31:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-15 10:09:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:31:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89943	lahiru.anutht hara@nd	Kohuwala	2018/08/15	Completed	Printer	Need to add a printer	Kohuwala	ifam@ndbbank. com	Software	2018-08-15 15:48:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 10:09:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:49:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89944	vihanga.ransa singhe@n	Kottawa Branch	2018/08/15	Completed	Other	O365 mail logging issue	Kottawa Branch	ifam@ndbbank. com	Software	2018-08-15 15:49:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 10:11:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:49:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89945	praneeth.silva@ndbbank	Kohuwala	2018/08/15	Completed	Printer	Add the wincore	Kohuwala	ifam@ndbbank.com	Software	2018-08-15 15:49:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 10:27:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:49:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89946	chamila.danandani@ndb	Kaduwela	2018/08/15	Completed	Other	CRIB logging issue	Kaduwela	ifam@ndbbank.com	Software	2018-08-15 15:49:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 10:29:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:50:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89947	kumudari.peiris@ndbban	HO	2018/08/15	Completed	Other	install azura application	DHPL	wasim.akram@ndbbank	Software	2018-08-16 16:05:43

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Wasim.akram	2018-08-15 10:30:
	Completed	ndbbank.com	2018-08-16 16:05:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89948	udaya.hettiarachchi	DM	2018/08/15	Completed	Other	Install chrome	DM	Udayana.Wanigasekara@	Software	2018-08-15 11:37:39

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Udayana.	2018-08-15 10:30:
	completed	ndbbank.com	2018-08-15 11:37:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89949	janaka.meepagala@ndb	Mahawawa	2018/08/15	Completed	Western Union	Western Union installation/	Mahawawa	wasim.akram@ndbbank	Software	2018-08-15 15:36:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 10:49:
ndbbank.com	Completed	ndbbank.com	2018-08-15 15:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89950	chamara.maheepala@ndb	Panadura	2018/08/15	Completed	Other	CRIB system logging issue	Panadura	wasim.akram@ndbbank	Software	2018-08-15 15:29:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 10:50:
ndbbank.com	Completed	ndbbank.com	2018-08-15 15:29:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89951	adithya.rathn ayake@nd	Kiribathgoda	2018/08/15	Completed	Printer	Add the wincore	Kiribathgoda	ifam@ndbbank. com	Software	2018-08-15 15:50:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 10:51:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:50:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89952	theuni.amaras inghe@n	Minuwangoda	2018/08/15	Completed	Other	kingsoft document	Minuwangoda	wasim.akram@n dbbank	Software	2018-08-15 15:36:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 10:59:
ndbbank.com	Completed	ndbbank.com	2018-08-15 15:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89953	sahan.kumara@ndbban	Kalutara	2018/08/15	Completed	Printer	Need to add a printer/M	HO	ifam@ndbbank.com	Software	2018-08-15 15:50:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 11:14:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:50:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89954	morris.fernando@ndbb	Negombo	2018/08/15	Completed	Printer	document scanner need	Negombo	ifam@ndbbank.com	Software	2018-08-15 15:50:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 11:46:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:50:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89955	Shiromi.Perer a@ndbban	DM	2018/08/15	Completed	Other	Excel stack	DM	ifam@ndbbank. com	Software	2018-08-15 15:50:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 11:47:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:50:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89956	harsha.weerar athne@n	HO	2018/08/15	Completed	Other	install notepad ++	IT Stores	ifam@ndbbank. com	Software	2018-08-15 15:51:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 11:48:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:51:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89957	janitha.jayawardana@n	DM	2018/08/15	Completed	PC	Low disk Space in C	HO	Mahendra.Premathilaka@	Software	2018-08-15 12:46:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-15 12:04:
ndbbank.com	Done.	ndbbank.com	2018-08-15 12:46:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89958	greshani.madushika@ndb	Homagama	2018/08/15	Completed	Other	Balance confirmation	Homagama	ifam@ndbbank.com	Software	2018-08-15 15:51:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 12:05:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:51:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89959	Shanthi.Priya darshini	Kandy	2018/08/15	Completed	Other	Onepass issue	Kandy	ifam@ndbbank. com	Software	2018-08-15 15:52:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 12:29:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:52:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89960	tharindu.dils han@ndbba	DM	2018/08/15	Completed	Other	Install outlook	DM	Udayana.Wanig asekara@	Software	2018-08-16 15:59:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-15 12:36:
ndbbank.com	completed	ndbbank.com	2018-08-16 15:59:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89961	francis.anold@ndbbank	Wennappuwa	2018/08/15	Completed	Printer	add the printer	Wennappuwa	ifam@ndbbank.com	Software	2018-08-15 15:52:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 12:49:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:52:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89962	randi.wannigama@ndb	Thissamaharamaya	2018/08/15	Completed	Other	Need to add PMS link	Thissamaharamaya	wasim.akram@ndbbank	Software	2018-08-16 16:09:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 13:11:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:09:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89963	mayoni.siranj itha@nd	Kotahena	2018/08/15	Completed	Other	Need to install GX	Kotahena	Thilina@ndbba nk.com	Software	2018-08-15 16:30:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-15 13:14:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:30:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89964	Udaya.Jayawar dena@n	Horana	2018/08/15	Completed	Printer	Need to add a printer/M	Horana	ifam@ndbbank. com	Software	2018-08-15 15:52:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 13:44:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:52:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89965	shrimalee.fer nando@ndbb	Negombo	2018/08/15	Completed	Monitor	Display issue	Negombo	wasim.akram@n dbbank	Hardware	2018-08-16 16:07:37

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-15 13:53:
wasim.akram	send monitor	wasim.akram	2018-08-15 15:30:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:07:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89966	kavindya.sura weera@ndb	Borella	2018/08/15	Completed	Printer	add the printer	Borella	ifam@ndbbank. com	Software	2018-08-15 15:53:05

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-15 14:08:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:53:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:53:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-20 05:10:

| 89967 | namal.perera@ndbban | HO | 2018/08/15 | Completed | Other | Comapre pluging | HO | ifam@ndbbank.com | Software | 2018-08-15 15:53:18 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 14:20:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:53:
Closed By System	Closed By System	System	2018-08-20 05:10:

| 89968 | namal.perera@ndbban | HO | 2018/08/15 | Completed | Other | Need to install | HO | wasim.akram@ndbbank | Software | 2018-08-15 15:36:00 |

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 14:26:
ndbbank.com	Completed	ndbbank.com	2018-08-15 15:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89969	haines.perera @nadbba	Kaduwela	2018/08/15	Completed	MS office	Insert or delete a	FAV BRANCH ASST TEMP	wasim.akram@n dbbank	Software	2018-08-16 16:06:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 14:32:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:06:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89970	priyantha.her ath@ndbban	Badulla	2018/08/15	Completed	Other	T24- login issue/M	Badulla	ifam@ndbbank. com	Software	2018-08-15 15:53:32

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-15 14:35:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:53:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89971	srikantharaja .	Baticaloa	2018/08/15	Completed	Other	Gate pass check	Baticaloa	ifam@ndbbank. com	Software	2018-08-15 15:54:06

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-15 14:39:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:54:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89972	sameera.tenne koon@ndb	Ratnapura	2018/08/15	Completed	Other	CRIB issue	Ratnapura	ifam@ndbbank. com	Software	2018-08-15 15:54:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 14:51:
ndbbank.com	job done	ndbbank.com	2018-08-15 15:54:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89973	charitha.abey nayake@nd	Kandy	2018/08/15	Completed	HRIS	HCM logging issue/M	Kandy	wasim.akram@n dbbank	Software	2018-08-15 15:55:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 14:56:
ndbbank.com	Completed	ndbbank.com	2018-08-15 15:55:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89974	gihan.thennak oon@nd	Anuradapura	2018/08/15	Completed	Other	CRIB logging issue	Anuradapura	wasim.akram@n dbbank	Software	2018-08-16 08:47:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 14:58:
ndbbank.com	Completed	ndbbank.com	2018-08-16 08:47:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89975	thiwanka.raja paksha@nd	DM	2018/08/15	Completed	Other	format the pc and install	DM	Udayana.Wanig asekara@	Software	2018-08-21 10:04:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-15 14:58:
indrajith.	PC format	indrajith.	2018-08-20 17:15:
Udayana.	completed need to	Udayana.	2018-08-21 08:58:
ndbbank.com	completed	ndbbank.com	2018-08-21 10:04:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89976	nirmala.fernando@ndbb	Gampaha	2018/08/15	Completed	Key Board	Keyboard is not working	HO	ifam@ndbbank.com	Hardware	2018-08-16 17:40:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 15:24:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:40:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89977	nirmala.fernando@ndbb	Gampaha	2018/08/15	Completed	Key Board	Keyboard is not working	Gampaha	ifam@ndbbank.com	Hardware	2018-08-16 17:41:14

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 15:24:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:41:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89978	hasitha.sanda ruwan@nd	Gampaha	2018/08/15	Completed	Other	Mouse not working	Gampaha	ifam@ndbbank. com	Hardware	2018-08-16 17:41:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 15:33:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:41:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89979	nirmal.fernando@ndbb	Gampaha	2018/08/15	Completed	Other	Mouse not working	Gampaha	ifam@ndbbank.com	Hardware	2018-08-16 17:41:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 15:34:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:41:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89980	nirmal.fernando@ndbb	Gampaha	2018/08/15	Completed	Other	Mouse not working	Gampaha	ifam@ndbbank.com	Hardware	2018-08-16 17:42:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 15:34:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:42:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89981	amal.roy@ndbb ank.	null	2018/08/15	Completed	Need to add printer	Need to add printer	Nawam Branch	wasim.akram@n dbbank	Software	2018-08-16 16:08:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-15 15:56:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:08:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89982	charitha.abey nayake@nd	Kandy	2018/08/15	Completed	Other	Email issue	Kandy	ifam@ndbbank. com	Software	2018-08-16 17:43:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-15 16:09:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:43:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89983	ishan.meegaswatta@n	Kandy	2018/08/15	Completed	Other	O 365 logging issue	Kandy	Thilina@ndbbank.com	Software	2018-08-15 16:30:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-15 16:16:
ndbbank.com	Job is Completed.,	ndbbank.com	2018-08-15 16:30:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89984	sudari.rathnayake@nd	Horana	2018/08/15	Completed	Other	GX reporter installation/	Horana	wasim.akram@ndbbank	Software	2018-08-15 16:25:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-15 16:24:
ndbbank.com	Completed	ndbbank.com	2018-08-15 16:25:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89985	ishan.rathnay ake@nd	null	2018/08/15	Completed	HDFC Platform Certificate	HDFC Platform Certificate	DM	Mahendra.Prem athilaka@	Software	2018-08-17 10:43:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-15 16:26:
Mahendra.	Certificate not valid,	Mahendra.	2018-08-15 16:31:
ndbbank.com	Platform Installed.	ndbbank.com	2018-08-17 10:43:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89986	krishica.patr ick@ndbba	Kotahena	2018/08/15	Completed	Other	Crib link is not Working	Kotahena	Thilina@ndbba nk.com	Software	2018-08-15 17:36:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-15 17:36:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-15 17:36:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89987	madika.ganepola@ndbb	HO	2018/08/16	Completed	PC	PC is getting stuck	HO	Thilina@ndbbank.com	Software	2018-08-17 13:09:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-16 08:16:
ndbbank.com	Issue is the HDD ,	ndbbank.com	2018-08-17 13:09:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89988	madika.ganepola@ndbb	HO	2018/08/16	Completed	Other	T24- login issue	HO	wasim.akram@ndbbank	Software	2018-08-16 16:10:03

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 08:43:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:10:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89989	irushi.tennakoon@ndb	Malambe	2018/08/16	Completed	Other	Need to uninstall	Malabe-DR Site-User	wasim.akram@ndbbank	Software	2018-08-16 16:10:23

