



# Work Order Status Report with Notes New Building

Vision Network Systems  
New Building  
10 Wilson  
Medford, Massachusetts 02102

**Building Name**    *New Building*

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
1	11/14/2018	1006	Closed	Lighting	-	Test	Smith and Company Smith, Make john.j.smith@wkorder.com 617.252.5252
2	11/07/2018	1005	Closed	Miscellaneous	-	Setup new PC at 118 turnpike bill 3 hours  Bill office 2019 and antivirus	Smith and Company Smith, Make john.j.smith@wkorder.com 617.252.5252
3	11/01/2018	1004	Closed	Lighting	-	Test	Smith and Company Smith, Make john.j.smith@wkorder.com 617.252.5252
4	10/21/2018	1003	Closed	Lighting	-	Help	Smith and Company Smith, Make john.j.smith@wkorder.com 617.252.5252
5	10/21/2018	1002	Closed	Hot/Cold Call	-	Test 10/22	Smith and Company Smith, Make john.j.smith@wkorder.com 617.252.5252
6	10/20/2018	1001	Closed	Hot/Cold Call	-	Test 2 andriod	Smith and Company Smith, Make john.j.smith@wkorder.com 617.252.5252



# Work Order Status Report with Notes

## VNS

Vision Network Systems  
 VNS  
 PO Box 61  
 Salem, New Hampshire 03079

Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
7	10/09/2019	1769	Closed	Miscellaneous	-	Terminate 4 network connection  Test and verified all other network connection  7 30 to 10 bill 2.5 hiurs	51 Sawyer RD valente, Ylenia ylenia.valente@wkorder.com 781.810.4271
8	10/08/2019	1768	Closed	Miscellaneous	-	Installe new Peplink router and configured remote access for BMS Fixed issue with Aly prining, update windows 10 1 - 3 pm bill 2 hours	1020 Channel Center M, Tony tony@wkorder.com 617.308.3705
9	10/08/2019	1767	Closed	Miscellaneous	-	Dave Printer spooler keeps crasking due to a windows update, update window fix and reinstalled drivers Setup new Engineer Andy ?? on dell PC with credentials and e-mail 11:30 to 1:00	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
10	10/07/2019	1766	Closed	Miscellaneous	-	Setup new Manager Migrated documents and settings setup new TC with noe profile, backup Dan e-mail to a PST fiel bill 2 hour	# Burlington Woods Ferreira, Melissa Daniel.Koehler@wkorder.com 781.222.5502
11	09/09/2019	1765	Closed	Miscellaneous	-	Issue with security pc  Replace video card  Bill 1 hiur	101 Seaport Boulevard Vaughhan, Mike Mike.Vaughan@noreplay.com 617.307.5900
12	09/09/2019	1764	Closed	Miscellaneous	-	95 burley  Setup sprint access point  Reset ssid newmarket password 95Berkeley!  Bill 2 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436



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13	09/09/2019	1763	Closed	Badges	-	Engineering pc has remote access software installed rich remove bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
14	09/05/2019	1762	Closed	Miscellaneous	-	Fixed issue with Metasys not be able to send out e-mail bill 2 hours	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
15	09/05/2019	1761	Closed	Miscellaneous	-	Issue with Security PC, unable to use wireless mouse or keyboard. Removed USB devices and re-installed them Installed existng switch and reconnected the two computer using mutiplicity Bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
16	09/05/2019	1760	Closed	Miscellaneous	-	Installed new adobe acrobat on security desktop Bill 300	50 Liberty Martin, Dave 50liberty@wkorder.com 617.255.5555
17	09/05/2019	1759	Closed	Miscellaneous	-	Bill Smith - Ourlook not connection, reset connection Bill 1 hour	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
18	09/03/2019	1758	Closed	Cleaning	-	Setup new Hire on the domain and PC scanner User Name MSullivan Password CB789159ms  Michael Sullivan Bill 1 hour	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
19	08/28/2019	1757	Closed	Miscellaneous	-	Setup PC 1 to 7 30 bill 6.5 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461



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20	08/20/2019	1756	Closed	Miscellaneous	-	25 corporate drive  Installed new router reconfigured management router only have have one ip  Setup VPN 192.168.1 and 192.168.8.1  Setup port forwarding for EMS  10 corpoert drive  Open ports for bms system  7 30 to 10 30. Bill 3 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
21	08/15/2019	1755	Closed	Miscellaneous	-	Issue with Internet device unable to communicate	200 Inner Belt Road Glynn, John inerbolt@wkorder.com 781.223.0032
22	07/31/2019	1754	Closed	Miscellaneous	-	Fixed kaz email Configured phone for alerts Updated office for Jim and upgraded window s10  Bill 1.5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030



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23	07/31/2019	1753	Closed	Miscellaneous	-	Setup Breanna and kerrie on the network Setup network drives Setup scanner printer Fixed cbre verification for jerri  Bill 8 to 12	400 Riverpark Drive Curley, Kevin kevin.curley@wkorder.com 978.540.1072
24	07/29/2019	1752	Closed	Miscellaneous	-	Completed card access and video to the building 4.5 hours	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
25	07/26/2019	1751	Closed	Miscellaneous	-	Setup new phone at security desk in lobby  Poe injector 20 patch 14 ft cable  Bill 1 hour	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
26	07/22/2019	1750	Closed	Miscellaneous	-	Setup mark riley o. Server and scanner Bill 1 hour	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
27	07/22/2019	1749	Closed	Miscellaneous	-	Setup. We employee catelyn o brien 7 30 to 11	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
28	07/19/2019	1748	Closed	Miscellaneous	-	Moved building file from Andover to 100 northern server  Bill 1 hour	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020



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29	07/19/2019	1747	Closed	Miscellaneous	-	Fix issue with outlook for bill Smith  Fixed backup on server  Bill 1 hour	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
30	07/19/2019	1746	Closed	Miscellaneous	-	Setup new printer for Larry 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
31	07/18/2019	1745	Closed	Miscellaneous	-	200 ballardvale Setup vpt to one tech drive 1 hour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
32	07/18/2019	1744	Closed	Miscellaneous	-	Work with emon tech to installed migrate software and database to new PC at the east and west  3 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
33	07/11/2019	1743	Closed	Miscellaneous	-	Setup new PC  See proposal	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
34	07/11/2019	1742	Closed	Miscellaneous	-	Jeff Smith  Setup rdp to EMS PC Bill 1 hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
35	07/11/2019	1741	Closed	Miscellaneous	-	Configured remote desktop for SMS system  Installed rdp on engineers phone laptop and I pad to connect remotely Bill 1 hour	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174



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36	07/11/2019	1740	Closed	Miscellaneous	-	Setup new PC for security knobby Migrated setting form old pc Setup building engines  Rebooted network server with latest updates  Check Google Bill 2 5 hours	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
37	07/11/2019	1739	Closed	Miscellaneous	-	Daniel 25 corporate drive Installed new sdmi to VGA adapter Bill .5 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
38	07/11/2019	1738	Closed	Miscellaneous	-	Joe voto Installed and configure existing printer  Installed EMS on Joe PC  Bill 1hour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
39	07/11/2019	1737	Closed	Miscellaneous	-	Setup new wifi in gym area Setup remote access on Pete's computer  Bill acces point and cloud key  2.5 hours check google	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000



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40	07/09/2019	1736	Closed	Miscellaneous	-	Setup new lab top for Alexandra Installed office anc acrobat and printers  Installed PC low on Aaron PC 2.30 to 5.00 bill 2.5 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
41	07/09/2019	1735	Closed	Miscellaneous	-	Setup new router Configuesd remote access for EMS  Configure wireless on router for office EMS and visitors  Bill 10 to 2.30 4.5 hours	400 Riverpark Drive Curley, Kevin kevin.curley@wkorder.com 978.540.1072
42	07/09/2019	1734	Closed	Miscellaneous	-	Brianne  Issue with outlook unbake to connect Bill 1 hour	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
43	07/09/2019	1733	Closed	Plumbing	-	Setup printer for security in lobby  Bill 1 hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
44	07/09/2019	1732	Closed	Miscellaneous	-	Setup new TV on laobe top Setup a scanner  Installed antivirus software On 2 PC  Bill 10 to 12.30 2.5 hours	112 Turnpike Rd Kennedy, Greg 112turnpike@wkorder.com 617.957.8367





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45	07/02/2019	1731	Closed	Miscellaneous	-	Issue with wireless apps wouldn't start up wired incorrectly  Fux issue with security cameras invalid ip address on oc Set to static Bill 1.5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
46	07/02/2019	1730	Closed	Miscellaneous	-	Market place Installed and configure new router Setup wifi Bill 1 hour plus router	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
47	07/02/2019	1729	Closed	Miscellaneous	-	Installed new printer bill 1 hour Now order correct color printer	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
48	07/02/2019	1728	Closed	Miscellaneous	-	Issue with security PC Video card causing monitor to be pixelated Will order new PC bill 1 hiur	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
49	06/28/2019	1727	Closed	Miscellaneous	-	Matt for security had an issue with windows 7 PC, taskbar woul not apprwad, perofrm system restore to fix the issu bill 1 hour	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
50	06/28/2019	1726	Closed	Miscellaneous	-	3 Carlise Rod Westford Westford ma Issur with DST, contaced Verizon support, unable to unable to fix the issue will send out tech on monday bill 1.5 hours	400 Riverpark Drive Curley, Kevin kevin.curley@wkorder.com 978.540.1072
51	06/28/2019	1725	Closed	Miscellaneous	-	Setup new Ricoh copier Configure IP via DCHP , setup scan to hard drive, scan to Email, setup smpt server Installed drivers Bill 3 hours	53 State Street Coham, Tom 53state@wkorder.com 625.252.5252