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 08:46:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:10:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89990	irushi.tennak oon@ndb	Malambe	2018/08/16	Completed	Other	Need to install MS	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-16 16:11:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 08:46:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:11:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89991	irushi.tennak oon@ndb	Malambe	2018/08/16	Completed	Other	Need to uninstall MS	Housing Sales	wasim.akram@n dbbank	Software	2018-08-16 16:10:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 08:46:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:10:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89992	irushi.tennak oon@ndb	Malambe	2018/08/16	Completed	Other	Need to install	Housing Sales	wasim.akram@n dbbank	Software	2018-08-16 16:29:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 08:47:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:29:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89993	rasika.sandam ali@ndb	HO	2018/08/16	Completed	Other	install azura	DHPL	wasim.akram@n dbbank	Software	2018-08-16 16:29:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 08:52:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:29:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89994	namal.perera@ndbban	HO	2018/08/16	Completed	PC	Msg appearing as	HO	wasim.akram@ndbbank	Software	2018-08-16 16:14:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 09:00:
ndbbank.com	clear temp files	ndbbank.com	2018-08-16 16:14:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89995	Harshi.Fernando@ndbb	HO	2018/08/16	Completed	PC	Msg appearing as	HO	wasim.akram@ndbbank	Software	2018-08-16 16:15:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 09:12:
ndbbank.com	clear temp files	ndbbank.com	2018-08-16 16:15:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89996	irushi.tennak oon@ndb	Malambe	2018/08/16	Completed	MS office	Need to uninstall MS	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-16 16:30:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 09:29:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:30:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89997	irushi.tennak oon@ndb	Malambe	2018/08/16	Completed	MS office	Need to install	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-16 16:19:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 09:29:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:19:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89998	madika.ganepola@ndbb	HO	2018/08/16	Completed	Other	O365 mail logging	HO	wasim.akram@ndbbank	Software	2018-08-16 16:12:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 09:35:
ndbbank.com	clear browser cache	ndbbank.com	2018-08-16 16:12:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
89999	malan.fernando@ndbb	Thissamaharamaya	2018/08/16	Completed	Other	HCM logging issue	Thissamaharamaya	wasim.akram@ndbbank	Software	2018-08-16 16:17:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 09:48:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:17:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90000	shemain.piete rsz@ndbb	Kolpity Brnch	2018/08/16	Completed	Other	disk full	Kolpity Brnch	Udayana.Wanig asekara@	Software	2018-08-16 09:59:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-16 09:52:
ndbbank.com	completed	ndbbank.com	2018-08-16 09:59:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90001	madika.ganepo la@ndbb	HO	2018/08/16	Completed	Other	Need to add Sinhala	HO	ifam@ndbbank. com	Software	2018-08-16 17:43:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 10:00:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:43:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90002	erandi.shanika@ndbba	DHPL	2018/08/16	Completed	Other	Gxreport installation	DHPL	ifam@ndbbank.com	Software	2018-08-16 17:43:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 10:12:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:43:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90003	nadhisha.sewwandi@ndba	HOB	2018/08/16	Completed	Other	CCTV camera issue	HO	ifam@ndbbank.com	Software	2018-08-16 17:44:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 10:36:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:44:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90004	erandi.shanika@ndbba	DHPL	2018/08/16	Completed	Other	GXreport issue	DHPL	ifam@ndbbank.com	Software	2018-08-16 17:44:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 10:39:
ndbbank.com	job done	ndbbank.com	2018-08-16 17:45:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90005	Damitha.Ranasinghe@nd	DM	2018/08/16	Completed	Other	Install Data Scan Online	DM	Mahendra.Premathilaka@	Software	2018-08-16 15:55:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-16 10:44:
ndbbank.com	Done.	ndbbank.com	2018-08-16 15:55:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90006	sulani.gunasena@ndbb	HO	2018/08/16	Completed	PC	Trust relationship	HO	Udayana.Wanigasekara@	Hardware	2018-08-16 15:59:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-16 11:02:
ndbbank.com	completed	ndbbank.com	2018-08-16 15:59:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90007	morris.fernando@ndbb	Negombo	2018/08/16	Completed	Other	scan not working	Negombo	wasim.akram@ndbbank	Software	2018-08-16 16:18:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 11:08:
ndbbank.com	install plugging	ndbbank.com	2018-08-16 16:18:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90008	tilani.dissanayake@n	null	2018/08/16	Completed	Paper jam on lexmark	Paper jam on lexmark	Badulla	ifam@ndbbank.com	Hardware	2018-08-17 09:09:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-16 11:13:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:09:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90009	madushika.yudaganawa@nd	Nawam Branch	2018/08/16	Completed	Printer	Need to add a printer	Nawam Branch	Thilina@ndbbank.com	Software	2018-08-17 13:11:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-16 11:29:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 13:11:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90010	danushika.per era@ndbban	HO	2018/08/16	Completed	Other	Disk full	IT Stores	Udayana.Wanig asekara@	Software	2018-08-16 11:35:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-16 11:31:
ndbbank.com	completed	ndbbank.com	2018-08-16 11:35:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90011	ajantha.perer a@ndbban	Havelock Town	2018/08/16	Completed	Other	Workflow system	Havelock Town	wasim.akram@n dbbank	Software	2018-08-16 16:20:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 11:35:
ndbbank.com	clear temp files	ndbbank.com	2018-08-16 16:20:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90012	ajantha.perera@ndbban	Havelock Town	2018/08/16	Completed	Other	Need to add CRIB icon/M	Havelock Town	wasim.akram@ndbbank	Software	2018-08-20 10:25:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 11:35:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:25:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90013	ajantha.perera@ndbban	Havelock Town	2018/08/16	Completed	Other	Need to add CRESS icon/M	Havelock Town	wasim.akram@ndbbank	Software	2018-08-16 16:19:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 11:35:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:19:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90014	ajantha.perera@ndbban	Havelock Town	2018/08/16	Completed	Other	Need to add T24 icon/M	Havelock Town	wasim.akram@ndbbank	Software	2018-08-16 16:35:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 11:36:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:35:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90015	ajantha.perera@ndbban	Havelock Town	2018/08/16	Completed	Other	Need to add O365 mail	Havelock Town	wasim.akram@ndbbank	Software	2018-08-16 16:35:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 11:36:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:35:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90016	indrajith.nanayakkara@n	HO	2018/08/16	Completed	PC	Need to back up to PC15019	DM	Thilina@ndbbank.com	Software	2018-08-17 13:15:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-16 11:41:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 13:15:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90017	rasika.sandamali@ndb	HO	2018/08/16	Completed	Other	kingsoft uninstall	HO	ifam@ndbbank.com	Software	2018-08-17 09:10:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 12:14:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:10:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90018	rasika.sandam ali@ndb	HO	2018/08/16	Completed	Other	kingsoft uninstall	HO	ifam@ndbbank. com	Software	2018-08-17 09:10:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 12:14:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:10:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90019	rasika.sandam ali@ndb	HO	2018/08/16	Completed	Other	kingsoft uninstall	HO	ifam@ndbbank. com	Software	2018-08-17 09:10:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 12:15:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:10:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90020	tharaka.wijekoon@ndbb	Monaragala	2018/08/16	Completed	Other	PC is slow	Monaragala	ifam@ndbbank.com	Software	2018-08-17 09:11:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 12:29:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:11:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90021	lahiru.liyanachchi@n	HO	2018/08/16	Completed	Other	outlook issue HO		Udayana.Wanigasekara@	Software	2018-08-16 15:58:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-16 12:48:
ndbbank.com	completed	ndbbank.com	2018-08-16 15:58:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90022	muthukumar.vi thuhan@ndbb	Gampola	2018/08/16	Completed	Other	Install scanner	Gampola	ifam@ndbbank. com	Software	2018-08-17 09:11:18

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-16 13:07:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:11:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90023	erandi.shanik a@ndbba	DHPL	2018/08/16	Completed	MS office	Need to uninstall	DHPL	wasim.akram@n dbbank	Software	2018-08-20 10:25:25

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-16 14:00:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:25:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90024	erandi.shanika@ndbba	DHPL	2018/08/16	Completed	MS office	Need to install MS	DHPL	wasim.akram@ndbbank	Software	2018-08-20 10:28:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 14:00:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:28:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90025	indrajith.nanayakkara@n	HO	2018/08/16	Completed	PC	Need to Back up to PC15019	HO	Thilina@ndbbank.com	Software	2018-08-17 13:15:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-16 14:04:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 13:15:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90026	chirantha.jan apriya@ndb	Ampara	2018/08/16	Completed	Other	install Sinhala font	Ampara	wasim.akram@n dbbank	Software	2018-08-16 16:35:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 14:14:
ndbbank.com	Completed	ndbbank.com	2018-08-16 16:35:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90027	dulanji.ukwat ta@ndbba	Ampara	2018/08/16	Completed	MS office	install ms office	HO	wasim.akram@n dbbank	Software	2018-08-20 10:27:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 14:17:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:27:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90028	dulanji.ukwatta@ndbba	Ampara	2018/08/16	Completed	MS office	install ms office	HO	wasim.akram@ndbbank	Software	2018-08-20 10:28:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 14:18:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:28:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90029	dulanji.ukwatta@ndbba	HEAD OFFICE	2018/08/16	Completed	MS office	install ms office	Gampola	wasim.akram@ndbbank	Software	2018-08-20 10:28:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 14:18:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:28:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90030	aslam.fidha@n dbbank	null	2018/08/16	Completed	Data Dransfer from USB	Data Dransfer from USB	DM	Mahendra.Prem athilaka@	Other	2018-08-16 15:50:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-16 14:33:
ndbbank.com	Done. XTempaslam	ndbbank.com	2018-08-16 15:50:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90031	kunatheepa.el angeswaran@	Malambe	2018/08/16	Completed	Other	O365 mail logging issue	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-20 10:28:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 14:33:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:28:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90032	dulanji.ukwatta@ndbba	HO	2018/08/16	Completed	Other	Uninstall Kingsoft and	HO	wasim.akram@ndbbank	Software	2018-08-21 10:38:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Maxwell	2018-08-16 15:25:
Helpdesk	Please update	Helpdesk	2018-08-21 08:36:
Helpdesk	Please update	Helpdesk	2018-08-21 08:36:
Helpdesk	Please update	Helpdesk	2018-08-21 08:37:
Helpdesk	Please update	Helpdesk	2018-08-21 08:37:
ndbbank.com	Completed	ndbbank.com	2018-08-21 10:38:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90033	piumi.hansika@ndbba	HO	2018/08/16	Completed	Other	uninstall kingsoft and	HO	wasim.akram@ndbbank	Software	2018-08-21 10:39:21

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90034	piumi.hansika @ndbba	HO	2018/08/16	Completed	Other	uninstall kingsoft and	HO	wasim.akram@n dbbank	Software	2018-08-21 10:39:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Maxwell	2018-08-16 15:27:
Helpdesk	Please update	Helpdesk	2018-08-21 08:37:
ndbbank.com	Completed	ndbbank.com	2018-08-21 10:39:
Closed By System	Closed By System	System	2018-08-27 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Maxwell	2018-08-16 15:30:
Helpdesk	Please update	Helpdesk	2018-08-21 08:37:
ndbbank.com	Completed	ndbbank.com	2018-08-21 10:39:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90035	harindu.wijesinghe@nd	Hanwella	2018/08/16	Completed	Other	O365 Mail loading issue	Hanwella	wasim.akram@ndbbank	Software	2018-08-20 10:26:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 15:41:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:26:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90036	sharmila.fonseka@ndbba	Dambulla	2018/08/16	Completed	Other	T24- login issue	Dambulla	Udayana.Wanigasekara@	Software	2018-08-16 15:58:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-16 15:43:
ndbbank.com	completed	ndbbank.com	2018-08-16 15:58:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90037	gayani.kalawitigoda@	DM	2018/08/16	Completed	Other	Need to install GX	DM	wasim.akram@ndbbank	Software	2018-08-20 10:25:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-16 15:54:
ndbbank.com	Completed	ndbbank.com	2018-08-20 10:25:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90038	sharmila.fonseka@ndbba	Dambulla	2018/08/16	Completed	Other	T24 slow loading	Dambulla	Udayana.Wanigasekara@	Software	2018-08-16 15:58:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-16 15:56:
ndbbank.com	completed	ndbbank.com	2018-08-16 15:58:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90039	nilushi.gurug e@ndbban	DM	2018/08/16	Completed	Other	HCM Logging issue	DM	Udayana.Wanig asekara@	Software	2018-08-16 15:58:13

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-16 15:57:
ndbbank.com	completed	ndbbank.com	2018-08-16 15:58:
Closed By System	Closed By System	System	2018-08-20 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90040	andrea.ruwanp ura@ndb	HO	2018/08/16	Completed	Other	install visio studio	HO	Udayana.Wanig asekara@	Software	2018-08-17 09:31:43

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-16 16:39:
ndbbank.com	install and activate	ndbbank.com	2018-08-17 09:28:
andrea.ruwanpura		andrea.ruwanpura	2018-08-17 09:31:
andrea.ruwanpura		andrea.ruwanpura	2018-08-17 09:31:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90041	sanchuthan.pa ramanayakam	Nelliady	2018/08/16	Completed	Other	Workflow issue	Nelliady	ifam@ndbbank. com	Software	2018-08-17 09:11:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-16 17:32:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:11:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90042	lucia.annitht ha@ndb	null	2018/08/17	Completed	lexmark priter issue	lexmark priter issue	HO	ifam@ndbbank. com	Software	2018-08-17 09:11:41

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90043	sharaz.hassan@ndbban	HO	2018/08/17	Completed	Other	Word issue	IT Stores	ifam@ndbbank.com	Software	2018-08-17 14:29:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-17 09:10:
ndbbank.com	job done	ndbbank.com	2018-08-17 09:11:
Closed By System	Closed By System	System	2018-08-21 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:19:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:29:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90044	balasubramani am.	Nelliady	2018/08/17	Completed	PC	PC can t power on	Nelliady	Udayana.Wanig asekara@	Software	2018-08-17 13:23:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 09:22:
ndbbank.com	pc is ready to	ndbbank.com	2018-08-17 13:23:
Udayana.	pc is ready to	Udayana.	2018-08-17 13:23:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90045	irushi.tennak oon@ndb	Malabe-DR Site-User	2018/08/17	Completed	Printer	Need to add a printer	Malabe-DR Site-User	ifam@ndbbank. com	Software	2018-08-17 14:29:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:24:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:29:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90046	Faznaine.Cader@ndbbank	null	2018/08/17	Completed	add wincor printer	add wincor printer	HO	Udayana.Wanigasekara@	Software	2018-08-17 13:14:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-17 09:27:
ndbbank.com	completed	ndbbank.com	2018-08-17 13:14:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90047	sharaz.hassan@ndbban	HO	2018/08/17	Completed	Other	word document editing issue	IT Stores	Udayana.Wanigasekara@	Software	2018-08-17 13:13:49

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 09:34:
ndbbank.com	completed	ndbbank.com	2018-08-17 13:13:
Closed By System	Closed By System	System	2018-08-21 05:10:

| 90048 | amanda.perera@ndbban | HO | 2018/08/17 | Completed | Other | X drive permission | DHPL | ifam@ndbbank.com | Software | 2018-08-17 14:30:16 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:34:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:30:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90049	amanda.perera @ndbban	HO	2018/08/17	Completed	Other	X drive permission	Kolpity Recoveries	ifam@ndbbank. com	Software	2018-08-17 14:30:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:39:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:30:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90050	saranga.perer a@ndbban	HO	2018/08/17	Completed	Other	Need to install net	HO	ifam@ndbbank. com	Software	2018-08-17 14:31:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:42:
ndbbank.com	540731	ndbbank.com	2018-08-17 14:31:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90051	nithya.balasu bramani	Bandarawela	2018/08/17	Completed	PC	PC getting stuck	Bandarawela	ifam@ndbbank. com	Software	2018-08-17 14:31:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:51:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:31:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90052	mudara.desilv a@ndbba	Matara	2018/08/17	Completed	PC	PC getting stuck	Matara	ifam@ndbbank. com	Software	2018-08-17 14:32:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:54:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:32:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90053	maneesha.katu gampala@n	Kolpity	2018/08/17	Completed	Other	windows issue need to repir	Kolpity Recoveries	Udayana.Wanig asekara@	Software	2018-08-17 14:24:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 09:54:
ndbbank.com	pc was fix after	ndbbank.com	2018-08-17 14:24:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90054	sehan.maduwan tha@nd	Puttlam	2018/08/17	Completed	Other	O365 mail logging issue	Puttlam	ifam@ndbbank. com	Software	2018-08-17 14:32:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 09:58:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:32:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90055	imasha.rajapaksha@nd	Kolpity Recoveries	2018/08/17	Completed	Other	Need to create scan	Kolpity Recoveries	Udayana.Wanigasekara@	Software	2018-08-17 13:13:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 10:20:
ndbbank.com	completed	ndbbank.com	2018-08-17 13:13:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90056	udani.kumarasinghe@	Akuressa	2018/08/17	Completed	Other	Workflow issue	Akuressa	ifam@ndbbank.com	Software	2018-08-17 14:33:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 10:25:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:33:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90057	shalika.ignat uius@ndb	HO	2018/08/17	Completed	Other	add static ip	IT Stores	Udayana.Wanig asekara@	Software	2018-08-17 13:12:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 10:28:
ndbbank.com	completed	ndbbank.com	2018-08-17 13:12:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90058	Adeesha.perer a@ndbban	HO	2018/08/17	Completed	Other	remove the static ip	HO	Udayana.Wanig asekara@	Software	2018-08-17 13:13:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 10:31:
ndbbank.com	completed	ndbbank.com	2018-08-17 13:13:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90059	thamara.dilru kshi@ndb	DM	2018/08/17	Completed	Other	Lexmark Scan issue	DM	Mahendra.Prem athilaka@	Software	2018-08-17 11:11:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-17 10:49:
ndbbank.com	Done.	ndbbank.com	2018-08-17 11:11:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90060	kavindri.alex ander@ndb	Malabe-DR Site-User	2018/08/17	Completed	Other	Gxreport installation	Malabe-DR Site-User	ifam@ndbbank. com	Software	2018-08-17 14:43:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 10:51:
ndbbank.com	job done	ndbbank.com	2018-08-17 14:43:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90061	malith.thalagala@ndb	Nawalapitiya	2018/08/17	Completed	Western Union	Western Union installation	Nawalapitiya	Udayana.Wanigasekara@	Software	2018-08-17 13:15:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 11:05:
ndbbank.com	completed	ndbbank.com	2018-08-17 13:15:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90062	hasini.palliyaguruge	Kurunegala	2018/08/17	Completed	Other	Lotus issue	HO	ifam@ndbbank.com	Software	2018-08-17 15:55:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 11:07:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:56:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90063	jotheeshwaran .	Baticaloa	2018/08/17	Completed	Other	Workflow logging issue	Baticaloa	ifam@ndbbank. com	Software	2018-08-17 15:56:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 11:19:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:56:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90064	kirishneetha. koneshvaran@n	Baticaloa	2018/08/17	Completed	Other	Workflow issue	Baticaloa	ifam@ndbbank. com	Software	2018-08-17 15:57:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 11:22:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:57:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90065	lochana.rathnayake@nd	HO	2018/08/17	Completed	Other	O365 mail logging issue	HO	Udayana.Wanigasekara@	Software	2018-08-17 13:14:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 11:47:
ndbbank.com	completed	ndbbank.com	2018-08-17 13:14:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90066	sharaz.hassan@ndbban	HO	2018/08/17	Completed	Other	word FILE ISSUE	IT Stores	ifam@ndbbank.com	Software	2018-08-17 15:57:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 11:48:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:57:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90067	shehan.jeevan tha@ndb	HO	2018/08/17	Completed	Other	data transfer	HO	Udayana.Wanig asekara@	Software	2018-08-21 08:58:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 11:58:
indrajith.	Job completed.	indrajith.	2018-08-20 17:17:
ndbbank.com	completed	ndbbank.com	2018-08-21 08:58:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90068	rukshika.gane shamoorth	Trincomalee	2018/08/17	Completed	Other	Add the printer	Trincomalee	ifam@ndbbank. com	Software	2018-08-17 15:57:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 12:11:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:57:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 90069 | rukshika.gane shamoorth | Trincomalee | 2018/08/17 | Completed | Other | Add the printer | Trincomalee | ifam@ndbbank. com | Software | 2018-08-17 15:58:10 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 12:11:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:58:
Closed By System	Closed By System	System	2018-08-21 05:10:

| 90070 | sasrika.karal liyadde@ | DM | 2018/08/17 | Completed | Printer | Need to install | DM | Mahendra.Prem athilaka@ | Software | 2018-08-17 16:13:05 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-17 13:07:
ndbbank.com	DOne,	ndbbank.com	2018-08-17 16:13:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90071	muthukumar.vithuhan@ndbb	Gampola	2018/08/17	Completed	Other	Document scanner	Gampola	Udayana.Wanigasekara@	Software	2018-08-17 14:30:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 13:22:
ndbbank.com	completed	ndbbank.com	2018-08-17 14:31:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90072	balasubramani am.	Nelliady	2018/08/17	Completed	Other	pc cant power on	Nelliady	Udayana.Wanig asekara@	Software	2018-08-21 10:05:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 13:28:
Udayana.	A new pc is allocate	Udayana.	2018-08-17 13:29:
ndbbank.com	pc was send to	ndbbank.com	2018-08-21 10:05:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90073	malith.thalag ala@ndb	Nawalapitiya	2018/08/17	Completed	Western Union	Western Union logging issue	Nawalapitiya	Thilina@ndbba nk.com	Software	2018-08-17 15:55:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-17 13:55:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 15:55:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90074	udayana.wanigasekara@	Kandy	2018/08/17	Completed	Other	Crib issue	Kandy	Udayana.Wanigasekara@	Software	2018-08-17 14:23:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 13:56:
ndbbank.com	completed	ndbbank.com	2018-08-17 14:23:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90075	pavithra.wickramasingh	KCC	2018/08/17	Completed	Other	CBSL link issue	KCC	ifam@ndbbank.com	Software	2018-08-17 15:58:35

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 14:15:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:58:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90076	pramuditha.gunathilaka@n	Borella	2018/08/17	Completed	Other	[UP13009]UPS not working,	Borella	ifam@ndbbank.com	Software	2018-08-24 17:15:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 14:18:
ifam Commented	No warranty for the	ifam	2018-08-20 10:50:
ifam Commented	need to replace	ifam	2018-08-21 10:20:
ndbbank.com	job done	ndbbank.com	2018-08-24 17:15:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90077	tharika.kahag alle@ndb	Kolpity	2018/08/17	Completed	Other	T24 issue	Kolpity Recoveries	ifam@ndbbank. com	Software	2018-08-17 15:59:10

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-17 14:18:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:59:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90078	isuru.herath@ ndbban	Kottawa Branch	2018/08/17	Completed	Other	O365 mail logging issue	Kottawa Branch	Thilina@ndbba nk.com	Software	2018-08-17 16:26:47

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-17 14:19:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 16:26:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90079	Natasha.Perera@ndbban	HO	2018/08/17	Completed	Other	Datascan image not	HO	ifam@ndbbank.com	Software	2018-08-17 15:59:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 14:22:
ndbbank.com	job done	ndbbank.com	2018-08-17 15:59:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90080	nagenthiran.diroshan@ndbb	Pettah	2018/08/17	Completed	Other	CRIB logging issue	Pettah	ifam@ndbbank.com	Software	2018-08-17 16:00:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 14:28:
ndbbank.com	job done	ndbbank.com	2018-08-17 16:00:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90081	madika.ganepola@ndbb	HO	2018/08/17	Completed	Other	Install Sinhala fonts	HO	ifam@ndbbank.com	Software	2018-08-20 10:22:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 14:40:
ndbbank.com	job done	ndbbank.com	2018-08-20 10:22:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90082	isuru.herath@ndbban	Kottawa Branch	2018/08/17	Completed	Other	O365 mail logging issue	Kottawa Branch	Thilina@ndbbank.com	Software	2018-08-17 16:28:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-17 14:49:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 16:28:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90083	ithelpdesk@nd bbank.com	Kolpity	2018/08/17	Completed	Other	Data backup	Kolpity	ifam@ndbbank. com	Software	2018-08-20 10:23:05

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-17 14:59:
ndbbank.com	job done	ndbbank.com	2018-08-20 10:23:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90084	densil.ediris inghe@n	DM	2018/08/17	Completed	Printer	Cannot get Printouts.	DM	Mahendra.Prem athilaka@	Software	2018-08-17 16:12:33

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-17 15:14:
ndbbank.com	Done.	ndbbank.com	2018-08-17 16:12:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90085	saranga.perera@ndbban	HO	2018/08/17	Completed	Other	Install net beans	HO	ifam@ndbbank.com	Software	2018-08-20 10:23:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 15:27:
ndbbank.com	job done	ndbbank.com	2018-08-20 10:23:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90086	shyama.uduwaeagoda@n	Malabe-DR Site-User	2018/08/17	Completed	Other	O 365 logging issue	Malambe	Thilina@ndbbank.com	Software	2018-08-17 16:25:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-17 15:42:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 16:25:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90087	harshani.karu narathne@	HO	2018/08/17	Completed	Other	Lanka Pay Link is not	IT Stores	Thilina@ndbba nk.com	Software	2018-08-17 16:25:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-17 15:53:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-17 16:25:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90088	nikini.perera @ndbban	HO	2018/08/17	Completed	Other	Email issue	IT Stores	ifam@ndbbank. com	Software	2018-08-20 10:23:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 15:55:
ndbbank.com	job done	ndbbank.com	2018-08-20 10:23:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90089	Noel.Pitchai@ndbba	DM	2018/08/17	Completed	Other	Email sending issue	DM	Mahendra.Prem athilaka@	Software	2018-08-20 10:15:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-17 16:03:
ndbbank.com	Done.	ndbbank.com	2018-08-20 10:15:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90090	buddhika.kuma ra@ndbban	null	2018/08/17	Completed	Printing issue	Printing issue	DM	Mahendra.Prem athilaka@	Software	2018-08-17 16:11:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-17 16:04:
ndbbank.com	Changed the paper	ndbbank.com	2018-08-17 16:11:
Closed By System	Closed By System	System	2018-08-21 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90091	kasun.kivindu@ndbba	Wattala	2018/08/17	Completed	Other	Need to create	Wattala	ifam@ndbbank.com	Software	2018-08-20 10:24:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 16:14:
ndbbank.com	job done	ndbbank.com	2018-08-20 10:24:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90092	sandeepa.jayasuriya@nd	Kandana	2018/08/17	Completed	Other	GX reporter logging issue	Kandana	Udayana.Wanigasekara@	Software	2018-08-21 08:57:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-17 16:20:
ndbbank.com	completed	ndbbank.com	2018-08-21 08:57:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90093	nilamdeen.aha math@ndbba	Kandy	2018/08/17	Completed	Other	CRIB logging issue/M	Kandy	ifam@ndbbank. com	Software	2018-08-20 10:24:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-17 16:26:
ndbbank.com	job done	ndbbank.com	2018-08-20 10:24:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90094	buddhika.dilh ari@ndbba	Ambalangoda	2018/08/20	Completed	Other	Need to change time	FAV BRANCH ASST TEMP	Thilina@ndbba nk.com	Software	2018-08-20 15:46:03

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 08:50:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:46:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90095	madika.ganepo la@ndbb	HO	2018/08/20	Completed	Other	Folder unable to find/M	HO	Thilina@ndbba nk.com	Software	2018-08-20 15:47:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 08:54:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:47:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90096	randeep.chath uranga@n	Matugama	2018/08/20	Completed	Other	Unable to take	Matugama	Thilina@ndbba nk.com	Software	2018-08-20 15:47:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 08:55:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:47:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90097	chirantha.jan apriya@ndb	Ampara	2018/08/20	Completed	Other	PC getting stuck	Ampara	Thilina@ndbba nk.com	Software	2018-08-20 15:51:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 09:01:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:51:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90098	randeep.chath uranga@n	null	2018/08/20	Completed	lexmark printer	lexmark printer	Matugama	wasim.akram@n dbbank	Hardware	2018-08-21 16:41:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-20 09:04:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:41:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90099	shehan.jayasinghe@nd	HO	2018/08/20	Completed	PC	PC slow	HO	wasim.akram@ndbbank	Software	2018-08-20 10:29:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:05:
ndbbank.com	clear temp file	ndbbank.com	2018-08-20 10:29:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90100	isuru.owitige@ndbba	Monaragala	2018/08/20	Completed	Other	Crib logging issue	Monaragala	Thilina@ndbbank.com	Software	2018-08-20 15:47:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 09:06:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:47:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90101	chaminda.diss anayake@n	Malambe	2018/08/20	Completed	Other	display black screen	Malabe-DR Site-User	wasim.akram@n dbbank	Software	2018-08-21 16:46:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:10:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:46:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90102	dilini.anurad ha@ndbb	Wattala	2018/08/20	Completed	PC	PC slow	Wattala	wasim.akram@n dbbank	Software	2018-08-20 10:29:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:10:
ndbbank.com	clear temp file ,	ndbbank.com	2018-08-20 10:29:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90103	dilini.anurad ha@ndbb	Wattala	2018/08/20	Completed	PC	Msg appearing as	Wattala	wasim.akram@n dbbank	Software	2018-08-20 10:34:31

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:11:
ndbbank.com	clear temp files	ndbbank.com	2018-08-20 10:34:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90104	geeth.abeynay ake@nd	Pettah	2018/08/20	Completed	Other	Msg appearing as	Pettah	wasim.akram@n dbbank	Software	2018-08-20 10:36:17

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:17:
ndbbank.com	clear temp files	ndbbank.com	2018-08-20 10:36:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90105	sasini.rodrig o@ndbba	Kalutara	2018/08/20	Completed	Printer	Need to add a printer	Kalutara	wasim.akram@n dbbank	Software	2018-08-20 10:34:00

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:20:
ndbbank.com	install printer driver	ndbbank.com	2018-08-20 10:34:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90106	didula.perera @ndbban	Nawam Branch	2018/08/20	Completed	Other	O365 mail logging	Nawam Branch	wasim.akram@n dbbank	Software	2018-08-20 10:34:57