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52	06/27/2019	1724	Closed	Miscellaneous	-	Setup new laptop for keely Bill 3 hours  Setup office Adobe and antivirus  Mierated documents settings and mail archive	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
53	06/27/2019	1723	Closed	Miscellaneous	-	Jason has noice from fan on laptop  Rinse Dell diag all pass  Issue with security cameras  Was able to get them up Need to setup meeting for Viacom  <del>1.5 hours parking</del>	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
54	06/27/2019	1722	Closed	Miscellaneous	-	<del>1.5 hours parking</del> One hour Market place issue with network connection Need to replace failing router	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
55	06/11/2019	1721	Closed	Miscellaneous	-	Fixed issue with laptop Unbake to connect to the internet Remove network driver and reinstalled Update bios.and device settings  Setup VPN and remote desktop on engineering iPhone  Bill 1.5 hours <del>Parking</del>	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000



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56	06/10/2019	1720	Closed	Miscellaneous	-	Installed new ho printer for Meghan  Bill 1 hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
57	06/10/2019	1719	Closed	Miscellaneous	-	Issue with internet on the 17th floor  Found defective patch cable on the 4th floor <b>Bull 1 hour plus parking</b>	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
58	06/07/2019	1718	Closed	Miscellaneous	-	Installed new HP Printer Bill 1 hour plus \$30.00 parking	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
59	06/07/2019	1717	Closed	Miscellaneous	-	KVM Swith, issue with monitor, switxh out monitos and KVM works fine Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
60	06/05/2019	1716	Closed	Miscellaneous	-	Setup 3 Routers at 460 , 410 and 400 Conifgured using new Comcast Internt connection bill 460 - 2 Hours bill 410 - 1 hour bill 400 - 1 hour	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
61	05/30/2019	1715	Closed	Miscellaneous	-	Installed new kvm switch in lobby security Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
62	05/30/2019	1714	Closed	Miscellaneous	-	Installed new monitor and USB printer for chris  Bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030



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63	05/30/2019	1713	Closed	Miscellaneous	-	Setup charles.on PC remove Michael Fixed VPN Bill 1 hiur	50 Liberty Martin, Dave 50liberty@wkorder.com 617.255.5555
64	05/30/2019	1712	Closed	Miscellaneous	-	Fixed issue with John pcsetup email keeps locking home out Set up remote access to bms system on his PC  Order ne ho printer for meshing Bill 1 hour	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
65	05/30/2019	1711	Closed	Miscellaneous	-	Setup wifi via proposal  Fixed numerous engineering issues bill 1.5 hours	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
66	05/29/2019	1710	Closed	Miscellaneous	-	Setup Scott Wallace on pandora scanner Trouble shoot EMS Setup engineers on domain bill 1 hoir	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
67	05/29/2019	1709	Closed	Miscellaneous	-	Terminate 8 pair cat v canle at security desk  8 rj45 connectors 8 rj 45 connectors and two 2 port plates  Bill 7am to 10	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
68	04/16/2019	1708	Closed	Miscellaneous	-	Move network to regus office Work wd it to setup static ip Move see er Setup desktop Bill 10 30 to 2 30	2 Adams Place O\Brian, Krisyen kristen@noreply.com 781.264.7724



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69	04/12/2019	1707	Closed	Miscellaneous	-	Started move to Regis space Unable to connect to network Wil lmk return on Tuesday Bill 2.5 hours	2 Adams Place O\Brian, Krisyen kristen@noreply.com 781.264.7724
70	04/10/2019	1706	Closed	Miscellaneous	-	Install new battery and docking sta5bill 1 hour	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
71	04/02/2019	1705	Closed	Miscellaneous	-	Issue with network keep dropping out  Worked with Chris to view camera and connections  Bill two hours	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
72	04/02/2019	1704	Closed	Miscellaneous	-	220 congress street Meet with ted meur on moving office Change loony wifi to 230lobby password N0rteood! Bill 1 gour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
73	04/02/2019	1703	Closed	Miscellaneous	-	Reconfigured existing router from Verizon connection to new comcast connection bill 1 hiur	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
74	04/02/2019	1702	Closed	Miscellaneous	-	Setup new laptop for new TV Installed office and Adobe bill 2.5 hours  Mike issue with wtcw electronic tenant directory missing static ip worked with company and reconfigured bill 1.5 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
75	03/25/2019	1701	Closed	Miscellaneous	-	Meet with Scott Longmire at toteen pond to setup remote access Bill 2.0 hours on March 13, 2019	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064



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76	03/25/2019	1700	Closed	Miscellaneous	-	Setup new PC for E-Mon to read the meteres Recovered E-Mail softward and database form old PC bill 1.5 hours	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
77	03/25/2019	1699	Closed	Miscellaneous	-	Installed and Configured new PC for Engineering Fixed issue with HP printer in Security Office bill 2 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
78	03/25/2019	1698	Closed	Miscellaneous	-	Fixed issue with security, chnage password on WfFi for Fish Wedajo from VPNE Parking Solutions 1.5 hours	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
79	03/25/2019	1697	Closed	Miscellaneous	-	Labor - Setup can confige peplink router bill 1.5 hours	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
80	03/25/2019	1696	Closed	Miscellaneous	-	Pulled Cat 5 cable to the two Cash Registers Bill 2.5 Hours	51 Sawyer RD valente, Ylenia ylenia.valente@wkorder.com 781.810.4271
81	03/08/2019	1695	Closed	Miscellaneous	-	Setup new PC for security on lobby Installed wfwi access point in lobby  Bill 2.5 hours	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
82	02/27/2019	1694	Closed	Miscellaneous	-	Card Access PC, monitor crashed, replace video cable need to replace Monitor Bill 1 hour	300 Concred Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
83	02/27/2019	1693	Closed	Miscellaneous	-	960 Main Street - Reconfigured email to use Archive in exchange, copy all incoming and sent email - bill 1 hour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989



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84	02/27/2019	1692	Closed	Miscellaneous	-	Issue with Video cameras, reset network devices to fix issue bill 1 hours plus parking	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
85	02/27/2019	1691	Closed	Miscellaneous	-	Jen Guber 255 mass ave PC hard drive full, cleaned temp files check PC for other issue, bill 1 hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
86	02/27/2019	1690	Closed	Miscellaneous	-	MOve Keb to new Office bill 1.5 hour	D8 Global services Lynch, Kevin kevin.lynch@wkorder.com 978.888.8888
87	02/27/2019	1689	Closed	Miscellaneous	-	Meet with BMS, terminated cat 5 cable form BMS to archnet device - bill 1 hour	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
88	02/27/2019	1688	Closed	Miscellaneous	-	Issue with exchaneg contacts , do not show up on PHOne, work order using office 365 web access bill 1 hour	53 State Street Coham, Tom 53state@wkorder.com 625.252.5252
89	02/27/2019	1687	Closed	Miscellaneous	-	Setup New PC for Paul enginner - Bill 2 hours	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
90	02/20/2019	1686	Closed	Miscellaneous	-	Issue with Internet and Phone, problem with mis-wired phone at the new security desk - bill 2 hours	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
91	02/20/2019	1685	Closed	Miscellaneous	-	Security PC crashed, installed temp PC and configured bill 1.5 hours order new PC	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955



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92	02/27/2019	1684	Closed	Miscellaneous	-	25 Corporate Drive Installed WAP in building Bill hours 4 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
93	02/18/2019	1683	Closed	Miscellaneous	-	Returned server, setup a configured onsite bill 1.5 hours plus parking	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
94	02/15/2019	1682	Closed	Plumbing	-	Server corrupted with ransom ware, Bill 2 hours	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
95	02/27/2019	1681	Closed	Miscellaneous	-	Installed 2 new Access Point in manage office and engineering, fixed issue with VPN for engineer bill 2 hours plus parking	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
96	02/26/2019	1680	Closed	Miscellaneous	-	Jim Capone PC Crashed during Microsoft Update, reformatted PC, install windows 10 pro, reinstalled adobe and office, PC Guard, and video cameras, restore from Idrive document and settings bill 4 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
97	02/19/2019	1679	Closed	Miscellaneous	-	Setup New Comcast static IP, reconfigured router static ip address Bill 1 hour	250 Apollo Drive Winett, Bill bil.winett@no-replay.com 615.555.5555
98	02/08/2019	1678	Closed	Miscellaneous	-	SEtup new engineer, Davis Campbell password C1753951dc Changed Sergio's password to C1159963ss and forwarded email to Bridget Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
99	02/08/2019	1677	Closed	Miscellaneous	-	Issue with Emma Mail box, setup auto archive for email that is 6 month or older to a pst file on her local PC Bill 1 hour	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000





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100	02/07/2019	1676	Closed	Miscellaneous	-	reformatted dell laptop and installed windows 10 Pro Backup all documents, instaled open office and Symantec Antivirus Bill bill 3 hours plus 25.00 for Antivirus	118 Turnpike Road Pittore, Jennifer jennifer.pittore@wkorder.com 508.229.1770
101	02/07/2019	1675	Closed	Miscellaneous	-	Greg Kennedy, CBRE email would not greg log in, remove all credentions form manager and remove from Windows 10 Accounts  then reconnect outlook to cbre.com bill 1 hour	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
102	02/04/2019	1674	Closed	Miscellaneous	-	Moved Greg Kennedy for Nothboro to Andover bill 3 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
103	02/04/2019	1673	Closed	Miscellaneous	-	Joanna deleted case files on Sunday Feb 3 Recoverd file form Friday backup Bill 1 hour	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
104	02/04/2019	1672	Closed	Miscellaneous	-	Replace 10 100 switch will 8 port GB switch in engineering office  Setup pm program on share so bot ray and paul can access it  Installed 5 port GB switch on helena computer separates the wifi from desktop  Updated windows 10  Bill 4 hours	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778



# Work Order Status Report with Notes

## VNS

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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
105	01/31/2019	1671	Closed	Miscellaneous	-	Phone down Issue with tpx call carrier no answer  Reset each phone and service was restore after more than hour  Mathur ducky PC monitors continuing flashing  Update dell driver and windows  Bill 1 hour	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
106	01/31/2019	1670	Closed	Miscellaneous	-	Issue with Adobe flash unable to connect to ADP Installed lates version if flash  Installed open office on bms computer  Bill 1 hour	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
107	01/31/2019	1669	Closed	Miscellaneous	-	Delivered new 8 port GB router 12 ft patch cable 4 ft path cable  Bull 1 hour	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
108	01/30/2019	1668	Closed	Miscellaneous	-	Fixed issue with remote a ccess on Dell laptop Installed av bill 25 Bill 1 hour	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
109	01/30/2019	1667	Closed	Miscellaneous	-	Installed Adobe acrobat on security's PC 1 hour	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
110	01/30/2019	1666	Closed	Miscellaneous	-	Setup security PC and phone at 110 Fixed internet at loading dock Bill 1.5 house	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
111	01/30/2019	1665	Closed	Miscellaneous	-	Recovered Paul's documents and restored to h driver bill 1 hour  Building public wifi setup and configured bill 1 hour	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
112	01/24/2019	1664	Closed	Electrical	-	Issue with E-mail password, cleared cacj, reset credential and reconnection to cere bill 1 hour	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
113	01/22/2019	1663	Closed	Hot/Cold Call	-	Installed and configured Skpe for Bussines on Windows 7 PC Ordered Inck for HP laser Ject hp color laserjet pro mfp m281fdw ink cartridges bill 1 hour	10 Centinael Drive Ming, Tomu tony.ming@wkorder.com 617.222.2222
114	01/17/2019	1662	Closed	Cleaning	-	100 5th Ave internt down, Statip IP's unable to connect. Contacted Comcast, remove and re installe static IP Block Bill 11:30 to 2:00 bill 2.5 hours Erin Bump	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
<b>Description of work</b>							
Change time form 11 30 to 2 30 bill 3 hours							
115	01/16/2019	1661	Closed	Miscellaneous	-	Issue with scanner and PC Windows 7 crypt after update Removed update and ran scan utility Bill 2.5 hours	10 Centinael Drive Ming, Tomu tony.ming@wkorder.com 617.222.2222
116	01/16/2019	1660	Closed	Miscellaneous	-	Karen file corrupt Reinstalled karting program Bill 1 hour	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
117	01/15/2019	1659	Closed	Miscellaneous	-	Setup new router user name admin pass 1Bostonplace 172.26.1.1 Crated VPN access Bill 12 30 to 3 30 VPN and 4 port switch	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
118	01/15/2019	1658	Closed	Miscellaneous	-	Setup new laptop bill 3.5 hours Transfer archive emails  <b>Bill for ups</b>	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
119	01/15/2019	1657	Closed	Miscellaneous	-	Jan 14 bill 1 hour switch failed out temp on in bill 1 hour  Jan 15 repla ed switch modified pm system bill 1 hour Charge for 8 port switch	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
120	01/11/2019	1656	Closed	Miscellaneous	-	Performed backup Install back off site Bill 10 40 to 1 30 bill 3 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
121	01/11/2019	1655	Closed	Miscellaneous	-	Setup VPN on 6 pics Setup scan folders 1 40 to 4 30 bill 3 hours	53 State Street Coham, Tom 53state@wkorder.com 625.252.5252
122	01/11/2019	1654	Closed	Miscellaneous	-	Worked with Jake on Issue with connecting to citrix on his PC BILL 1 HOUR	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
123	01/10/2019	1653	Closed	Miscellaneous	-	960 - Pamula Bayer - Issue with PtoP reset IE to defaults, set Outlook as default Email, Bill 1 hour	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
124	01/10/2019	1652	Closed	Miscellaneous	-	Static IP address Changes for Internet Provider to 207.172.69.156 Reconfigured router VPN to reconec scanning from Copier Bill 1 Hour	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
125	01/10/2019	1651	Closed	Miscellaneous	-	Issue with Johanna Naama, Unable to connect to "S" Drive and no able to print Was not connected to local network, was in wifi network. Network caple was configured incorrectly on phone and was not able to connect to network. Bill 1 hour	53 State Street Coham, Tom 53state@wkorder.com 625.252.5252
126	01/10/2019	1650	Closed	Miscellaneous	-	Unable to scan email after losing power Reset router and DNA on scanner Bill 1 hour	118 Turnpike Road Pittore, Jennifer jennifer.pittore@wkorder.com 508.229.1770
127	01/09/2019	1649	Closed	Miscellaneous	-	One Finaical Place - Dawn Roas, Reconfigure outlook 2016, reset and removed all windows credentials, updated office and windows. re configured - Bill 1 hour	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
128	01/04/2019	1648	Closed	Miscellaneous	-	Setup delta controls port forwarding for 410 totten pond bill 1 hour	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
129	12/05/2018	1647	Closed	Miscellaneous	-	410 totten pond road Router crashed Reset to default to get internet working  Bill 1 hours  Replance router	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
130	12/05/2018	1646	Closed	Miscellaneous	-	Instle.n was w peplink router Configured static IP Setup remote access to ccure server  Opened ports for reporting  Bill 3.5 hours 1 router	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
131	12/05/2018	1645	Closed	Miscellaneous	-	230 Congress st Security PC unable to browse and view cameras at the same time  Remove gate for cameriN network IP Bill 1 hour	Transwestern Hannen, Chris chrishannen@no-reply.com 781.862.3026
132	12/05/2018	1644	Closed	Miscellaneous	-	Issue with cameras Not connecting to software  Network is no problem  Bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
133	12/03/2018	1643	Closed	Miscellaneous	-	Directory lobby hard drive created need to replace  Issue with new TV calendar reinstalled office  Endangering has new printer installed on server  1 to 4 Bill 3 hours	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
134	12/03/2018	1642	Closed	Miscellaneous	-	John oc office hanging  Deleted email account and recreated Cleaned temp file from hard drive  Bull 1 hour 12 to 1	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
135	12/03/2018	1641	Closed	Miscellaneous	-	Howdy oc full hard drive Clean temp files and are registered acrobat  Bill 0c running slow Cleaned hard drive and defragment PC  Bill 1 hour 11 to 12	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
136	12/03/2018	1640	Closed	Miscellaneous	-	Dave martin outlook hanging  Rebooted PC ran cjkdsdsk and clear cache Bill 1 hour 10 to 11	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
137	12/03/2018	1639	Closed	Miscellaneous	-	Setup remote access to bms for bobby  Installed av on bobby laptop  Installed office on john laptop Setup cbre email for john lanton	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
138	1/30/2018	1638	Closed	Miscellaneous	-	Reconnect laptop to server for chris Quincy Update drivers and os Installed antivirus Bill 1 5 hours	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
139	1/30/2018	1637	Closed	Miscellaneous	-	Setup new PC for paul Setup remote access for stacy bill 3.5  Gateway setup oc with antivirus and restored pm system bill 1 hour	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
140	1/30/2018	1636	Closed	Miscellaneous	-	Issue with bms not connecting to stations  16 port switch hung Reset and was able to connect to the bms Bill 2 hours	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
141	1/29/2018	1635	Closed	Plumbing	-	Fixes issue with laptop Pdf conversion Outlook 2013  Labor 1 39 to 4 30. Check to make sure	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
142	1/29/2018	1634	Closed	Miscellaneous	-	Bms computer not connecting getting java error  Check PC hardware disk rental chkdisk fix error  Restarted the controller and was able to connect to bms  Bill 1.5 hours	350 Washington Street Griffen, Bob bob.grif@no-replay.com 614.222.2222





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143	1/26/2018	1633	Closed	Miscellaneous	-	Issue with cafe network connection  Reset verizon del Bill 1.5 hours	51 Sawyer RD valente, Ylenia ylenia.valente@wkorder.com 781.810.4271
144	1/14/2018	1632	Closed	Miscellaneous	-	3 Burlington drive Melissa  Installed new router Reconfigure up forwarding stac ip Bill 1 5 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
145	1/14/2018	1631	Closed	Miscellaneous	-	Set up bobby with outlook 365 client on his PC Installed hp printer on engineers PC  Check and update concierge PC  Bill 1 hour	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
146	1/14/2018	1630	Closed	Miscellaneous	-	Issue with Kim switch mouse not working on security camera PC  Removed panel and reset kvm switch  Tested for proper operation and passed Bill 1 hour	50 Liberty Martin, Dave 50liberty@wkorder.com 617.255.5555



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
147	11/09/2018	1629	Closed	Miscellaneous	-	200 biliardvale Chris caruso Reformat PC to windows 10 Installed antivirus Installed office 2019  Bill 3 hours plus av and office	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
148	11/09/2018	1628	Closed	Miscellaneous	-	Meter PC Set to PC max replacement e hard drive and memory Delivered back to 50 mil  Add 3 more hours plus PC max bill	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
149	11/08/2018	1627	Closed	Miscellaneous	-	Outlook hanging Check hard drive Cleaned removed temp files and dragged  Setup new TV chris Quincy  Bill 1 hour	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
150	11/08/2018	1626	Closed	Miscellaneous	-	Meter PC crashed Backed up hard drive database Remover PC fron location Dent to oc max Bill 1.5 hourd	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
151	11/08/2018	1625	Closed	Miscellaneous	-	Installed new 24 port switch for security desk Bill netgear 24 port switch Parking 27 Bill 1.5 hours	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800