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:31:
ndbbank.com	clear temp files	ndbbank.com	2018-08-20 10:34:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90107	sasini.rodrigo@ndbba	Kalutara	2018/08/20	Completed	Other	O365 mail logging issue	Kalutara	wasim.akram@ndbbank	Software	2018-08-20 10:35:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:32:
ndbbank.com	clear browser	ndbbank.com	2018-08-20 10:35:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90108	indrajith.nanayakkara@n	HO	2018/08/20	Completed	PC	Need to copy local	HO	Thilina@ndbbank.com	Software	2018-08-20 15:51:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 09:37:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:51:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90109	kithmini.mall imarachch	Ja-Ela	2018/08/20	Completed	Lotus	Need to configure	HO	Thilina@ndbba nk.com	Software	2018-08-20 15:50:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 09:39:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:50:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90110	shani.jayakod y@ndbb	Malambe	2018/08/20	Completed	Printer	Unable to take	HO	wasim.akram@n dbbank	Software	2018-08-20 10:35:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:44:
ndbbank.com	install printer driver	ndbbank.com	2018-08-20 10:35:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90111	dinesha.nilmini@ndbba	Piliyandala	2018/08/20	Completed	Printer	Need to setup scanner	HO	wasim.akram@ndbbank	Software	2018-08-20 10:36:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 09:45:
ndbbank.com	install printer driver	ndbbank.com	2018-08-20 10:36:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90112	achira.nandasiri@ndb	Dambulla	2018/08/20	Completed	Printer	Need to setup printer	Dambulla	Thilina@ndbbank.com	Software	2018-08-20 15:50:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-20 09:47:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:50:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90113	renuka.gamage@ndbban	Aluthgama	2018/08/20	Completed	CITS	Need to add OnePass	Aluthgama	ifam@ndbbank.com	Software	2018-08-20 14:47:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 09:58:
ndbbank.com	job done	ndbbank.com	2018-08-20 14:47:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90114	muditha.nugegodal@ndb	Gampaha	2018/08/20	Completed	Other	NDB Cloud logging issue	Gampaha	ifam@ndbbank.com	Software	2018-08-20 14:47:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 10:01:
ndbbank.com	job done	ndbbank.com	2018-08-20 14:47:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90115	sasini.fonseka@ndbba	Kalutara	2018/08/20	Completed	Western Union	Westernunion issue	Kalutara	ifam@ndbbank.com	Software	2018-08-20 14:48:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 10:22:
ndbbank.com	job done	ndbbank.com	2018-08-20 14:48:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90116	mithila.bandara@ndbba	Negombo	2018/08/20	Completed	Other	[PD16023]Pass book	Negombo	wasim.akram@ndbbank	Hardware	2018-08-21 16:43:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 10:40:
wasim.akram	reference number is	wasim.akram	2018-08-20 10:46:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:43:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 90117 | susith.gunath ilake@n | Ratnapura | 2018/08/20 | Completed | Key Board | Keyboard is not working | Ratnapura | ifam@ndbbank. com | Hardware | 2018-08-21 13:22:25 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 10:45:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:22:
Closed By System	Closed By System	System	2018-08-27 05:10:

| 90118 | susith.gunath ilake@n | Ratnapura | 2018/08/20 | Completed | Printer | [PD04009]Pass book | Ratnapura | ifam@ndbbank. com | Hardware | 2018-08-21 13:24:11 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90119	jeyasekaram.kuganthan@ndb	Borella	2018/08/20	Completed	Other	Mouse not working	Borella	ifam@ndbbank.com	Hardware	2018-08-21 13:25:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 10:48:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:24:
Closed By System	Closed By System	System	2018-08-27 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 10:53:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:25:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90120	shani.jayakody@ndbb	HO	2018/08/20	Completed	Other	Add the Printer	HO	ifam@ndbbank.com	Software	2018-08-20 14:49:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 10:54:
ndbbank.com	job done	ndbbank.com	2018-08-20 14:49:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90121	thilanka.udapitiya@ndb	KCC	2018/08/20	Completed	Other	Unable to take	KCC	wasim.akram@ndbbank	Software	2018-08-21 15:31:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 11:05:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:31:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90122	Indika.Jayanj u@ndbba	DM	2018/08/20	Completed	Other	Email Issue	DM	ifam@ndbbank. com	Software	2018-08-21 10:30:53

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 11:15:
ndbbank.com	JOB DONE	ndbbank.com	2018-08-21 10:30:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90123	dhanushka.pri yadharshan	Matara	2018/08/20	Completed	Other	Add the printer	Matara	ifam@ndbbank. com	Software	2018-08-21 13:25:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 11:38:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:25:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90124	iresha.karuna rathna@	Kolpity	2018/08/20	Completed	Other	Add the printer	Kolpity Brnch	ifam@ndbbank. com	Software	2018-08-20 14:49:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 11:43:
ndbbank.com	job done	ndbbank.com	2018-08-20 14:49:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90125	rukshan.rajap aksha@nd	Katugasthota	2018/08/20	Completed	PC	New branch installation	Katugasthota	wasim.akram@n dbbank	Software	2018-08-21 15:35:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 11:51:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:31:
rukshan.rajapaksha		rukshan.rajapaksha	2018-08-21 15:35:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90126	rukshan.rajap aksha@nd	Katugasthota	2018/08/20	Completed	PC	New branch installation	Katugasthota	wasim.akram@n dbbank	Software	2018-08-21 15:36:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 11:51:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:32:
rukshan.rajapaksha		rukshan.rajapaksha	2018-08-21 15:36:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90127	rukshan.rajap aksha@nd	Katugasthota	2018/08/20	Completed	PC	New branch installation	Katugasthota	wasim.akram@n dbbank	Software	2018-08-21 15:42:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 11:52:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:39:
rukshan.rajapaksha		rukshan.rajapaksha	2018-08-21 15:42:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90128	rukshan.rajap aksha@nd	Katugasthota	2018/08/20	Completed	PC	New branch installation	Katugasthota	wasim.akram@n dbbank	Software	2018-08-21 15:42:42

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 11:52:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:39:
rukshan.rajapaksha		rukshan.rajapaksha	2018-08-21 15:42:

90129	rukshan.rajap aksha@nd	Katugasthota	2018/08/20	Completed	PC	New branch installation	Katugasthota	wasim.akram@n dbbank	Software	2018-08-21 15:36:28

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 11:53:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:32:
rukshan.rajapaksha		rukshan.rajapaksha	2018-08-21 15:36:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90130	sankalani.cha ndrarathna	DM	2018/08/20	Completed	Other	Mouse is not working	HO	Mahendra.Prem athilaka@	Software	2018-08-20 15:52:29

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-20 11:55:
ndbbank.com	Done.	ndbbank.com	2018-08-20 15:52:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90131	ravindu.jayas undara@n	Kolpity Recoveries	2018/08/20	Completed	PC	Need to change Domain	Kolpity Recoveries	Thilina@ndbba nk.com	Software	2018-08-20 15:47:43

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-20 12:03:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-20 15:47:
Closed By System	Closed By System	System	2018-08-24 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90132	charitha.ruwanpura@ndb	Galle	2018/08/20	Completed	Other	CRIB issue	Galle	ifam@ndbbank.com	Software	2018-08-21 10:31:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 12:27:
ndbbank.com	JOB DONE	ndbbank.com	2018-08-21 10:31:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90133	geethi.hettiarachchi	Narammala	2018/08/20	Completed	CITS	onepass system	Narammala	wasim.akram@ndbbank	Software	2018-08-21 15:34:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 12:47:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:34:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90134	shemain.piete rsz@ndbb	Kolpity	2018/08/20	Completed	Western Union	Western Union logging issue	Kolpity Brnch	ifam@ndbbank. com	Software	2018-08-21 13:25:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 12:55:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:25:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90135	himanthi.dhan ushka@ndb	HO	2018/08/20	Completed	Key Board	Keyboard is not working	DM	wasim.akram@n dbbank	Hardware	2018-08-21 15:33:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:06:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:33:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90136	chathura.rank othge@ndb	Trincomalee	2018/08/20	Completed	PC	Msg appearing as	Trincomalee	wasim.akram@n dbbank	Software	2018-08-21 15:55:22

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:07:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:55:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:55:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90137	theekshana.pe rera@ndbban	Elpitiya	2018/08/20	Completed	Other	T24 loading issue	Elpitiya	wasim.akram@n dbbank	Software	2018-08-21 15:34:25

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:07:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:34:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90138	logitha.sivakumaran@n	Marine Drive	2018/08/20	Completed	Other	Workflow logging	Marine Drive	wasim.akram@ndbbank	Software	2018-08-21 15:33:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:27:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:33:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90139	nadeeka.chathurani@nd	DM	2018/08/20	Completed	Other	email signature	DM	wasim.akram@ndbbank	Software	2018-08-21 15:35:29

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90140	mathanki.gnan asegaram@	Pettah	2018/08/20	Completed	Other	Workflow system	Pettah	wasim.akram@n dbbank	Software	2018-08-21 15:34:09

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:29:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:35:
Closed By System	Closed By System	System	2018-08-27 05:10:

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:33:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:34:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90141	uditha.nawara thna@nd	Kadawata	2018/08/20	Completed	Other	mail unable to find	Kadawata	wasim.akram@n dbbank	Software	2018-08-21 15:54:22

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:40:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:54:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90142	muthukumar.vi thuhan@ndbb	Gampola	2018/08/20	Completed	Other	Workflow scanning	Gampola	wasim.akram@n dbbank	Software	2018-08-21 15:41:32

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 13:48:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:41:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90143	nikini.perera @ndbban	HO	2018/08/20	Completed	Other	O365 mail sending issue	IT Stores	ifam@ndbbank. com	Software	2018-08-21 13:25:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 14:09:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:25:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90144	nirmani.ferna ndo@ndbb	Homagama	2018/08/20	Completed	Other	Unable to take	Homagama	ifam@ndbbank. com	Software	2018-08-21 13:28:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 14:22:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:28:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90145	muthukumar.vi thuhan@ndbb	Gampola	2018/08/20	Completed	Other	document scanning	Gampola	wasim.akram@n dbbank	Software	2018-08-21 15:40:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 14:23:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:40:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90146	nirmani.ferna ndo@ndbb	Homagama	2018/08/20	Completed	Other	Printer issue	Homagama	ifam@ndbbank. com	Software	2018-08-21 13:26:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 14:25:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:26:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90147	muthukumar.vi thuhan@ndbb	Gampola	2018/08/20	Completed	Other	Workflow logging issue	Gampola	wasim.akram@n dbbank	Software	2018-08-21 15:41:17

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 14:32:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:41:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90148	tharaka.wijek oon@ndbb	Monaragala	2018/08/20	Completed	Printer	Need to add a printer	Monaragala	ifam@ndbbank. com	Software	2018-08-21 13:26:32

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-20 14:39:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:26:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90149	tharaka.wijekoon@ndbb	Monaragala	2018/08/20	Completed	Other	Add the printer	Monaragala	ifam@ndbbank.com	Software	2018-08-21 13:27:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 14:43:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:27:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90150	udesh.bandara@ndbba	Rajagiriya	2018/08/20	Completed	Other	Louts logging issue	Rajagiriya	ifam@ndbbank.com	Software	2018-08-21 13:26:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 14:44:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:26:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90151	Udesh.Bandara @ndbba	Rajagiriya	2018/08/20	Completed	Lotus	configure lotus	Rajagiriya	ifam@ndbbank. com	Software	2018-08-21 13:27:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 15:21:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:27:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90152	rayshan.miski n@ndbban	Chilaw	2018/08/20	Completed	Printer	[PD15018]Pass book	Chilaw	wasim.akram@n dbbank	Hardware	2018-08-23 10:59:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 15:25:
wasim.akram	Vendor attend to	wasim.akram	2018-08-21 15:50:
ndbbank.com	Completed	ndbbank.com	2018-08-23 10:59:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90153	rayshan.miski n@ndbban	Chilaw	2018/08/20	Completed	Printer	[PD11050]Pass book	Chilaw	wasim.akram@n dbbank	Hardware	2018-08-23 10:59:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 15:25:
wasim.akram	Vendor attend to	wasim.akram	2018-08-21 15:43:
ndbbank.com	Completed	ndbbank.com	2018-08-23 10:59:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90154	thilini.kariy awasam@n	Kaduruwela	2018/08/20	Completed	Other	T24 issue/M	Kaduruwela	wasim.akram@n dbbank	Software	2018-08-21 15:41:57

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90155	anil.manatunga@ndb	Kahawatta	2018/08/20	Completed	Other	Mouse not working	Kahawatta	ifam@ndbbank. com	Hardware	2018-08-21 13:49:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 15:46:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:41:
Closed By System	Closed By System	System	2018-08-27 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 15:51:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:27:
anil.manatunga		anil.manatunga	2018-08-21 13:49:
anil.manatunga		anil.manatunga	2018-08-21 13:49:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90156	chamil.madhus anka@nd	Kahawatta	2018/08/20	Completed	Other	Mouse not working	Kahawatta	ifam@ndbbank. com	Hardware	2018-08-21 13:59:15

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-20 15:51:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:28:
chamil.madhusanka		chamil.madhusanka	2018-08-21 13:59:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90157	Kasun.Madawal a@ndbb	DM	2018/08/20	Completed	Printer	Add Printer	DM	Mahendra.Prem athilaka@	Software	2018-08-21 08:46:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-20 15:53:
ndbbank.com	DOne,	ndbbank.com	2018-08-21 08:46:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90158	harsha.weerar athne@n	HO	2018/08/20	Completed	Other	tera term logging issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-21 15:55:38

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 15:53:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:55:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90159	lahiru.dahana yake@nd	Katugasthota	2018/08/20	Completed	Lotus	Printer add	Katugasthota	ifam@ndbbank. com	Software	2018-08-21 13:27:28

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-20 15:59:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:27:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90160	mihiri.rodrig o@ndbba	DM	2018/08/20	Completed	Other	DataScaning document list	DM	wasim.akram@n dbbank	Software	2018-08-21 15:54:58

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-20 16:23:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:55:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90161	Chalani.Lokug amage@nd	null	2018/08/20	Completed	Fax is not receving	Fax is not receving	DM	Mahendra.Prem athilaka@	Other	2018-08-21 08:46:30

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Helpdesk	2018-08-20 16:38:
ndbbank.com	Formatted the Fax	ndbbank.com	2018-08-21 08:46:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90162	Chalani.Lokug amage@nd	null	2018/08/20	Completed	Fax is not receving	Fax is not receving	DM	Mahendra.Prem athilaka@	Other	2018-08-21 08:46:42

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-20 16:39:
ndbbank.com	Formatted the Fax	ndbbank.com	2018-08-21 08:46:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90163	bandara.ekana yake@ndb	Balangoda	2018/08/20	Completed	Lotus	Louts logging issue	Balangoda	wasim.akram@n dbbank	Software	2018-08-21 15:54:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-20 16:53:
ndbbank.com	Completed	ndbbank.com	2018-08-21 15:54:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90164	Aparna.Gunath ilake@n	Gampaha	2018/08/20	Completed	Western Union	Westernunion logging issue	Gampaha	ifam@ndbbank. com	Software	2018-08-21 13:26:20

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-20 17:33:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:26:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90165	Menaka.Kumari @ndbban	Kandy	2018/08/21	Completed	Other	install Sinhala font	Katugasthota	wasim.akram@n dbbank	Software	2018-08-21 16:43:48

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-21 08:25:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:43:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90166	dushan.samara nayake@	Nattandiya Branch	2018/08/21	Completed	CITS	OnePass system	Nattandiya Branch	wasim.akram@n dbbank	Software	2018-08-21 16:44:25