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152	11/07/2018	1624	Closed	Miscellaneous	-	Installed new power cable for cleaners phone  Rewired internet Bill phone adapted and 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
153	11/07/2018	1623	Closed	Miscellaneous	-	Soup docking station with two monitors and fixed scan for lori  Bill 1 hour	112 Turnpike Rd Kennedy, Greg 112turnpike@wkorder.com 617.957.8367
154	11/07/2018	1622	Closed	Miscellaneous	-	Setup new PC for TV Bill office and antivirus Bill 3 hours	118 Turnpike Road Pittore, Jennifer jennifer.pittore@wkorder.com 508.229.1770
155	11/05/2018	1621	Closed	Miscellaneous	-	Server failed doing a windows update Restored files and rebooted Windows finish update check backups 6.5 hours	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
156	11/01/2018	1620	Closed	Miscellaneous	-	Setup outlook for CBRE bill mike and Adam  Bill 1 hour	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
157	11/01/2018	1619	Closed	Miscellaneous	-	10 30 to 1 pm Backup dan PC created mirror image and restore to new ssd hard drive	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
158	11/01/2018	1618	Closed	Miscellaneous	-	Setup new apps in management office  Bill 2 hours	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637



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159	11/01/2018	1617	Closed	Miscellaneous	-	7 am to 8 30 Install security PC  Set up apps in Kent house fire bms system	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
160	10/31/2018	1616	Closed	Miscellaneous	-	Installed new monitors and moved greg kennedy to new offices e  Setup other office with docking station  Bill 2 5 hours	112 Turnpike Rd Kennedy, Greg 112turnpike@wkorder.com 617.957.8367
161	10/30/2018	1615	Closed	Miscellaneous	-	3 buriling ton wood Melissa Farrah Reconfigure router with port forwarding for remote access to cameras Installed camera software and configure	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
162	10/26/2018	1614	Closed	Plumbing	-	10 to 1 30 22 li et Setup john Harrington with cbre email on PC and phone Bill 1 hour	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
163	10/26/2018	1613	Closed	Miscellaneous	-	Installed new public wifi in building lobby Bill 2.5 hours plus equipment	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
164	10/25/2018	1612	Closed	Miscellaneous	-	Fix issue with jim Harvey PC Order new external usb CD rom  Bill 1.5 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreplay.com 617.204.3461



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165	10/25/2018	1611	Closed	Miscellaneous	-	Setup out on Dan's PC Setup outlook default for engineering  Trouble shoot issue with security camera PC Need to replace video card bill at least 2 hours Check google for tim	101 Seaport Boulevard Vaughnan, Mike Mike.Vaughan@noreplay.com 617.307.5900
166	10/23/2018	1610	Closed	Miscellaneous	-	Issue with security PC  Remove av shut down security software  Issue is not with blocking sof ware  Danoffice outlook will not install curuptosf rom windows 7 update	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
167	10/23/2018	1609	Closed	Miscellaneous	-	Setup cbre email using outlook bill 1 hour	350 Washington Street Griffen, Bob bob.grif@no-replay.com 614.222.2222
168	10/23/2018	1608	Closed	Miscellaneous	-	Cleaning office e lost phone service  Troubleshoot issue need to replace power supply on phone  Fixed issue with caz email Bill 2 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030



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169	10/23/2018	1607	Closed	Miscellaneous	-	Setup new PC for chris Daley Installed acrobat Office 2017 and antivirus  Setup shared drive Restored desktop and other docs and settings  Bill 2 hours	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
170	10/22/2018	1606	Closed	Miscellaneous	-	Setup new ho printer on 3 different PC in engineering office Bill 1 hour	250 Apollo Drive Winett, Bill bil.winett@no-replay.com 615.555.5555
171	10/22/2018	1605	Closed	Miscellaneous	-	Reconfigured cynthia cbre email Update bill winners apple phone Installed ms outlook Configured cbre email on iPhone Bill 1 hour	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
172	10/22/2018	1604	Closed	Miscellaneous	-	Fixed wifi connection for jack Murphy  Bill 1 hiir	Bay State Charitable Trust R, Denise DeniseR@noreply.com 617.225.2822
173	10/22/2018	1603	Closed	Miscellaneous	-	Fixed issue with email.on Roberta computer Setup stl on exchange  Bill 1 hour	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
174	10/22/2018	1602	Closed	Trash Removal	-	Devin Install office 2016 Setupemail Bill 1 hour	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
175	10/22/2018	1601	Closed	Miscellaneous	-	Server upgrade bill via proposal	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
176	10/18/2018	1600	Closed	Miscellaneous	-	12 30 to 3 30  Setup CBRE email on 3 ocs Fixed issue with remote access Bill 2 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
177	10/18/2018	1599	Closed	Miscellaneous	-	400 riverpark  Install word and excel for Anthony mont  Change the password for wifi to 400Riverpark  Fixed up forwarding Bill 1 hour	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
178	10/18/2018	1598	Closed	Miscellaneous	-	200 balivadale rd Chris Caruso  Move up printer in engineering offers and install on 3 PC  Setup and configured Toshiba Copier for office installed drivers Setup scanning and email scanning  8 30 to 11 30 bill 3 hours	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064



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179	10/17/2018	1597	Closed	Miscellaneous	-	One financial plaza Ryan mann Setup existing laptop Remove domain updated Setup dawn rosa with email and printing  Fixed issue with engineering scanner Recover fuel from chief engineering 1.30 to 5 bill 4.5 hours	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
180	10/17/2018	1596	Closed	Badges	-	Setup Gus E-Mail bill .5 hours	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
181	10/17/2018	1595	Closed	Miscellaneous	-	Setup Ray, Paul, Halena and Stacy with cbre email - 4.5 hours	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
182	10/17/2018	1594	Closed	Miscellaneous	-	Setup 3 Engineers, bill and Shwan on e-mail - bill 2:30 to 6:00 - 3.5 hours	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
183	10/16/2018	1593	Closed	Miscellaneous	-	Setup cbre email for Jason jenna Kazan and heroberto 12 30 to 2 30 bill 2 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
184	10/16/2018	1592	Closed	Miscellaneous	-	Setup Devin with office 2013 - Unable to connect 2 hours Fixed issue with Gus PC running out of space	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676





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185	10/16/2018	1591	Closed	Miscellaneous	-	Setup New CBRE e-mail for engineering and office 2 pm to 5 pm bill 3 hours	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
186	10/15/2018	1590	Closed	Miscellaneous	-	10 centennial Setup cbre email on tony computer  Bill 1 hour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
187	10/15/2018	1589	Closed	Miscellaneous	-	Configured cbre email on john PC 2 hours	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
188	10/15/2018	1588	Closed	Lighting	-	Setup Dave Martin CBRE email, upgraded to office 2016 / Archive NE email - Bill 1 hour	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
189	10/12/2018	1587	Closed	Miscellaneous	-	3rd time out Reinstalled os system keeps crashing dell will send out new replacement 2 hours	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
190	10/11/2018	1586	Closed	Cleaning	-	400 - set up amthony mont	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
191	10/11/2018	1585	Closed	Miscellaneous	-	Ylenia Performed back archive of new email Bill 1 hour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
192	09/11/2018	1584	Closed	Miscellaneous	-	Installed new 8 port switch Installed 3 patch cable Setup remote access to bms computer	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974



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193	09/11/2018	1583	Closed	Miscellaneous	-	Issue with TV in break room  Fixed remote bill 1 hour  Wormwood street	Transwestern Hannen, Chris chrishannen@no-reply.com 781.862.3026
194	09/11/2018	1582	Closed	Miscellaneous	-	Setup printer on windows co machine  Update so machine to sp3 system crashed need to repair 7 to 10 bill 3 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
195	09/10/2018	1581	Closed	Miscellaneous	-	12 to 4 bill 4 hours  Setup remote access Moved all PC to management office Installed 8 port switch	Transwestern Hannen, Chris chrishannen@no-reply.com 781.862.3026
196	09/05/2018	1580	Closed	Miscellaneous	-	10 to 4 30 Setup office nas server VPN 8 port switch router and nas server  Engineers 16 port switch	Transwestern Hannen, Chris chrishannen@no-reply.com 781.862.3026
197	09/05/2018	1579	Closed	Miscellaneous	-	Setup Jake Bronner on Spare computer configured ad admin and configured E-Mail Bill 1 hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
198	09/04/2018	1578	Closed	Miscellaneous	-	Fixed issue with cafe menu Check lisa laptop Check.hard drive clean HD bill 1 hour	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
199	09/04/2018	1577	Closed	Miscellaneous	-	25 corporate installed new projector bulb bill .5 hours  10 corporate installed new router and 8 port switch 1.5 hours	Transwestern Hannen, Chris chrishannen@no-reply.com 781.862.3026
200	09/04/2018	1576	Closed	Miscellaneous	-	Fixed issue with remote access Setup port forward for bms system Get a print for a laptop for chcuck	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
201	08/30/2018	1575	Closed	Miscellaneous	-	200 balavidale Chris cause Bill 3 hours Work on separating the network Talk to bms tech need dual router	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
202	08/24/2018	1574	Closed	Miscellaneous	-	Wireless network adapter Usb network adapter Setup on existing PC  Bill 1 hour Get price for Adobe acrobat	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
203	08/24/2018	1573	Closed	Miscellaneous	-	10 centennial drive Setup new printer for tiny Setup scanning Reset comcast login to cbrebre 1 5 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989



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## VNS

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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
204	08/24/2018	1572	Closed	Miscellaneous	-	400 riverpark drive  1 hour  Verizon router lost network config  Reconfigured <del>May need to replace</del>	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
205	08/24/2018	1571	Closed	Miscellaneous	-	Setup laptop fro mr Harvey Setup preferences on Mr Haney computer Work on issue on Alex PC Switch out failing monitor on harder computer  Bill 2 5 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
206	08/24/2018	1570	Closed	Miscellaneous	-	Greg kennedy  Installed new verizon router Reconfigured Setup remote desktop Installed new 4 port switch Reorganization network wall Setup wireless Bill 4 5 hours	112 Turnpike Rd Kennedy, Greg 112turnpike@wkorder.com 617.957.8367
207	08/13/2018	1569	Closed	Miscellaneous	-	100 building Reconfigured building wifi Bill 1 hour	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064



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208	08/02/2018	1568	Closed	Miscellaneous	-	Setup new hp printer on server and clients in penthouse  Contacted dell to replace power supply on PC  Bill parking and check time	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
209	07/24/2018	1567	Closed	Miscellaneous	-	Setup opensns.org on security PC Bill 1 hour	501 Boylston Street Forman, Amy amy@noreply.com 617.247.3676
210	07/24/2018	1566	Closed	Miscellaneous	-	22 liberty reset john password to 22Liberty! For cbre email Call Keith wheeler to reset password for facilitiesmanaher Bill .5  50 liberty Reconfigured on bms server to cancer using remote desktop connection added users to remote desktop users Bill 1 hour	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
211	07/23/2018	1565	Closed	Miscellaneous	-	Issue with bms on brian PC Remove firefox and reinstalled Downgrade java Bill 1.5	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
212	07/23/2018	1564	Closed	Miscellaneous	-	400 riverpark drive  1.5 hours Work on issue with remote access using Verizon staticip address	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
213	07/20/2018	1563	Closed	Badges	-	Tetsing	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	07/20/2018	Testing				User, Company	Yes
214	07/17/2018	1562	Closed	Miscellaneous	-	Setup PC for Farrah Installed quickbooks Office and printer	Kanan & Pricone Mithen, Mike kanan@noreply.com 978.978.9878
						Bill 1 hour	
215	07/17/2018	1561	Closed	Miscellaneous	-	Setup and installed new usp network card on bms computer in penthouse for engineering	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
						1 USB network card	
						Bill 1 hour	
216	07/17/2018	1560	Closed	Miscellaneous	-	50 liberty Fixed issue with printer Setup remote access to 22 liberty bms Configured remote access for tony	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
						Bill 1 hour	
						Get price for phone booster	
						22 liberty	
						Setup remote access to 50 liberty bms for john Harrington	
						Bill 1 hour	



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217	07/17/2018	1559	Closed	Miscellaneous	-	Installed new battery and memory in Shawn's computer Updated driver in laptop  Fixed issue with spare laptop not able to connect to server and internet	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
218	07/17/2018	1558	Closed	Miscellaneous	-	Updated server with latest dell security patched bios and udrac controller  Terminated 2 network connection in management office 2 hours 2 DJ 45 connectors 6 ft patch cord 2 port plate	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
219	07/13/2018	1557	Closed	Miscellaneous	-	Setup Michael Murphy new moto phone	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
220	07/13/2018	1556	Closed	Miscellaneous	-	Ccure system was not working Remove ms updates from PC  Bill 1.5 hours	501 Boylston Street Forman, Amy amy@noreply.com 617.247.3676
221	07/13/2018	1555	Closed	Trash Removal	-	WTC west Issue with "S" Drive, Server Hung on reboot. Manuall rebooted server and reconnected network drive Bill 1 hour	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
222	07/13/2018	1554	Closed	Miscellaneous	-	Engineering PC keep shutting down. Removed Windows Update form PC. Installed Dell BIOS and Drivers on all 3 Engineering PC's Re-Installed windows update 2 Patch Cable / Parking 11:00 - 3:00 - Bill 4 hours	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
223	07/09/2018	1553	Closed	Miscellaneous	-	Setup email and calendar on mike Murphy new phone Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
224	07/09/2018	1552	Closed	Miscellaneous	-	Setup new engineer on server client PC and phone  Remove other engineer from server  Updated Paul's PC Bill 1.5 hours	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
225	07/09/2018	1551	Closed	Miscellaneous	-	Setup new employees on server and client Bill 1 hiur	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
226	07/09/2018	1550	Closed	Miscellaneous	-	Laptop not working Issue with mamory Contacted dell will replace memory and battery do to selling Used spare laptop battery and memory to get Shawn's running Bill 1.5 hours	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
227	06/29/2018	1549	Closed	Miscellaneous	-	400 north Andover Setupantony mont on PC Installed antivirus Bill1 hour and av	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989





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228	06/29/2018	1548	Closed	Miscellaneous	-	Bill 1 hour Setup Michael Russell on server PC and printer	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
229	06/26/2018	1547	Closed	Miscellaneous	-	Security of hard drive crashed Replace hard drive Reinstalled is and ms office Connected to domain setup security access Shared contacts Installed available and printers  2 hours setup temp laptop 2.5 hours setup is and drivers 2 connctexes to domain and setup users 1 hour drive	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
230	06/25/2018	1546	Closed	Miscellaneous	-	Meet with jim and john Setup permissions for access to everyone email Check tls for cathy Bill 1 hour	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
231	06/25/2018	1545	Closed	Miscellaneous	-	Security PC will not boot  Reset power supply and installed the latest bios and drivers 1.5 hours plus parking	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
232	06/20/2018	1544	Closed	Miscellaneous	-	Reste iPhone using iTunes 1 hour	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974



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233	06/20/2018	1543	Closed	Miscellaneous	-	Two GB routers Installed on bms network Work with sturgeon to troubleshoot controller disconnecting 1 30 to 3 30	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
234	06/19/2018	1542	Closed	Miscellaneous	-	10 30 to 3 30 bill t hours Setup 3 routers Tow home depot switches VPN between buildings Work with nick from bms to connect controllers	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
235	06/18/2018	1541	Closed	Miscellaneous	-	Setup new TV Barbara Setup reset password for cbre Setup email for email cbre  Bill 2 hours	112 Turnpike Rd Kennedy, Greg 112turnpike@wkorder.com 617.957.8367
236	06/14/2018	1540	Closed	Miscellaneous	-	Fixed issues with server bill 5 hours	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
237	06/13/2018	1539	Closed	Miscellaneous	-	Tim Deltoro Laptop would not restart after windows update Fixed window supdate issue and installed all other windows updates and dell driver updates Bill 1 hour	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
238	06/13/2018	1538	Closed	Miscellaneous	-	Surveyed network - Bill One Hour Order 3 Netgear Routers for BMS System	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
239	06/13/2018	1537	Closed	Miscellaneous	-	Installed 10 foot USP 3.0 cable for security desk on lobby bill USB and .5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030



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240	06/13/2018	1536	Closed	Miscellaneous	-	Setup new Temp on server and copier Mapped network drive to his laptop and installed printer bill 1 hour	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
241	06/13/2018	1535	Closed	Miscellaneous	-	1140 - Installed and configugre new Hard drive form Dell Work With Navago to install software and directory software Bill 3 hour	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
242	06/06/2018	1534	Closed	Miscellaneous	-	1440 main street  Lobby directory PC hard drive crashed PC under warranty Called dell Will send out new hard drive Bill 1.5 hours	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
243	06/06/2018	1533	Closed	Miscellaneous	-	109 Brookline ave  2 hours setup new PC Migrated docks and settings	2 Adams Place O'Brian, Krisyen kristen@noreply.com 781.264.7724
244	06/05/2018	1532	Closed	Miscellaneous	-	School street Reinstall how printer Update bios and windows driver Bill 2 hours	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
245	06/05/2018	1531	Closed	Miscellaneous	-	Setup bob Griffin new Samsung phone Bill 1 hour	350 Washington Street Griffen, Bob bob.grif@no-replay.com 614.222.2222
246	06/04/2018	1530	Closed	Miscellaneous	-	Setup Printer and scanner for Greg Kennedy Bill 1.5 hours	112 Turnpike Rd Kennedy, Greg 112turnpike@wkorder.com 617.957.8367



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247	05/25/2018	1529	Closed	Miscellaneous	-	10 school street Sal unable ro print or scan Reinstall how windows 10 drivers  Tested printing and scan to email  Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
248	05/23/2018	1528	Closed	Miscellaneous	-	Installed new video card on dock PC Bill 1 hour and video card	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
249	05/23/2018	1527	Closed	Miscellaneous	-	Setup monitor on west PC Setup dual monitor and port replicator on Mike PC  Add new dell monitor for west Bill 1 hour	101 Seaport Boulevard Vaughhan, Mike Mike.Vaughan@noreplay.com 617.307.5900
250	05/23/2018	1526	Closed	Miscellaneous	-	Replace switch Trouble shoot tracer summit Was able to ping each device Error k. Board reported lost database Need to bring end e Bill 1 5 hours plus switch	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
251	05/23/2018	1525	Closed	Miscellaneous	-	Returned PC and setup backup bill 1 hour	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746



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253	05/22/2018	1524	Closed	Miscellaneous	-	Setup.new lap top 11 00 ti 2 30	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
253	05/18/2018	1523	Closed	Miscellaneous	-	Engineering PC crashed again, Call Dell to get a replacement Hard Drive 1 hour	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
254	05/18/2018	1522	Closed	Miscellaneous	-	Installed new Router and Access Point Bill 2.5 hours Fixed Issue with Carbinat on Engineering PC and Chris Quincy PC. needed to reload	2 Adams Place O'Brian, Krisyen kristen@noreply.com 781.264.7724
255	05/16/2018	1521	Closed	Miscellaneous	-	Setup and configure new router and bill it  Restored and backup dockmaster PC Installed new hard drive 2.5 hours	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
256	05/16/2018	1520	Closed	Miscellaneous	-	Installed new router and setup VPN Bill per quote	55 Cambridge Parkway Myrick, Lawanda Lawanda.Myrick@noreplay.com 617.494.9197
257	05/16/2018	1519	Closed	Miscellaneous	-	25 corporate drive Fixed issue with card access unable to connect to any of the buildings bill 1 hour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989