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 09:13:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:44:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90167	nagenthiran.d iroshan@ndbb	Nattandiya Branch	2018/08/21	Completed	Other	CRIB logging issue	Pettah	wasim.akram@n dbbank	Software	2018-08-23 11:01:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 09:14:
ndbbank.com	Completed	ndbbank.com	2018-08-23 11:01:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90168	nirusha.saluka@ndbban	Matara	2018/08/21	Completed	PC	New PC Installation	IT Stores	Thilina@ndbbank.com	Software	2018-08-23 10:23:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-21 09:36:
ndbbank.com	Job is Completed	ndbbank.com	2018-08-23 10:23:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90169	selvarajah.nitharshan@nd	Nuwaraeliya	2018/08/21	Completed	Other	T24 cannot logging	FAV BRANCH ASST TEMP	ifam@ndbbank.com	Software	2018-08-21 13:28:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 09:41:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:28:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90170	sudeepa.kumari@ndbban	HO	2018/08/21	Completed	Other	Mouse getting stuck/M	DHPL	wasim.akram@ndbbank	Software	2018-08-21 16:47:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 09:41:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:47:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90171	harsha.piyadasa@ndbb	Bandarawela	2018/08/21	Completed	Other	Msg appearing as	Bandarawela	ifam@ndbbank.com	Software	2018-08-21 13:28:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 09:48:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:28:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:28:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:28:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90172	nadie.fernando@ndbb	HO	2018/08/21	Completed	Other	Email user name password	Borelesgamuwa - Ext	ifam@ndbbank.com	Software	2018-08-23 10:35:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 09:59:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:29:
nadie.fernando		nadie.fernando	2018-08-23 10:35:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90173	manoj.madushanka@nd	Mahiyanganaya	2018/08/21	Completed	Other	Need to install GX	Mahiyanganaya	ifam@ndbbank.com	Software	2018-08-21 13:29:28

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 10:03:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:29:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90174	mihiri.rodrigo@ndbba	DM	2018/08/21	Completed	Other	Data scan issue	HO	Udayana.Wanigasekara@	Software	2018-08-21 10:03:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-21 10:03:
ndbbank.com	completed	ndbbank.com	2018-08-21 10:03:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90175	mihiri.dias@ndbbank.	HO	2018/08/21	Completed	Other	Data scan issue	HO	ifam@ndbbank.com	Software	2018-08-21 13:29:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 10:03:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:29:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90176	sasini.rodrigo@ndbba	Kalutara	2018/08/21	Completed	Other	scan profile issue	Kalutara	ifam@ndbbank.com	Software	2018-08-21 13:29:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 10:10:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:29:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90177	vibhushi.desh ani@ndbba	Ja-Ela	2018/08/21	Completed	Other	Need to create scan	Ja-Ela	ifam@ndbbank. com	Software	2018-08-21 13:30:10

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-21 10:11:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:30:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90178	amal.roy@ndbb ank.	null	2018/08/21	Completed	pc15605,need to install GX	pc15605,need to install GX	Nawam Branch	wasim.akram@n dbbank	Software	2018-08-21 16:46:57

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Helpdesk	2018-08-21 10:17:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:46:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90179	roshan.sooriy aarachc	Matugama	2018/08/21	Completed	Other	CRIB logging issue/M	FAV BRANCH ASST TEMP	wasim.akram@n dbbank	Hardware	2018-08-21 16:46:29

comment	user_comment	done_user	commented_date_ti me
Helpdesk ndbbank.com	No Comments	Wasim.akram	2018-08-21 10:19:
	Completed	ndbbank.com	2018-08-21 16:46:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90180	chathurika.go mis@ndbbank	DM	2018/08/21	Completed	Other	move the pc	DM	Udayana.Wanig asekara@	Software	2018-08-21 10:21:14

comment	user_comment	done_user	commented_date_ti me
Helpdesk ndbbank.com	No Comments	Udayana.	2018-08-21 10:20:
	moved the pc	ndbbank.com	2018-08-21 10:21:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90181	sasini.fonseka@ndbba	Kalutara	2018/08/21	Completed	Other	wORKFLOW ISSUE	Kalutara	ifam@ndbbank.com	Software	2018-08-21 13:30:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 10:30:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:30:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90182	chathumal.ranaweera@ndb	Panadura	2018/08/21	Completed	Other	Need to add CRIB icon	Panadura	wasim.akram@ndbbank	Software	2018-08-21 16:49:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 11:04:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:49:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90183	tilani.dissanayake@n	null	2018/08/21	Completed	lexmark printer paper	lexmark printer paper	Badulla	wasim.akram@ndbbank	Hardware	2018-08-23 16:21:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-21 11:06:
ndbbank.com	Completed	ndbbank.com	2018-08-23 16:21:
Closed By System	Closed By System	System	2018-08-27 05:10:

90184	chamara.pradeep@ndbba	HO	2018/08/21	Completed	Other	Unable to take	DM	wasim.akram@ndbbank	Software	2018-08-21 16:47:38

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 11:36:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:47:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90185	pavan.desilva@ndbba	HO	2018/08/21	Completed	Other	Email issue	HO	ifam@ndbbank.com	Software	2018-08-21 13:30:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 11:47:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:30:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90186	ishan.liyanage@ndbb	Warakapola	2018/08/21	Completed	Other	Email issue	Warakapola	ifam@ndbbank.com	Software	2018-08-21 13:31:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 11:52:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:31:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90187	hiran.vidanag amage@	MtLavinia	2018/08/21	Completed	Other	CRIB issue	MtLavinia	ifam@ndbbank. com	Software	2018-08-21 13:31:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 12:16:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:31:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90188	thiwanka.raja paksha@nd	DM	2018/08/21	Completed	Other	Check for chrome	DM	Udayana.Wanig asekara@	Software	2018-08-21 13:05:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-21 12:32:
ndbbank.com	Upgrade the	ndbbank.com	2018-08-21 13:05:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90189	srikantharaja .	kalmunai	2018/08/21	Completed	Other	Onepass installation	Baticaloa	ifam@ndbbank. com	Software	2018-08-21 13:30:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-21 12:54:
ndbbank.com	job done	ndbbank.com	2018-08-21 13:30:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90190	menaka.hewage @ndbban	Aturugiriya	2018/08/21	Completed	Other	Crib link is not working	Aturugiriya	Thilina@ndbba nk.com	Software	2018-08-21 14:33:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-21 13:16:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-21 14:33:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90191	jayanidu.raja paksha@nd	HO	2018/08/21	Completed	MS office	MS Office 2010 license	HO	wasim.akram@n dbbank	Software	2018-08-21 16:49:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 14:14:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:49:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90192	pavan.desilva @ndbba	Warakapola	2018/08/21	Completed	Printer	Need to add a printer	Warakapola	wasim.akram@n dbbank	Software	2018-08-21 16:47:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 14:19:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:47:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90193	anita.hamidon@ndbba	HO	2018/08/21	Completed	Other	O365 mail logging issue	HO	Thilina@ndbbank.com	Software	2018-08-21 14:32:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-21 14:20:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-21 14:32:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90194	rifkan.siddeak@ndbba	DM	2018/08/21	Completed	Other	Need to clear temp	DM	wasim.akram@ndbbank	Software	2018-08-21 16:48:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 14:24:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:48:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90195	rasari.hewawa sam@ndb	Yakkala	2018/08/21	Completed	Lotus	Need to configure	Yakkala	Thilina@ndbba nk.com	Software	2018-08-23 10:23:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-21 14:34:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-23 10:23:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90196	Menaka.Kumari @ndbban	Katugasthota	2018/08/21	Completed	Printer	install printer	Katugasthota	wasim.akram@n dbbank	Software	2018-08-21 16:48:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 14:41:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:48:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90197	indika.rohana @ndbban	null	2018/08/21	Completed	lexmark printer paper	lexmark printer paper	Pettah	wasim.akram@n dbbank	Hardware	2018-08-23 16:39:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-21 15:09:
ndbbank.com	Completed	ndbbank.com	2018-08-23 16:36:
indika.rohana	good	indika.rohana	2018-08-23 16:39:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90198	kalpani.demel @ndbbank	HO	2018/08/21	Completed	Other	document opening issue	HO	wasim.akram@n dbbank	Software	2018-08-21 16:50:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 15:16:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:50:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90199	arunachalam.s ethuramaling	HO	2018/08/21	Completed	MS office	document editing issue	HO	wasim.akram@n dbbank	Software	2018-08-23 16:23:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 15:51:
ndbbank.com	Completed	ndbbank.com	2018-08-23 16:23:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90200	rasari.hewawa sam@ndb	Yakkala	2018/08/21	Completed	Lotus	Need to configure	Yakkala	Thilina@ndbba nk.com	Software	2018-08-23 10:23:59

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-21 16:00:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-23 10:24:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90201	sandun.lakmal@ndbban	Kandana	2018/08/21	Completed	Other	Unable to take	Kandana	Thilina@ndbbank.com	Software	2018-08-23 10:24:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-21 16:02:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-23 10:24:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90202	taleesha.fernando@ndbb	Havelock Town	2018/08/21	Completed	CITS	Batch assign issue	Havelock Town	wasim.akram@ndbbank	Software	2018-08-21 16:50:51

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 16:12:
ndbbank.com	Completed	ndbbank.com	2018-08-21 16:50:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90203	bhagya.premat hilake@	Embilipitiya	2018/08/21	Completed	Other	[UP12007]UPS not working,	Embilipitiya	wasim.akram@n dbbank	Hardware	2018-08-23 16:01:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 16:16:
ndbbank.com	Completed	ndbbank.com	2018-08-23 16:01:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90204	harshani.madu shika@ndb	Old Moor	2018/08/21	Completed	Other	Mouse issue	Old Moor	wasim.akram@n dbbank	Hardware	2018-08-23 16:23:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-21 16:43:
ndbbank.com	Completed	ndbbank.com	2018-08-23 16:23:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90205	indrajith.nan ayakkara@n	HO	2018/08/21	Completed	Other	Need to check DVR	HO	Thilina@ndbba nk.com	Software	2018-08-23 10:24:21

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-21 17:05:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-23 10:24:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90206	imasha.karuna rathna@	DM	2018/08/23	Completed	PC	PC is not working	DM	Mahendra.Prem athilaka@	Hardware	2018-08-23 10:36:22

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-23 08:44:
ndbbank.com	Done.	ndbbank.com	2018-08-23 10:36:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90207	indrajith.nan ayakkara@n	HO	2018/08/23	Completed	PC	Need to install PDF	HO	Thilina@ndbba nk.com	Software	2018-08-23 10:24:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-23 09:05:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-23 10:24:
Closed By System	Closed By System	System	2018-08-27 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90208	harshani.karu narathne@	HO	2018/08/23	Completed	Other	LankaPay logging issue	IT Stores	wasim.akram@n dbbank	Software	2018-08-24 15:38:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 09:06:
ndbbank.com	Completed	ndbbank.com	2018-08-24 15:38:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90209	Dharshika.Uda yakumar@nd	chunnakam	2018/08/23	Completed	Other	O365 mail logging issue	chunnakam	wasim.akram@n dbbank	Software	2018-08-24 15:38:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 09:07:
ndbbank.com	Completed	ndbbank.com	2018-08-24 15:39:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90210	amantha.gunas ekara@nd	null	2018/08/23	Completed	lexmark printer	lexmark printer	Matugama	wasim.akram@n dbbank	Hardware	2018-08-24 15:41:26

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-23 09:43:
ndbbank.com	Completed	ndbbank.com	2018-08-24 15:41:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90211	kithmini.mall imarachch	Ja-Ela	2018/08/23	Completed	Lotus	Need to add card complain	HO	wasim.akram@n dbbank	Software	2018-08-24 15:41:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 09:45:
ndbbank.com	Completed	ndbbank.com	2018-08-24 15:41:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90212	chanaka.wickr amasingh	Kurunegala	2018/08/23	Completed	Printer	T24 page setup/M	Kurunegala	wasim.akram@n dbbank	Software	2018-08-24 15:42:01

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 10:11:
ndbbank.com	Completed	ndbbank.com	2018-08-24 15:42:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90213	indrajith.nan ayakkara@n	HO	2018/08/23	Completed	PC	PC is not working	Nelliady	Thilina@ndbba nk.com	Software	2018-08-24 16:58:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-23 10:18:
ndbbank.com	PC send will deliver	ndbbank.com	2018-08-24 16:58:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90214	renuka.gamage @ndbban	Aluthgama	2018/08/23	Completed	Other	O365 mail logging	Aluthgama	wasim.akram@n dbbank	Software	2018-08-24 16:53:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 10:24:
ndbbank.com	Completed	ndbbank.com	2018-08-24 16:53:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90215	lakruvini.nay akaratne@n	null	2018/08/23	Completed	lexmark priter	lexmark priter	Avissawella	wasim.akram@n dbbank	Hardware	2018-08-24 16:55:27

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-23 10:25:
ndbbank.com	Completed	ndbbank.com	2018-08-24 16:55:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90216	lahiru.liyana chchi@n	Nittambuwa	2018/08/23	Completed	Printer	Need to add a printer	Nittambuwa	wasim.akram@n dbbank	Software	2018-08-24 16:55:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 11:01:
ndbbank.com	Completed	ndbbank.com	2018-08-24 16:55:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90217	ayesha.gamage@ndbban	Pelawatta	2018/08/23	Completed	CITS	OnePass cheque images	Pelawatta	wasim.akram@ndbbank	Software	2018-08-24 16:56:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 11:03:
ndbbank.com	Completed	ndbbank.com	2018-08-24 16:56:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90218	madawa.desilva@ndbba	Matara	2018/08/23	Completed	Other	CRIB logging issue/M	Matara	wasim.akram@ndbbank	Software	2018-08-24 16:56:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 11:10:
ndbbank.com	Completed	ndbbank.com	2018-08-24 16:56:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90219	Tashika. Nimeshi@ndbba	DM	2018/08/23	Completed	PC	PC is not Booting	DM	Mahendra.Prem athilaka@	Hardware	2018-08-24 09:32:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-23 13:14:
ndbbank.com	Done.	ndbbank.com	2018-08-24 09:32:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90220	thiwanka.raja paksha@nd	DM	2018/08/23	Completed	Other	Install GXreporter	DM	Mahendra.Prem athilaka@	Software	2018-08-24 09:32:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-23 13:15:
ndbbank.com	Done.	ndbbank.com	2018-08-24 09:32:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90221	dilsha.dealmeida@ndb	Moratuwa	2018/08/23	Completed	Western Union	Western Union logging	Moratuwa	wasim.akram@ndbbank	Software	2018-08-24 16:56:37

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 13:25:
ndbbank.com	Completed	ndbbank.com	2018-08-24 16:56:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90222	tilani.dissanayake@n	null	2018/08/23	Pending	Lexmark printer paper	Lexmark printer paper	Badulla	ifam@ndbbank.com	Hardware	2018-08-28 14:13:44