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258	05/15/2018	1518	Closed	Miscellaneous	-	Engineers PC would not boot Hard drive not found Was able to repair boot yo correct hard drive Ran dell diag show hard drive is in good working order but running extreamly slow  Performed backup of hard drive.  Bill 5 hours	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
259	05/14/2018	1517	Closed	Miscellaneous	-	Issue with Jessica hard drive running out of space Bull 1 hour	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
260	05/14/2018	1516	Closed	Miscellaneous	-	Setup new PC for security Bill 2 hours	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
261	05/14/2018	1515	Closed	Miscellaneous	-	Dell Security PC - Hard drive issue - Called Dell will send new hard drive Bill 1 hour	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
262	05/14/2018	1514	Closed	Miscellaneous	-	Order 4 AP's for lobby Cost 2,500.00	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
263	05/14/2018	1513	Closed	Miscellaneous	-	Moved Office back to lobby Bill 1 hour Order new Laptop Order new Key Board wireless for Christine	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676



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264	05/10/2018	1512	Closed	Miscellaneous	-	Installed new backup harddrive Configured backup Fixed issue with security PC on 2nd floor Bill 1 5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
265	05/08/2018	1511	Closed	Miscellaneous	-	Replace router at Reebok forlaura Bill 1.5 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
266	05/08/2018	1510	Closed	Miscellaneous	-	Serverxrashed Bill2 hours on Monday Bill 1.5 hours Tuesday Bill PC max	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
267	05/02/2018	1509	Closed	Miscellaneous	-	Fix issue with jime email getting multiple Bull 1 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
268	05/02/2018	1508	Closed	Miscellaneous	-	Replaced router Bull 1 hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
269	04/27/2018	1507	Closed	Miscellaneous	-	Setup back on ccure PC Bill 2 hours	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
270	04/20/2018	1506	Closed	Miscellaneous	-	Setup Office 2016 Student for 22 Boston Warf Road Plus Office 125 + 15% markup	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
271	04/18/2018	1505	Closed	Miscellaneous	-	Backup PC Reformatted Instal l.j is and office Installed updated drivers Install ms updates Setup printer 3 30 to 9 00 bill 4.5 hours	1020 Channel Center M, Tony tony@wkorder.com 617.308.3705
272	04/16/2018	1504	Closed	Miscellaneous	-	Update Jason Lap top with the latest driver and service patches from DellSetup Backup for Jim Security POC 10:30 to 12:00 bill 1.5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
273	04/16/2018	1503	Closed	Miscellaneous	-	Server hung on rebooting with memory error  Updated Dell bios and server drivers Restarted server Bill 9 am to 10 30 am 1.5 hours	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
274	04/13/2018	1502	Closed	Miscellaneous	-	Setup server bill 10 30 to 4 30 6 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
275	04/12/2018	1501	Closed	Miscellaneous	-	Setup new Laptop for engineer, Configured outlook for both Conor and Dave Eilot. Configured google email with outlook and calandor bill 2.5 hours	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
276	04/12/2018	1500	Closed	Miscellaneous	-	Setup Multiplicity on Security PC on the 1st floor and on Jim's badging PC 1 HDMI to VGA connector get Jim a new Monitor Bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030





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277	04/09/2018	1499	Closed	Miscellaneous	-	Check Verizon connect at 51 sawayer roda	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
278	04/07/2018	1498	Closed	Miscellaneous	-	Tuesday Bill 11:00 to 2:00 3 hours Install Linksys router, setup remote access, port forwarding, Antivirus	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
279	04/06/2018	1497	Closed	Miscellaneous	-	Delivered cafe pc Reset up monitor Bill 1 hour	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
280	04/06/2018	1496	Closed	Miscellaneous	-	Tried setting up port forwarding for parking Done have access to sonic wall router	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
281	04/05/2018	1495	Closed	Miscellaneous	-	Setup wi fi in lobby  1 hour	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
282	04/03/2018	1494	Closed	Miscellaneous	-	Net USB port replicate  Setup and configure on scanner Setup new user christen krusher  Bill 1 5 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
283	03/29/2018	1493	Closed	Badges	-	Setup Jose Tabor on Bill 1 hour set up on pc and phone, also ADP access	855 Blylston Street Black, Bud bud.black@noreplay.com 617.590.5500



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284	03/29/2018	1492	Closed	Miscellaneous	-	295 Devensire - Setup new Dell Monitor, Parking \$16.00 bill 1/2 hour	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
285	03/27/2018	1491	Closed	Miscellaneous	-	Fix issue with wtc west and east directories	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
286	03/27/2018	1490	Closed	Miscellaneous	-	Setup new ho printer and wi fi for engineers in building 1 base ment for laura  Bill 2 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
287	03/27/2018	1489	Closed	Miscellaneous	-	Setup new engineer Ryan Created new login email and von connection to 200 fifth Ave bill 1 hour	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
288	03/22/2018	1488	Closed	Miscellaneous	-	Laure Sep new printers Traced down phone for engineering 11 an to 4 pm bill 5 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436



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289	03/22/2018	1487	Closed	Miscellaneous	-	<p>Ylenia            Remote configuration email for both            Backup outlook to pst and imported into cbre email            Bull 1.5</p> <p>Site survey for phone and Internet traced comcast and veruzon bill 1.5</p> <p>Setup loan laptops 2 for both            Setup nÃ© network            Configure scanner and printer.</p>	<p>25 Mall RD            Carroll, Eileen            eileen.carroll@noreplay.com            781.272.2989</p>
290	03/21/2018	1486	Closed	Miscellaneous	-	<p>Setup 50 Liberty - 12:00 am to 6:00 PM - Bill 6 hours            Setup server Prevoise bill 5 hours Parking 36.00</p>	<p>22 Liberty Street            Martin, Dave            DaveM@noreply.com            617.455.1757</p>
291	03/21/2018	1485	Closed	Miscellaneous	-	<p>Setup new POE switch for managenet in new office location</p> <p>Bill 16 poert PoE switch \ Bill 1 Hour</p>	<p>501 Boylston Street            Forman, Amy            amy@noreply.com            617.247.3676</p>
292	03/15/2018	1484	Closed	Miscellaneous	-	<p>Setup.new Toshiba copier in domain server            Setup scanner and email</p> <p>Bill 2 hours</p>	<p>890 Winter Street            Hansen, Brian            brian.hansen@no-reply.com            781.296.3601</p>
293	03/15/2018	1483	Closed	Miscellaneous	-	<p>Issue with internet, keeps dropping out -            Bill 12:00 to 2:30   2.5 hours, internet keeps dropping out,            performed network diag, replace 16 port 10/100 switch with 8            port GB switch.            Network had a loop back on 16 port switch, causing internet and            locak lan to fail. removed cable form switch tested network</p>	<p>25 Mall RD            Carroll, Eileen            eileen.carroll@noreplay.com            781.272.2989</p>



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294	03/07/2018	1482	Closed	Plumbing	-	FI nNy pc Bill 1 hour	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
295	03/05/2018	1481	Closed	Lighting	-	Issue with Emily pc Removed local accounts Setup new local account cbreak admin@obp  Bill 1 hour	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
296	03/05/2018	1480	Closed	Miscellaneous	-	Installed new bayern in laptop computer Fix issue with xerox printer driver	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
297	03/05/2018	1479	Closed	Miscellaneous	-	Setup new pc form Jim capone Transfer document and settings programs and multiplicity exagvisipn and guards software  Buy new monitor 24e  Badge computer Setup also purchased office 2016 from Amidon 11:30 to 2:30 bill 3 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030



# Work Order Status Report with Notes

## VNS

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Building Name    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
298	03/01/2018	1478	Closed	Miscellaneous	-	Setup new pc for Joanne zobbi Fix issue with Jon email deleted profile and created new on  Setup color direct print 9 30 to 3 30	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	03/02/2018	Some Kind of notes - this is the 1st note				Palermo, Robert A	No
	03/02/2018	This is my second note - Hello world				Palermo, Robert A	No
299	02/27/2018	1477	Closed	Miscellaneous	-	Issue with security concierge phone Replace network cable and rebooted phone  Bill 1 hour and 1 6 foot cable	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	03/02/2018	We are adding a very nice note here  Not sure what this is going to look like but I will keep adding information to it  Look good				Palermo, Robert A	No
300	02/27/2018	1476	Closed	Miscellaneous	-	Setup new building engineer on serve and pc Setup scan to folder Bill 1.5 hours	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
301	02/27/2018	1475	Closed	Miscellaneous	-	Issue with USB wireless device Contacted dell issue with Microsoft update Removed update Bill 2.5 hours	1020 Channel Center M, Tony tony@wkorder.com 617.308.3705



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## VNS

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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
302	02/26/2018	1474	Closed	Miscellaneous	-	100 Apollo Install office 2016 on one computer Installed Symantec Antivirus on two pc's Bill 1.5 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
						Bill 1 office 2016 and 2 Symantec av on two pc's	
303	02/21/2018	1473	Closed	Miscellaneous	-	Installed new monitor for engineering and installed office 2016 for matt bill 1 hour	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
304	02/20/2018	1472	Closed	Miscellaneous	-	One winthrop square Bill 1 hour Issue with fraud website redirect Pc has no virus Offie was uninstalled	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
305	02/20/2018	1471	Closed	Miscellaneous	-	Issue with security PC, excel corrupted, Needed to do a repair on install with internet access. Fixed issue with export security card access report - bill 1 hour	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
306	02/20/2018	1470	Closed	Miscellaneous	-	Larry computer USB host corrupted after windows update, mouse would not work. Removed all USB drivers and reinstalled, bill 1.5 hours	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
307	02/13/2018	1469	Closed	Miscellaneous	-	Wormwood Replace router Reconfirmed bill 1.5 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
						Bill linksys vdn router	



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
308	02/12/2018	1468	Closed	Miscellaneous	-	Setup new laptop Transfer data to new plan top Setup on server  Setup idrive 11.00 to 3.00 bill 4 hours	380 Westminister Street Mann, Ryan ryan.mann@wkorder.com 401.324.9747
309	02/09/2018	1467	Closed	Miscellaneous	-	Pclaw upgrade Bill 3 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
310	02/08/2018	1466	Closed	Miscellaneous	-	Issue with Jim capone pc keeps crashing  Will order a new pc Bill one hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
311	02/06/2018	1465	Closed	Miscellaneous	-	Installed new power supply at wtc west on emon computer  Bill one power supply Bill 1 hour	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
312	02/02/2018	1464	Closed	Miscellaneous	-	Moved kardin license to Barbara computer Setup dual monitor for Nancy Bill 1 hour	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
313	01/31/2018	1463	Closed	Miscellaneous	-	Issue with pc Kept crashing  Installed Windows updates and dell bios and drivers updates.  Premis software was not working fixed issue with local network  Bill 1 hour	126 Newbery Street Howard, Steve Stephen.Howard@noreplay.com 617.451.2174



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
314	01/31/2018	1462	Closed	Miscellaneous	-	Setup new engineeer on pc Configured email rem I te access phone  Bill 1.5 hours	855 Blylston Street Black, Bud bud.black@noreplay.com 617.590.5500
315	01/31/2018	1461	Closed	Miscellaneous	-	Stacy email hijacked Check pc for issues none found  Update pc will dell device and bios updates Change remote desktop port and change user password  Fix issue with shared drive for Paul Bill 7 am to 11:30 - 4.5 hours	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
316	01/29/2018	1460	Closed	Miscellaneous	-	Setup Hannah mullen on laptop Remove all other users on laptop Added Hannan as a user's Setup printers and email Mapped shared drive Setup vpn for 50 po square Bill 2 hours	1020 Channel Center M, Tony tony@wkorder.com 617.308.3705
317	01/29/2018	1459	Closed	Miscellaneous	-	John Harrington cleaned up pc running very slow Bobby setup remote access on laptop Bill 1 hour	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757





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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
318	01/29/2018	1458	Closed	Miscellaneous	-	Meet with Dave Martin and bill Fixed issue phone repatriation Wireless guest account Setup dual monitor for ems pc Bill for hdmi to vga adaptor  Bill 7 30 11.00 bill 3.5 hours  Server setup for fb bill 1 hour	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
319	01/24/2018	1457	Closed	Miscellaneous	-	Setup two new monitor S  Work with contractor to setup security key device on pcs	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
320	01/23/2018	1456	Closed	Miscellaneous	-	Setup two new Laptop computers bill separately total 4 hours	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreplay.com 617.222.2222
321	01/22/2018	1455	Closed	Miscellaneous	-	Setup new pc for axelsndra Configure on domain Transferred document and setting pictures and Install office adobe and symates Bill 4.5 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreplay.com 617.204.3461
322	01/19/2018	1454	Closed	Miscellaneous	-	Setup kay geary old pc for engineering Removed Pc from domain  Setup engineer account Removed all unnecessary programs Migrated engine docs from old pc Setup and configured hp Printer  Bill 2 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
323	01/19/2018	1453	Closed	Miscellaneous	-	Dell desktop Reformatted pc and reinstalled os Office adobe Antivirus and printer  Restored desktop and documents Configured shared drive Bill 4 hours	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
324	01/18/2018	1452	Closed	Miscellaneous	-	Setup two new laptops Bill 2 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
325	01/18/2018	1451	Closed	Miscellaneous	-	Issue with chris compute mouse and keyboard not working. Call dell need to reinstall os Bill 1 hour	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
326	01/18/2018	1450	Closed	Miscellaneous	-	Fix issue with vpn Setip Vos on Joe's laptop Setup joe as a domain user on David bells old laptop Bill 2 hours	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
327	01/17/2018	1449	Closed	Miscellaneous	-	configure new office, ran cat6 cable 9:00 Am to 8:00 PM bill 11 hours Setup server and move office setup office 10:am to 4:00 pm bill 6 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
328	01/16/2018	1448	Closed	Miscellaneous	-	Remove Patrick Brown for server access, change password. Perform full backup for email to PST file. Setup Bill smith on PC, printer and scanner. Bill 2.0 hours	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
329	01/13/2018	1447	Closed	Miscellaneous	-	NÃ© keyboard  1024 school st fix is sure with printing BI'll 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
330	01/10/2018	1446	Closed	Miscellaneous	-	Recovered data from server and save onto dell laptop  Unable to rover data from engineering pc  Install Antivirus on lat top and removed unnecessary programs  Updated driver and bios on laptop  <del>Bill 3 hours Parking and Antivirus and use to serial adapter</del>	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
331	01/10/2018	1445	Closed	Miscellaneous	-	Issue with. His computer after ms update  Ms recinded update because causing boot issues.  Check gard drive for issues. Performed system driver and bios update  Remove ms update Tested pc and made sure working correctly <del>Bill 2.0 hours</del>	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
332	01/09/2018	1444	Closed	Miscellaneous	-	Chris cliter would not boot Did a system restore to print it back up Did a windows update Setup back up on both Lauren and Chris pb Bill 1.5 hours	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096



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333	01/09/2018	1443	Closed	Miscellaneous	-	Server performed an update Server would not start due to a memory issue Updated bios and drives on server to fix memory issue Bill 1.5 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
334	01/08/2018	1442	Closed	Miscellaneous	-	Security unable to scan missing shortcut on desktop Unable to connect to cricket calender  Seuity pc running slow ran hard drich scanner failure eminent need to replace. Bill 1.5 hours	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
335	01/08/2018	1441	Closed	Miscellaneous	-	Pc flooded Need to recoup data from hard drive Wednesday	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
336	01/08/2018	1440	Closed	Miscellaneous	-	Setup new employees Andrea Ward Bill 2 hours  Get new laptop with fixings Get a new laptop for 255 Get 2 monitors for wtce	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
337	12/22/2017	1439	Closed	Cleaning	-	test data	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
338	12/21/2017	1438	Closed	Miscellaneous	-	Setup two new Dell monitors for Mike  Setup pc for Eric Martin Updated windows and migrated to donain. Setup Erin on domain 11 30 to 2 bill 2.5 hours  Order 2 22 inch monions for security	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
339	12/20/2017	1437	Closed	Miscellaneous	-	Installed new ups battery Bill 1 battery and 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
340	12/18/2017	1436	Closed	Miscellaneous	-	Replaced faster and lamit on hp Printer Installed new printer and keyboard on laptop Bill 1.5 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
341	12/18/2017	1435	Closed	Miscellaneous	-	Issue with shawn laptop Prince with memory Reset memory module Setup spam laptop on domain Bill 1.5 hours plus parking	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
<b>Work Order Notes</b>							
<b>Date</b>	<b>Work Order Notes</b>					<b>Entered By</b>	<b>Internal</b>
12/20/2017	New Note					Palermo, Robert A	No
342	12/15/2017	1434	Closed	Miscellaneous	-	Setup new pc for security supervisor Bill 2 hours	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
343	12/15/2017	1433	Closed	Miscellaneous	-	Verizon 360 security capture software stop working  Setup new pc with windows 10 as server Work with tech support to upgraded and redeploy clients Del 14 bill 6 hours Dec 16 hull 10 30 to 2 30 4 hours	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
344	12/11/2017	1432	Closed	Miscellaneous	-	Moved Emma Change jack password Setup new tc Caroline Reinstall av on ann computer Setup laptop for Emma Bill 2 hours Get parts for color printer New 22 monitor and mouse and keyboard	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
345	12/08/2017	1431	Closed	Miscellaneous	-	Reinstalled Antivirus on dell pc  Switch pc for Mike Setup dell all in one pc on domain Updated windows and drives  2. 30 to 5 30 Bill 3 hours	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
346	12/08/2017	1430	Closed	Miscellaneous	-	Order new pc for security	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
347	12/08/2017	1429	Closed	Miscellaneous	-	50 liberty  Setup new pc Installed printers Bill 1.5 hours	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
348	12/08/2017	1428	Closed	Miscellaneous	-	Bms computer hard drive is full Cleaned temp directory and download and install ms fix  Setup new mapped director on Nas server Bill 1.5 hours	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
349	12/08/2017	1427	Closed	Miscellaneous	-	50 Stanford street Meet zeke to design isolated network for the new elevator network  Install new vision pm Bill 2 hours	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
350	12/08/2017	1426	Closed	Miscellaneous	-	Setup new pc for 50 library Boll 1.5	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
351	11/29/2017	1425	Closed	Miscellaneous	-	Setup backup for computer / Hard drive and switch	250 Apollo Drive Winett, Bill bil.winett@no-replay.com 615.555.5555
352	11/29/2017	1424	Closed	Miscellaneous	-	Shawn PC will not boot up	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021