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-23 13:32:
wasim.akram	send remainder	wasim.akram	2018-08-24 16:59:
Helpdesk	Please update	Helpdesk	2018-08-28 13:45:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:13:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 90223 | shyamini.lama hewa@ndbb | HO | 2018/08/23 | Completed | Other | install r studio | HO | wasim.akram@n dbbank | Software | 2018-08-24 17:00:07 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 14:20:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:00:
Closed By System	Closed By System	System	2018-08-28 05:10:

| 90224 | Mario.Perera@ ndbban | HO | 2018/08/23 | Completed | Other | install r studio | DHPL | wasim.akram@n dbbank | Software | 2018-08-24 17:00:23 |

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90225	aruni.gamage@ndbban	Pilimathalawa	2018/08/23	Completed	Other	CRIB Report issue	Pilimathalawa	wasim.akram@ndbbank	Software	2018-08-24 17:00:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 14:20:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:00:
Closed By System	Closed By System	System	2018-08-28 05:10:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 14:33:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:00:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90226	chathuranga.madushan@ndbb	null	2018/08/23	Completed	lexmark printer	lexmark printer	Monaragala	wasim.akram@ndbbank	Hardware	2018-08-24 17:16:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-23 14:43:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:16:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90227	surangi.saratchandra	Malambe	2018/08/23	Completed	Other	Mouse not working	Malabe-DR Site-User	wasim.akram@ndbbank	Hardware	2018-08-24 17:17:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 16:23:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:17:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90228	Darshana.Wickramasingh	Ambalanthota	2018/08/23	Completed	Other	CRIB logging issue/M	Ambalanthota	wasim.akram@ndbbank	Software	2018-08-24 17:16:52

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 16:23:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:16:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90229	rashmi.wijayatilaka@	HO	2018/08/23	Completed	PC	Need to remove temp	HO	Thilina@ndbbank.com	Software	2018-08-24 16:54:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-23 16:34:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-24 16:54:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90230	thenukanan.ku ruparan@ndb	Pita Kotte	2018/08/23	Completed	Printer	Need to add a printer/M	Pita Kotte	wasim.akram@n dbbank	Software	2018-08-24 17:17:23

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-23 16:42:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:17:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90231	Aruni.Gamage@ ndbban	Pilimathalawa	2018/08/23	Completed	Other	T24- login issue	Pilimathalawa	Thilina@ndbba nk.com	Software	2018-08-24 16:45:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-23 16:50:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-24 16:45:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90232	thenukanan.ku ruparan@ndb	Pita Kotte	2018/08/23	Completed	Printer	Need to add a printer/M	Pita Kotte	wasim.akram@n dbbank	Software	2018-08-24 17:18:19

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-23 16:58:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:18:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90233	udayana.wanig asekara@	DM	2018/08/24	Completed	Other	Changed the keyboard hp	DM	Udayana.Wanig asekara@	Software	2018-08-24 08:47:46

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-24 08:47:
ndbbank.com	completed	ndbbank.com	2018-08-24 08:47:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90234	amitha.hettia rachchi	null	2018/08/24	Completed	Need to replace	Need to replace	DM	Mahendra.Prem athilaka@	Hardware	2018-08-24 13:42:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-24 09:35:
ndbbank.com	Replaced.	ndbbank.com	2018-08-24 13:42:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90235	pramodi.gunat hilaka@n	DM	2018/08/24	Completed	Other	Need to install Data	DM	Mahendra.Prem athilaka@	Software	2018-08-24 16:38:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-24 09:39:
ndbbank.com	Done.	ndbbank.com	2018-08-24 16:38:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90236	ruwini.fernando@ndbb	HO	2018/08/24	Completed	Other	Internet Explore issue	IT Stores	ifam@ndbbank.com	Software	2018-08-24 16:54:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-24 10:05:
ndbbank.com	job done	ndbbank.com	2018-08-24 16:54:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90237	chaniya.perera@ndbban	HO	2018/08/24	Completed	Other	O 365 logging issue	HO	Thilina@ndbbank.com	Software	2018-08-24 16:43:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-24 10:07:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-24 16:43:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90238	Ushani.Madawala@ndbb	DM	2018/08/24	Completed	PC	Low dish Space in C	DM	Mahendra.Premathilaka@	Other	2018-08-24 16:19:25

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-24 10:27:
ndbbank.com	DOne.	ndbbank.com	2018-08-24 16:19:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90239	chanuka.desilva@ndbba	DM	2018/08/24	Pending	Other	IE is not working	DM	Mahendra.Premathilaka@	Software	2018-08-28 11:17:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-24 10:39:
Mahendra.	Uninstalled and	Mahendra.	2018-08-24 16:40:
Mahendra.	Updated password	Mahendra.	2018-08-27 14:19:
Mahendra.	Removed internet	Mahendra.	2018-08-27 16:15:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90240	mahela.hettiarachchi	Akuressa	2018/08/24	Completed	Other	Workflow issue	Akuressa	ifam@ndbbank.com	Software	2018-08-24 16:55:11

comment	user_comment	done_user	commented_date_time
Mahendra.	Installation failed.	Mahendra.	2018-08-28 09:20:
ndbbank.com	Done.	ndbbank.com	2018-08-28 11:17:

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-24 10:40:
ndbbank.com	job done	ndbbank.com	2018-08-24 16:55:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90241	dhananjaya.herath@ndbban	DM	2018/08/24	Completed	Other	Configure Scan to email	DM	Mahendra.Premathilaka@	Software	2018-08-24 16:19:52

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-24 10:51:
ndbbank.com	Done.	ndbbank.com	2018-08-24 16:19:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90242	shenali.pieris@ndbban	Gampaha	2018/08/24	Completed	Other	GXreport	Gampaha	ifam@ndbbank.com	Software	2018-08-24 17:15:17

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-24 10:54:
ndbbank.com	job done	ndbbank.com	2018-08-24 17:15:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90243	chanuka.desilva@ndbba	DM	2018/08/24	Completed	Other	Configure Data Scan	DM	Mahendra.Premathilaka@	Software	2018-08-24 16:20:07

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-24 10:57:
ndbbank.com	Done.	ndbbank.com	2018-08-24 16:20:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90244	sheron.bartholomeusz	Gampaha	2018/08/24	Completed	Other	GXreport installation	Gampaha	ifam@ndbbank.com	Software	2018-08-24 17:15:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-24 11:01:
ndbbank.com	job done	ndbbank.com	2018-08-24 17:15:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90245	toshith.ishar a@ndbban	Uragasmanhand iya	2018/08/24	Completed	MS office	ms office opening issue	Uragasmanhand iya	wasim.akram@n dbbank	Software	2018-08-24 17:18:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 11:03:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:18:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90246	Chalani.Lokug amage@nd	DM	2018/08/24	Completed	Other	Power supply issue .Need	HO	Udayana.Wanig asekara@	Software	2018-08-24 16:00:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-24 11:07:
ndbbank.com	pc repaired and	ndbbank.com	2018-08-24 16:00:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90247	madawa.desilva@ndbba	Matara	2018/08/24	Completed	Other	crib logging issue	Matara	wasim.akram@ndbbank	Software	2018-08-24 17:19:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 11:13:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:19:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90248	hasitha.samarasinghe@	null	2018/08/24	Completed	Need to Replace	Need to Replace	DM	Mahendra.Premathilaka@	Hardware	2018-08-24 16:20:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-24 11:20:
ndbbank.com	DOne.	ndbbank.com	2018-08-24 16:20:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90249	rasari.hewawa sam@ndb	Yakkala	2018/08/24	Completed	Other	Card Complain management	Yakkala	ifam@ndbbank. com	Software	2018-08-24 17:15:44

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Ifam	2018-08-24 11:23:
	job done	ndbbank.com	2018-08-24 17:15:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90250	Ravishka.Rath nayake@nd	HO	2018/08/24	Completed	Other	Need to check the Java	IT Stores	ifam@ndbbank. com	Software	2018-08-24 17:15:57

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Ifam	2018-08-24 11:47:
	job done	ndbbank.com	2018-08-24 17:15:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90251	kasun.jayawardana@n	Borella	2018/08/24	Completed	Other	Need to install	Borella	ifam@ndbbank.com	Software	2018-08-24 17:16:10

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-24 11:54:
ndbbank.com	job done	ndbbank.com	2018-08-24 17:16:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90252	isuru.desilva@ndbba	Ja-Ela	2018/08/24	Completed	Western Union	Wu logging issue	Ja-Ela	wasim.akram@ndbbank	Software	2018-08-24 17:18:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 11:56:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:18:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90253	eranga.sameera@ndbba	DM	2018/08/24	Completed	Lotus	Configuration user setting	DM	Mahendra.Prem athilaka@	Software	2018-08-24 16:20:43

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Mahendra.	2018-08-24 11:59:
ndbbank.com	Done.	ndbbank.com	2018-08-24 16:20:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90254	it.helpdesk@ndbb	Borella	2018/08/24	Completed	Other	Need to install	HO	ifam@ndbbank.com	Software	2018-08-24 17:16:27

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Ifam	2018-08-24 12:05:
ndbbank.com	job done	ndbbank.com	2018-08-24 17:16:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90255	Jude.Preenath @ndbb	null	2018/08/24	Completed	Data Copy from CD	Data Copy from CD	DM	Mahendra.Prem athilaka@	Software	2018-08-24 16:21:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-24 12:49:
ndbbank.com	Done.	ndbbank.com	2018-08-24 16:21:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90256	Lakmini.Adhik ari@ndbb	Borella	2018/08/24	Completed	Printer	install printer	Borella	wasim.akram@n dbbank	Software	2018-08-24 17:19:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 12:54:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:19:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90257	gihasha.vishmila@ndbb	DM	2018/08/24	Completed	PC	Low disk Space in C	DM	Mahendra.Prem athilaka@	Software	2018-08-24 16:39:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-24 13:20:
ndbbank.com	DOne.	ndbbank.com	2018-08-24 16:39:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90258	nimesh.rajapaksha@nd	null	2018/08/24	Pending	PC	P/C is notworking	DM	Mahendra.Prem athilaka@	Software	2018-08-27 14:19:34

comment	user_comment	done_user	commented_date_time
Issue Logged by	No Comments	nimesh.rajapaksha	2018-08-24 13:33:
Helpdesk	No Comments	Helpdesk	2018-08-27 11:23:
ndbbank.com	Done.	ndbbank.com	2018-08-27 14:19:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90259	dinesh.nadees han@ndb	DM	2018/08/24	Completed	PC	Pc slow	DM	Udayana.Wanig asekara@	Software	2018-08-24 15:52:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-24 14:34:
ndbbank.com	got remote access	ndbbank.com	2018-08-24 15:52:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90260	Lovinda.Samar anayake@	DM	2018/08/24	Completed	Flexcube	Flexcube retail is not	DM	Mahendra.Prem athilaka@	Software	2018-08-24 16:21:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-24 14:40:
ndbbank.com	Done.	ndbbank.com	2018-08-24 16:21:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90261	manori.munasinghe@nd	Kandy	2018/08/24	Completed	Other	Crib logging issue	Kandy	wasim.akram@ndbbank	Software	2018-08-24 17:19:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 14:59:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:19:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90262	mudara.desilva@ndbba	Matara	2018/08/24	Completed	Printer	need to install	Matara	wasim.akram@ndbbank	Software	2018-08-24 17:20:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 15:03:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:20:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90263	jeyasekaram.k uganthan@ndb	Borella	2018/08/24	Completed	Other	t24 slow	Borella	wasim.akram@n dbbank	Software	2018-08-24 17:20:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 15:08:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:20:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90264	salitha.banda ra@ndbba	Katugasthota	2018/08/24	Completed	Printer	need to install	Katugasthota	wasim.akram@n dbbank	Software	2018-08-24 17:20:32

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-24 15:37:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:20:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90265	salitha.banda ra@ndbba	Katugasthota	2018/08/24	Completed	Printer	need to install	Katugasthota	wasim.akram@n dbbank	Software	2018-08-24 17:20:47

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-24 15:43:
ndbbank.com	Completed	ndbbank.com	2018-08-24 17:20:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90266	chanuka.desil va@ndbba	DM	2018/08/24	Completed	Other	IE issue	DM	Udayana.Wanig asekara@	Software	2018-08-24 17:41:00

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-24 16:34:
ndbbank.com	completed	ndbbank.com	2018-08-24 17:41:
Closed By System	Closed By System	System	2018-08-28 05:10:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90267	kosala.samara jeewa@n	Malambe	2018/08/27	Pending	Lotus	Need to configure	Malabe-DR Site-User	ifam@ndbbank. com	Software	2018-08-28 14:14:44

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-27 08:42:
Helpdesk	Please update	Helpdesk	2018-08-28 13:45:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:14:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90268	sudeepa.kumar i@ndbban	DHPL	2018/08/27	Pending	Other	Mouse not working	DHPL	ifam@ndbbank. com	Hardware	2018-08-28 14:19:57

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-27 08:45:
Helpdesk	Please update	Helpdesk	2018-08-28 13:45:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:19:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90269	ayesha.indeew ari@ndb	Kandy	2018/08/27	Pending	Printer	Need to add a printer/M	Kandy	ifam@ndbbank. com	Software	2018-08-28 14:16:34

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-27 08:50:
Helpdesk	Please update	Helpdesk	2018-08-28 13:45:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:16:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90270	kosala.samara jeewa@n	Malambe	2018/08/27	Pending	Lotus	Need to add company	Malabe-DR Site-User	ifam@ndbbank. com	Software	2018-08-28 14:19:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Wasim.akram	2018-08-27 08:55:
Helpdesk	Please update	Helpdesk	2018-08-28 13:46:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:19:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90271	pushpani.wann iarachchi	HO	2018/08/27	Pending	Other	telephone directory not	HO	ifam@ndbbank. com	Software	2018-08-28 14:17:37

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-27 09:01:
Helpdesk	Please update	Helpdesk	2018-08-28 13:46:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:17:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90272	suneth.thanth irige@n	Wattala	2018/08/27	Pending	Other	O365 office logging	Wattala	ifam@ndbbank. com	Software	2018-08-28 14:16:58

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Wasim.akram	2018-08-27 09:03:
Helpdesk	Please update	Helpdesk	2018-08-28 13:46:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:16:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90273	keerthana.raj asegaram@n	Katunayake	2018/08/27	Pending	PC	Change resolution	FAV BRANCH ASST TEMP	Thilina@ndbba nk.com	Software	2018-08-27 14:57:19