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**Building Name**    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
353	11/29/2017	1423	Closed	Miscellaneous	-	Issue with Internet at cleaning company 617 594 0203	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
354	11/16/2017	1422	Closed	Miscellaneous	-	Pc hacked Remove all user created Change password Bill 1 hour	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
355	11/16/2017	1421	Closed	Miscellaneous	-	Setup new Dual Ban gig router	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
356	11/16/2017	1420	Closed	Miscellaneous	-	Issue with Security OC, running very slow	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
357	11/16/2017	1419	Closed	Miscellaneous	-	Issue with Dual Monitor	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
<b>Work Order Notes</b>							
Date	Work Order Notes					Entered By	Internal
11/16/2017	Setup router to bridge sec camera network to cbre network					Palermo, Robert A	No
11/28/2017	Bill 2.5 hours Installed new gb switch for pithey bows stamp machine Bill 1 hour and switch					Palermo, Robert A	No





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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
358	11/16/2017	1418	Closed	Miscellaneous	-	Card Access Computer will not boot	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	11/16/2017	Setup new hp Printer for bill Reset the card access computer Bill 1 hour				Palermo, Robert A	No
359	11/16/2017	1417	Closed	Miscellaneous	-	MOve Greg Kennedy to Andover Office Setup PC on Network, Recofigured Rempte Desk Top bill 5 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
360	11/16/2017	1416	Closed	Miscellaneous	-	Setup ne COX internet for Manage office and Public Wi-Fi, reconfigure both routers and domain server bill 4 hours	380 Westminister Street Mann, Ryan ryan.man@wkorder.com 401.324.9747
361	11/09/2017	1415	Closed	Miscellaneous	-	Issue with UPS, needed install new firmware - bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
362	11/09/2017	1414	Closed	Miscellaneous	-	Setup Skype for business and Adobe acrobat 2017 on TC computer Skip setup bill 2 hours / office visy bill 1 - total 3 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
363	11/08/2017	1413	Closed	Miscellaneous	-	Installed new UPS Battery - bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
364	11/08/2017	1412	Closed	Miscellaneous	-	Nov 7, 2017 - Installed new printer in management office bill 1.5 hours / change for new Printer Nov 8, 2017 - Setup and configured new PC with USB Network card, Installed office and Symantec AV. Bill for USB NEC Card, Office 2016 Student, Antivirus. Bill 1.5 hours  Add Parking for Nov 7, 2017 - \$36.00	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
365	11/01/2017	1411	Closed	Miscellaneous	-	Seyup new pc Trasfered document and settings Insalley quick books version 2009 installed sp r15  Bill 4 hours  Setup certificate for exchange sever Godaddy 3 years Bill 1.5 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461



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366	10/25/2017	1410	Closed	Miscellaneous	-	Account Number : MARKETPL00001 1-877-726-4368 Account Name: Marketplace Center Associates, LLC 38.140.58.25 GW / 255.255.255.248 / 38.140.52.26 - 29   May be using .28 / 66.28.0.45 / 66.28.0.61	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
<b>Description of work</b> Tested equipment no issues Contacted cogent tech support will send out tech Bull 1.5 hours  Oct 26 cogent replace faulty equipment Have internet but keeps dropping out Replace with new router linksys Configure port forwarding and static ip <u>Test and work</u>							
367	10/24/2017	1409	Closed	Miscellaneous	-	Installed new keyboard wireless Fixed issue with security pc hard drive full Bull 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
368	10/24/2017	1408	Closed	Miscellaneous	-	8 port switch Access port Issue with network net gear router causing network causing the system to go down  Bull 2 hours	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
369	10/19/2017	1407	Closed	Miscellaneous	-	Installed new monitor from 265 Franklin  Rewire 3 phones 1 to 3 bill 2 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
370	10/18/2017	1406	Closed	Lighting	-	11 30 to 2 00 Setup printers on students cimpute  Check am computer updated Fix Roberta and Roberta printer Fix g drive on students pc <del>Setup ib2 new laptop</del>	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
371	10/18/2017	1405	Closed	Plumbing	-	501 - Setup wired NEC Card for Security Setup new TC on PC bill 1 hoiur	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
372	10/18/2017	1404	Closed	Miscellaneous	-	Replaced USP battery Setup laptop for Both Jeff and Bobby - 2 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
373	10/16/2017	1403	Closed	Miscellaneous	-	Setup two new PC 12:30 to 5	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
374	10/13/2017	1402	Closed	Miscellaneous	-	Setup email server on new ems in penthouse 1 hour  Installed new ram in server 1 hour  Reconfigure rdp for school street with new ems pc 1.5 hours  Setup new pc for julian transfers document and setting bii the rest  <del>Start 10 am done 4 pm total 6 hours?</del>	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955



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375	10/10/2017	1401	Closed	Miscellaneous	-	Issue with Flywheen data collection Unable to to connect. Reboot unit, able to ping not able to connect vial RDP or brows to it. Called company need to send back Bill 2 - 4:30   2.5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
376	10/10/2017	1400	Closed	Miscellaneous	-	Replaces ups Setup mutiny monitors for Mike Bill 1 hour UpS batter Hdmi to vga adaptor	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
377	10/06/2017	1399	Closed	Miscellaneous	-	Internet down Misfire cause loop back 12 30 to 2 30	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
378	10/04/2017	1398	Closed	Miscellaneous	-	Setup new pc and laptop one seaport domain Setup printers and email BI'll 12 to 4 pm	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
379	10/03/2017	1397	Closed	Miscellaneous	-	Setup 4 monitors for office  Setup new pc for engineering in penthouse Bill 1 to 330  Also get another 22 inch monitor for bridget	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
380	09/30/2017	1396	Closed	Miscellaneous	-	Terminated 6 network connections 1:30 to 4:00 pm 6 rj 45 connectors 3plates 6 pathch cables 100' cat 6 and patch panel	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
381	09/27/2017	1395	Closed	Miscellaneous	-	Jessica unable to print from mri Fixed by removing the seamless option	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
382	09/27/2017	1394	Closed	Miscellaneous	-	11.30 to 2pm Fixed dual monitor setup security hdmi to vga adaptor  Set security pc to direct ti Internet no longer use wifi Reset Matt Patti server password <del>Fixed issue with lanton video in conference roo</del>	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
383	09/27/2017	1393	Closed	Miscellaneous	-	Scan engineering pc for viruses no issues found  Purchase a new pc i7 1tb 8 gb ram for bms  Get longer cables for bridgert	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
384	09/25/2017	1392	Closed	Miscellaneous	-	Issue with server dhcp Rebooted server Chechnya each line Bill 1 to 3 3 houes	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
385	09/22/2017	1391	Closed	Miscellaneous	-	I've office 6 20 to 5 30  Left glass at building	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955



# Work Order Status Report with Notes

## VNS

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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
386	09/20/2017	1390	Closed	Miscellaneous	-	Setup 2 laptop computer On the existing network Bill 2 30 to 5 30 - 3hours	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	11/17/2017	Finished setup of 400 Installed monitor docking station and wireless keyboard.  Setup ken door on vpn  10 30 to 12 30 bill 2 hours				Palermo, Robert A	No
387	09/20/2017	1389	Closed	Miscellaneous	-	Setup static ip on seminar server Test vpv and installed Symantec av Bill 1 hour	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
388	09/20/2017	1388	Closed	Miscellaneous	-	Upgraded Kaden on rdp pc to version. 37 Bill 1 hour	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
389	09/14/2017	1387	Closed	Miscellaneous	-	Setup new user on existing pc Work in issue with building wifi at 200 fifth ave 2 hours	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
390	09/14/2017	1386	Closed	Miscellaneous	-	Setup dawn gig in on server and client pc and printer Bill 1 hour	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989



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## VNS

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Building Name    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
391	09/13/2017	1385	Closed	Miscellaneous	-	Setup.new router Setup vpn Reconfigure wifi Bull 3 hours Parking 39.00 Router	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
392	09/12/2017	1384	Closed	Miscellaneous	-	Issue with elevator pc Bill 1 hour	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
393	09/12/2017	1383	Closed	Miscellaneous	-	Reinstalled office Issue with ann pc would not update  Bull 2 hours	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
394	09/12/2017	1382	Closed	Miscellaneous	-	Meet Erin on change over  Fixed issue with bill computer Bill 1.5 hours	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
395	09/12/2017	1381	Closed	Miscellaneous	-	Moved office Bill 4 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
396	09/12/2017	1380	Closed	Miscellaneous	-	Issue with pitnie bowl stap machine Connected to network Bull 1 hour	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
397	09/12/2017	1379	Closed	Miscellaneous	-	Setup tc Rebooted server with new updates	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021





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## VNS

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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
399	09/12/2017	1378	Closed	Miscellaneous	-	Setup.new tc Idrive	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
399	09/12/2017	1377	Closed	Miscellaneous	-	90 acorn park Setup.new pc and hp Printer Bill 1.5 hours Antivirus	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
400	08/24/2017	1376	Closed	Miscellaneous	-	Reconfigure routerus Bill 4 hour minimum	55 Cambridge Parkway Myrick, Lawanda Lawanda.Myrick@noreplay.com 617.494.9197
401	08/23/2017	1375	Closed	Miscellaneous	-	Replace router under warranty Setup and cofigured new router and installed Bill 1 hour	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
402	08/23/2017	1374	Closed	Miscellaneous	-	Drop off 1 access point for engineering	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
403	08/23/2017	1373	Closed	Miscellaneous	-	School street 1 25 ft USB printer cable Downloaded hp office jet 8500 from hp we site Installed software and configured printer Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
404	08/23/2017	1372	Closed	Miscellaneous	-	Move pm program from Bob laptop computer to desktop Move pm license to new install Bill 1 hour	350 Washington Street Griffen, Bob bob.grif@no-replay.com 614.222.2222



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
405	08/23/