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 09:20:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 14:57:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90274	hiruna.perera @ndbban	Kuliyapitiya	2018/08/27	Pending	Printer	Need to install	Kuliyapitiya	Thilina@ndbba nk.com	Software	2018-08-27 14:57:33

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 09:24:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 14:57:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90275	charaka.kalup ahanage@	HO	2018/08/27	Pending	Other	O365 mail logging issue	HO	Thilina@ndbba nk.com	Software	2018-08-27 14:57:46

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-27 09:26:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 14:57:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90276	dilshara.fern ando@ndbb	DM	2018/08/27	Pending	Other	Configure Data Scan	DM	Mahendra.Prem athilaka@	Software	2018-08-27 16:15:48

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-27 09:39:
ndbbank.com	DOnne.	ndbbank.com	2018-08-27 16:15:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90277	kiridaangan.g owrinathar@n	Chenkalady	2018/08/27	Pending	Lotus	Need to configure	Chenkalady	ifam@ndbbank. com	Software	2018-08-27 15:38:44

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 09:49:
ndbbank.com	job done	ndbbank.com	2018-08-27 15:38:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90278	madawa.desilv a@ndbba	Matara	2018/08/27	Pending	Other	CRIB Logging issue	Matara	ifam@ndbbank. com	Software	2018-08-27 15:38:58

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 09:57:
ndbbank.com	job done	ndbbank.com	2018-08-27 15:39:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90279	dinusha.manohari@ndbb	HO	2018/08/27	Pending	PC	PC logging issue	HO	ifam@ndbbank.com	Software	2018-08-27 15:40:41

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 09:58:
ndbbank.com	job done	ndbbank.com	2018-08-27 15:40:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90280	gayathri.chandima@ndbb	DHPL	2018/08/27	Pending	PC	PC auto shutting	DHPL	ifam@ndbbank.com	Software	2018-08-27 16:44:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 10:24:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:44:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90281	Shanthi.Priya darshini	Kandy	2018/08/27	Pending	CITS	Socket error One Pass	Kandy	Thilina@ndbba nk.com	Software	2018-08-27 14:58:03

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-27 10:35:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 14:58:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90282	sarojani.fern ando@ndbb	Minuwangoda	2018/08/27	Pending	Printer	Need to add a printer	Minuwangoda	ifam@ndbbank. com	Software	2018-08-27 16:44:38

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 10:41:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:44:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90283	maduranga.sen evirathne@	Kegalle	2018/08/27	Pending	Other	[UP11002]UPS not working	Kegalle	ifam@ndbbank. com	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 10:42:
ifam Commented	Reminder to vendor	ifam	2018-08-28 14:24:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90284	Sumudu.Harsha na@ndbb	Ambalanthota	2018/08/27	Pending	Printer	Need to add a printer	Ambalanthota	ifam@ndbbank. com	Software	2018-08-27 16:45:11

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 10:43:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:45:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90285	amila.samaras ekara@	Giriulla	2018/08/27	Pending	Other	T24 document downloading	Giriulla	Thilina@ndbba nk.com	Software	2018-08-27 14:58:24

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-27 11:06:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 14:58:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90286	chathuranga.e kanayake@ndb	Marine Drive	2018/08/27	Completed	Other	Mouse issue	Marine Drive	ifam@ndbbank. com	Hardware	2018-08-28 17:38:49

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 11:14:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:21:
chathuranga.	Received	chathuranga.	2018-08-28 17:38:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90287	imali.wijesinghe@nd	Pilimathalawa	2018/08/27	Pending	Printer	Need to add Lexmark	Pilimathalawa	Thilina@ndbbank.com	Software	2018-08-27 14:58:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 11:17:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 14:58:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90288	shervin.fernando@ndbb	Kaduwela	2018/08/27	Pending	Printer	Unable to take	Kaduwela	Thilina@ndbbank.com	Software	2018-08-27 15:00:21

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 11:19:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 15:00:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90289	Ey.Auditors@ndbb	HO	2018/08/27	Pending	Other	Mail logging issue	DHPL	Thilina@ndbbank.com	Software	2018-08-27 15:00:33

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Thilina	2018-08-27 11:33:
	Job is Completed,.	ndbbank.com	2018-08-27 15:00:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90290	nishaka.ranasinghe@nd	Nittambuwa	2018/08/27	Pending	Lotus	lotus logging issue	Nittambuwa	ifam@ndbbank.com	Software	2018-08-27 16:45:40

comment	user_comment	done_user	commented_date_time
Helpdesk ndbbank.com	No Comments	Ifam	2018-08-27 11:38:
	job done	ndbbank.com	2018-08-27 16:45:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90291	kithmini.daha nayake@nd	DM	2018/08/27	Pending	Other	Word document need to edit	DM	ifam@ndbbank. com	Software	2018-08-27 16:45:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 11:40:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:45:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90292	gayan.bandara naike@	KATANA	2018/08/27	Pending	Other	Need to add CRIB icon	KATANA	ifam@ndbbank. com	Software	2018-08-27 16:46:13

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 11:55:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:46:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90293	richie.noyahr@ndbban	Nugegoda	2018/08/27	Pending	Printer	Need to add a printer	Nugegoda	ifam@ndbbank.com	Software	2018-08-27 16:46:31

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 11:58:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:46:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90294	sewwandi.iresha@ndbban	Borella	2018/08/27	Pending	Printer	Unable to take	Borella	ifam@ndbbank.com	Software	2018-08-27 16:46:49

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 12:02:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:46:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90295	anne.jayadeva @ndbb	Baticaloa	2018/08/27	Pending	Other	[SQ09023]Cheq ue	Baticaloa	ifam@ndbbank. com	Hardware	2018-08-27 16:47:50

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 12:18:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:47:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90296	nishaka.ranas inghe@nd	Nittambuwa	2018/08/27	Pending	Lotus	Need to configure	Nittambuwa	ifam@ndbbank. com	Software	2018-08-27 16:48:04

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 12:19:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:48:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90297	vidura.manawadu@ndbb	HO	2018/08/27	Completed	Other	Need to install the	HO	ifam@ndbbank.com	Software	2018-08-27 16:49:55

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 12:37:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:48:
vidura.manawadu	ok	vidura.manawadu	2018-08-27 16:49:
vidura.manawadu	ok	vidura.manawadu	2018-08-27 16:49:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90298	nishaka.ranasinghe@nd	Nittambuwa	2018/08/27	Pending	Lotus	Need to configure	Nittambuwa	ifam@ndbbank.com	Software	2018-08-27 16:49:00

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 12:38:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:49:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90299	shehani.benjamin@ndbb	DHPL	2018/08/27	Pending	Other	scan to mail option not	DHPL	ifam@ndbbank.com	Software	2018-08-28 14:15:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 12:39:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:15:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90300	sanjiva.peiris@ndbban	null	2018/08/27	Pending	Lexamrk printer	Lexamrk printer	Narehenpita	ifam@ndbbank.com	Hardware	2018-08-28 14:23:54

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-27 12:53:
ifam Commented	job ref number :	ifam	2018-08-27 16:49:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:23:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90301	menaka.hewage@ndbban	Aturugiriya	2018/08/27	Pending	Other	crib ISSUE	Aturugiriya	ifam@ndbbank.com	Software	2018-08-28 14:22:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 12:54:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:22:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90302	fazmina.sinnen@ndbban	Bandarawela	2018/08/27	Pending	Other	O 365 logging issue	Bandarawela	Thilina@ndbbank.com	Software	2018-08-27 15:00:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 12:58:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 15:00:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90303	kirishneetha.koneshvaran@n	Baticaloa	2018/08/27	Pending	CITS	Scanner issue/	Baticaloa	Thilina@ndbbank.com	Software	2018-08-27 15:00:57

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 13:12:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 15:00:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90304	isuru.sandaruwan@nd	Dambulla	2018/08/27	Pending	Western Union	Need to add wupos link	Dambulla	Thilina@ndbbank.com	Software	2018-08-27 15:01:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 13:20:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 15:01:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90305	namal.perera@ndbban	HO	2018/08/27	Pending	PC	Need to copy application	HO	Thilina@ndbbank.com	Software	2018-08-27 15:01:24

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 13:24:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 15:01:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90306	HK.Vikum@ndbbank	null	2018/08/27	Completed	Projecter setup	Projecter setup	DM	Mahendra.Premathilaka@	Hardware	2018-08-28 09:24:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-27 14:11:
ndbbank.com	Done.	ndbbank.com	2018-08-28 09:21:
HK.Vikum		HK.Vikum	2018-08-28 09:24:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90307	sachinitha.perera@ndbban	DM	2018/08/27	Pending	Other	Configure Data Scan	DM	Mahendra.Premathilaka@	Software	2018-08-28 11:47:25

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-27 14:12:
Mahendra.	User Busy.	Mahendra.	2018-08-28 09:21:
ndbbank.com	Done.	ndbbank.com	2018-08-28 11:47:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90308	sandun.weerasinghe@n	Malambe	2018/08/27	Pending	Other	Email issue	Malabe-DR Site-User	ifam@ndbbank.com	Software	2018-08-28 14:23:16

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 14:19:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:23:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90309	Nimesha.Yatiw ella@ndb	DM	2018/08/27	Pending	Other	Outlook is not working	DM	Mahendra.Prem athilaka@	Software	2018-08-28 11:48:04

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-27 14:23:
Mahendra.	No free space In C	Mahendra.	2018-08-27 16:17:
ndbbank.com	Done.	ndbbank.com	2018-08-28 11:48:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90310	kavisha.karun arathne@	Bambalapitiya	2018/08/27	Pending	Other	Excel cannot open	Bambalapitiya	ifam@ndbbank. com	Software	2018-08-28 14:23:36

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 15:06:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:23:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90311	nadeesha.wije wardena@n	null	2018/08/27	Pending	Passbook printer	Passbook printer	Rajagiriya	ifam@ndbbank. com	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-27 15:11:
ifam Commented	job ref number :	ifam	2018-08-28 14:32:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90312	indrajith.nan ayakkara@n	HO	2018/08/27	Pending	PC	New OS Installation	Nelliady	Thilina@ndbba nk.com	Software	2018-08-27 15:40:35

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 15:39:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-27 15:40:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90313	lahiru.liyana chchi@n	null	2018/08/27	Pending	lexmark printer	lexmark printer	Nittambuwa	ifam@ndbbank. com	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-27 15:48:
ifam Commented	job ref number :	ifam	2018-08-27 16:50:
ifam Commented	Requesting imaging	ifam	2018-08-28 14:25:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90314	vinolia.victo ria@ndbb	HO	2018/08/27	Pending	Other	Need to add GX reporter	HO	Thilina@ndbba nk.com	Software	2018-08-28 14:35:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 16:06:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-28 14:35:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90315	udara.colomba ge@ndb	DM	2018/08/27	Pending	PC	Change PC Location	DM	Mahendra.Prem athilaka@	Hardware	2018-08-28 09:22:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-27 16:12:
ndbbank.com	Done.	ndbbank.com	2018-08-28 09:22:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90316	danuka.gunasi nghe@nd	DM	2018/08/27	Pending	PC	Change PC Location	DM	Mahendra.Prem athilaka@	Hardware	2018-08-28 09:22:43

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-27 16:12:
ndbbank.com	Done.	ndbbank.com	2018-08-28 09:22:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90317	dhananjaya.herath@ndbban	DM	2018/08/27	Pending	PC	Change PC Location	DM	Mahendra.Premathilaka@	Hardware	2018-08-28 09:22:56

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-27 16:13:
ndbbank.com	Done.	ndbbank.com	2018-08-28 09:22:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90318	malan.fernando@ndbb	Thissamaharamaya	2018/08/27	Pending	Other	HCM link not working	Thissamaharamaya	Thilina@ndbbank.com	Software	2018-08-28 14:36:06

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-27 16:26:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-28 14:36:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90319	arunachalam.s ethuramaling	HO	2018/08/27	Pending	Printer	Add the printer	HO	ifam@ndbbank. com	Software	2018-08-27 16:50:07

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 16:43:
ndbbank.com	job done	ndbbank.com	2018-08-27 16:50:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90320	pathmanathan. anoj@ndbbank.	Jaffna	2018/08/27	Pending	Other	HCM Cloud cannot open	Jaffna	ifam@ndbbank. com	Software	2018-08-28 14:25:24

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-27 16:58:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:25:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90321	ranga.perera@ndbban	Katunayake	2018/08/27	Pending	Other	Iswitch issue	Katunayake	ifam@ndbbank.com	Software	2018-08-28 14:26:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-27 17:45:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:26:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90322	malithya.miyuranga@ndb	HO	2018/08/28	Pending	Other	outlook issue	HO	Udayana.Wanigasekara@	Software	2018-08-28 08:34:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-28 08:33:
ndbbank.com	need to active the	ndbbank.com	2018-08-28 08:34:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90323	sahan.k.ranas inghe@nd	Old Moor	2018/08/28	Pending	Other	low disk space	Old Moor	Udayana.Wanig asekara@	Software	2018-08-28 08:58:41

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-28 08:46:
ndbbank.com	clear the disk.	ndbbank.com	2018-08-28 08:58:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90324	pulasthi.batu wita@ndbb	HO	2018/08/28	Pending	PC	Trush relationship	HO	Thilina@ndbba nk.com	Software	2018-08-28 14:37:18

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-28 08:47:
ndbbank.com	Job is Completed,.	ndbbank.com	2018-08-28 14:37:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90325	asanka.rodrigo@ndbba	null	2018/08/28	Pending	lexmark printer	lexmark printer	Malambe	ifam@ndbbank.com	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-28 09:03:
ifam Commented	job ref number :	ifam	2018-08-28 14:28:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90326	vinolia.victoria@ndbb	HO	2018/08/28	Pending	Other	O365 mail logging issue	HO	Thilina@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-28 09:05:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90327	tharaka.wijek oon@ndbb	Monaragala	2018/08/28	Pending	Other	pc slow	Monaragala	Udayana.Wanig asekara@	Software	2018-08-28 09:12:12

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-28 09:08:
ndbbank.com	completed	ndbbank.com	2018-08-28 09:12:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90328	nirosha.delga hagoda@n	Kottawa Branch	2018/08/28	Pending	Key Board	Keyboard is not working	Kottawa Branch	ifam@ndbbank. com	Hardware	NA

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-28 09:14:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90329	raveendra.kar unarathne@	Maharagama	2018/08/28	Pending	Other	Mouse not working	Maharagama	ifam@ndbbank. com	Hardware	2018-08-28 15:01:45

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 09:16:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:01:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90330	hiruni.kakula wala@nd	DM	2018/08/28	Pending	Other	Internet Explore is	DM	Mahendra.Prem athilaka@	Software	2018-08-28 11:47:46

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-28 09:17:
ndbbank.com	Reset the User	ndbbank.com	2018-08-28 11:47:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90331	dulaj.morawaka@ndbb	DM	2018/08/28	Pending	Other	brother printer issue	DM	Udayana.Wanigasekara@	Software	2018-08-28 09:47:22

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-28 09:25:
ndbbank.com	completed	ndbbank.com	2018-08-28 09:47:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90332	thushani.hewawitharana	Borella	2018/08/28	Pending	Other	HCM Cloud is not working	Borella	Thilina@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-28 09:27:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90333	shehan.jeevantha@ndb	HO	2018/08/28	Pending	Other	Excel document	HO	Thilina@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-28 09:30:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90334	keerthana.rajasegaram@n	Ratmalana	2018/08/28	Pending	Other	lan id issue	FAV BRANCH ASST TEMP	Udayana.Wanigasekara@	Software	2018-08-28 09:47:09

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-28 09:34:
ndbbank.com	completed	ndbbank.com	2018-08-28 09:47:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90335	Sumudu.Harshana@ndbb	Ambalanthota	2018/08/28	Pending	Western Union	Western Union logging issue	Ambalanthota	ifam@ndbbank.com	Software	2018-08-28 14:28:29

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 09:39:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:28:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90336	Kiridaangan.Gowrinathar@n	Chenkalady	2018/08/28	Pending	Other	lotus issue	Chenkalady	ifam@ndbbank.com	Software	2018-08-28 14:28:50

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 09:47:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:28:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90337	Thushari.Karunarathna@	HO	2018/08/28	Pending	Other	HCM cloud issue	DHPL	ifam@ndbbank.com	Software	2018-08-28 14:29:05

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 09:48:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:29:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90338	thanuka.perera@ndbban	null	2018/08/28	Pending	lexmark printer	lexmark printer	Rajagiriya	ifam@ndbbank.com	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-28 09:48:
ifam Commented	job ref number :	ifam	2018-08-28 15:01:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90339	Sumudu.Harsha na@ndbb	Ambalanthota	2018/08/28	Pending	Western Union	Western Union installation	Ambalanthota	ifam@ndbbank. com	Software	2018-08-28 14:29:48

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 09:54:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:29:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90340	Sumudu.Harsha na@ndbb	Ambalanthota	2018/08/28	Pending	Other	Westernunion issue	Ambalanthota	ifam@ndbbank. com	Software	2018-08-28 15:03:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 09:58:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:03:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90341	azad.muthalif @ndbb	Marine Drive	2018/08/28	Pending	Printer	Need to install	Marine Drive	Thilina@ndbba nk.com	Software	NA

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-28 10:01:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90342	amenthi.weera singhe@n	HO	2018/08/28	Completed	Other	X drive issue. drive	HO	Udayana.Wanig asekara@	Software	2018-08-28 17:16:55

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-28 10:10:
ndbbank.com	completed	ndbbank.com	2018-08-28 16:35:
amenthi.	Unsure to confirm if	amenthi.	2018-08-28 16:40:
ndbbank.com	Completed. user	ndbbank.com	2018-08-28 17:14:
amenthi.		amenthi.	2018-08-28 17:16:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90343	sashvinth.rav inath@ndbb	Kolpity	2018/08/28	Pending	Other	Trust relationship	Kolpity Recoveries	ifam@ndbbank. com	Software	2018-08-28 14:29:30

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 10:20:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:29:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90344	prasanjanee.a luvihare@ndb	Kandy	2018/08/28	Pending	Other	CRIB issue	FAV BRANCH ASST TEMP	ifam@ndbbank. com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 10:20:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90345	anushiya.sanmugarajah@	Bandarawela	2018/08/28	Pending	PC	PC can t power on	Bandarawela	Thilina@ndbbank.com	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-28 10:23:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90346	dilshan.lankathilaka@	null	2018/08/28	Pending	add priter	add priter	HO	Udayana.Wanigasekara@	Software	2018-08-28 12:54:14

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-28 10:36:
ndbbank.com	completed	ndbbank.com	2018-08-28 12:54:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90347	anushiya.sanmugarajah@	Bandarawela	2018/08/28	Pending	Other	Install onepass	Bandarawela	ifam@ndbbank.com	Software	2018-08-28 15:01:20

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	lfam	2018-08-28 10:54:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:01:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90348	Hamsaruban.Shanmugaratna	Wellawatta	2018/08/28	Pending	Other	CRIB logging issue	Wellawatta	ifam@ndbbank.com	Software	2018-08-28 14:33:08

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	lfam	2018-08-28 11:05:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:33:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90349	ruani.gooneti leke@n	HO	2018/08/28	Pending	Other	Unable to create PDF	HO	ifam@ndbbank. com	Software	2018-08-28 14:30:47

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-28 11:08:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:30:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90350	it.helpdesk@n dbb	DM	2018/08/28	Pending	Other	Install IE11	DM	ifam@ndbbank. com	Software	2018-08-28 14:30:16

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-28 11:12:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:30:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90351	sasini.rodrig o@ndbba	Kalutara	2018/08/28	Pending	Other	Scan profile issue	Kalutara	Udayana.Wanig asekara@	Software	2018-08-28 12:54:02

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Udayana.	2018-08-28 11:21:
ndbbank.com	completed	ndbbank.com	2018-08-28 12:54:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90352	raveena.karun arathne@	DM	2018/08/28	Pending	MS office	Cannot open some exel	DM	Mahendra.Prem athilaka@	Software	2018-08-28 15:28:48

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Mahendra.	2018-08-28 11:25:
Mahendra.	Done. Changed the	Mahendra.	2018-08-28 11:48:
ndbbank.com	Done.	ndbbank.com	2018-08-28 15:28:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90353	sasini.rodrigo@ndbba	Kalutara	2018/08/28	Pending	Other	scan profile issue	Kalutara	Udayana.Wanigasekara@	Software	2018-08-28 12:52:40

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-28 11:31:
ndbbank.com	completed	ndbbank.com	2018-08-28 12:52:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90354	safrah.sariffodeen@n	DM	2018/08/28	Pending	Monitor	Display issue	DM	Mahendra.Premathilaka@	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-28 11:42:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90355	chathuri.sama rasinghe@	Marine Drive	2018/08/28	Pending	PC	Trust relationship	Marine Drive	Thilina@ndbba nk.com	Software	NA

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Thilina	2018-08-28 11:45:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90356	Shalini.Samar asinghe@	HO	2018/08/28	Pending	Other	CITS app	HO	ifam@ndbbank. com	Software	2018-08-28 15:02:00

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	Ifam	2018-08-28 11:46:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:02:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90357	Shalini.Samar asinghe@	HO	2018/08/28	Pending	CITS	Onepass application	HO	ifam@ndbbank. com	Software	2018-08-28 15:02:34

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	lfam	2018-08-28 11:48:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:02:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90358	suresh.samara koon@nd	Nikawaratiya	2018/08/28	Pending	HRIS	HCM logging issue	Nikawaratiya	ifam@ndbbank. com	Software	2018-08-28 15:09:13

comment	user_comment	done_user	commented_date_ti me
Helpdesk	No Comments	lfam	2018-08-28 11:49:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:09:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90359	ruwan.chamara@ndbba	Galle	2018/08/28	Pending	Other	Need to create scan	Galle	ifam@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 12:00:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90360	arul.janartha nam@n	HO	2018/08/28	Pending	Other	CITS app	HEAD OFFICE	ifam@ndbbank.com	Software	2018-08-28 15:02:18

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 12:15:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:02:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90361	asanka.rodrigo@ndbba	Malambe	2018/08/28	Pending	Other	T24 MIS issue	Malabe-DR Site-User	ifam@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 12:17:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90362	asanka.rodrigo@ndbba	Malambe	2018/08/28	Pending	Other	T24 MIS issue	Kolpity Recoveries	ifam@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 12:24:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90363	Thusitha.Dinethri@ndbb	Homagama	2018/08/28	Pending	Other	MOBIX issue	Homagama	ifam@ndbbank.com	Software	2018-08-28 15:07:13

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 12:24:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:07:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90364	missaka.siriwardena@n	null	2018/08/28	Pending	UPS not working,	UPS not working,	Thissamaharamaya	ifam@ndbbank.com	Hardware	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-28 12:25:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90365	Kasun.Gayan@ndbbank	Matara	2018/08/28	Pending	Other	C drive is full	HO	ifam@ndbbank.com	Software	2018-08-28 15:07:36

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	lfam	2018-08-28 12:27:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:07:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90366	gayan.bandara naike@	KATANA	2018/08/28	Pending	Other	CRIB issue	KATANA	Udayana.Wanig asekara@	Software	2018-08-28 12:52:28

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-28 12:34:
ndbbank.com	completed	ndbbank.com	2018-08-28 12:52:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90367	Akila.Perera@ ndbban	null	2018/08/28	Pending	Fax is not receving	Fax is not receving	DM	Mahendra.Prem athilaka@	Hardware	2018-08-28 16:23:18

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-28 13:03:
ndbbank.com	DOne.	ndbbank.com	2018-08-28 16:23:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90368	sandaruwani.d asanayake@nd	null	2018/08/28	Pending	Fax is not receving	Fax is not receving	DM	Mahendra.Prem athilaka@	Hardware	2018-08-28 16:24:02

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Helpdesk	2018-08-28 13:03:
ndbbank.com	Done.	ndbbank.com	2018-08-28 16:24:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90369	rohan.samidas on@ndb	Pettah	2018/08/28	Pending	Lotus	Need to configure	Pettah	ifam@ndbbank. com	Software	NA

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 13:06:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90370	Chinthaka.Mad usanka@ndb	DM	2018/08/28	Pending	Printer	Clear Printer que (Advice	DM	Mahendra.Prem athilaka@	Software	2018-08-28 16:32:12

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Mahendra.	2018-08-28 13:28:
ndbbank.com	Done.	ndbbank.com	2018-08-28 16:32:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90371	thilini.kariy awasam@n	Kaduruwela	2018/08/28	Pending	PC	PC getting stuck	Kaduruwela	ifam@ndbbank. com	Software	2018-08-28 15:09:36

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

Nested table (issue 90372):

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 13:37:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:09:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90372	charitha.abeynayake@nd	Kandy	2018/08/28	Pending	Other	CRIB logging issue	Kandy	ifam@ndbbank.com	Software	2018-08-28 15:08:58

Nested table (issue 90373):

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 13:42:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:08:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90373	vinod.silva@ndbbank	HO	2018/08/28	Pending	HRIS	HCM logging issue	IT Stores	ifam@ndbbank.com	Software	2018-08-28 15:04:00

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	lfam	2018-08-28 13:45:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:04:

| 90374 | vinod.silva@ndbbank | HO | 2018/08/28 | Pending | Other | HCM issue | IT Stores | ifam@ndbbank.com | Software | 2018-08-28 15:08:42 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	lfam	2018-08-28 13:45:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:08:

| 90375 | nadeera.sooriyaarachc | Dambulla | 2018/08/28 | Pending | Other | t24 system opening issue | Dambulla | ifam@ndbbank.com | Software | 2018-08-28 14:34:40 |

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 13:47:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:34:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90376	indrajith.nanayakkara@n	HO	2018/08/28	Pending	Other	C drive is full	HO	ifam@ndbbank.com	Software	2018-08-28 14:32:39

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 14:11:
ndbbank.com	job done	ndbbank.com	2018-08-28 14:32:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90377	Shiran.Abeysinghe@nd	HO	2018/08/28	Pending	Other	Camera issue	HO	ifam@ndbbank.com	Software	2018-08-28 15:08:24

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 14:33:
ndbbank.com	need to check with	ndbbank.com	2018-08-28 15:08:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90378	Sachithri.Swarnamalie@n	Marine Drive	2018/08/28	Pending	Other	Workflow issue	Marine Drive	ifam@ndbbank.com	Software	2018-08-28 15:02:58

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 14:59:
ndbbank.com	job done	ndbbank.com	2018-08-28 15:02:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90379	naomi.wijegooneward	Battramulla	2018/08/28	Pending	Other	Workflow logging issue	Battharamulla	ifam@ndbbank.com	Software	NA

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 15:13:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90380	dilshan.lanka thilaka@	HO	2018/08/28	Pending	PC	Need to transfer DATA	HO	Thilina@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-28 15:14:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90381	naomi.wijegoo neward	Battramulla	2018/08/28	Pending	Other	Workflow issue	Battharamulla	ifam@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 15:27:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90382	Prabash.Wimalaratne@n	HO	2018/08/28	Pending	Other	Need to create scan	IT Stores	Thilina@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-28 15:35:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90383	balasubramaniam.	Nelliady	2018/08/28	Pending	Other	Need to add CRIB icon	Nelliady	ifam@ndbbank.com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 15:37:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90384	harshani.karu narathne@	HO	2018/08/28	Pending	Other	Lankapay sytem issue	IT Stores	ifam@ndbbank. com	Software	NA

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 16:21:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90385	layanga.perer a@ndbban	Battramulla	2018/08/28	Pending	Other	Data scanning issue	Battharamulla	Udayana.Wanig asekara@	Software	2018-08-28 16:49:47

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-28 16:35:
ndbbank.com	completed	ndbbank.com	2018-08-28 16:49:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_

comment	user_comment	done_user	commented_date_time

| 90386 | layanga.perera@ndbban | Battramulla | 2018/08/28 | Pending | Other | workflow issue | Battharamulla | Udayana.Wanigasekara@ | Software | 2018-08-28 16:48:43 |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Udayana.	2018-08-28 16:40:
ndbbank.com	completed	ndbbank.com	2018-08-28 16:48:

| 90388 | jinadari.sathsarani@nd | Borelesgamuwa - Ext | 2018/08/28 | Pending | PC | Need to Remove User | Borelesgamuwa - Ext | Thilina@ndbbank.com | Software | NA |

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Thilina	2018-08-28 17:37:

issueId	username	actualLoca	startdate	job_status	natureofPr	descriptio	presentLoc	engineer_n	jobCategor	completed_
90387	isira.wickram asingh	Ehaliyagoda	2018/08/28	Pending	Other	CRIB logging issue	Ehaliyagoda	ifam@ndbbank. com	Software	NA

comment	user_comment	done_user	commented_date_time

comment	user_comment	done_user	commented_date_time
Helpdesk	No Comments	Ifam	2018-08-28 16:59: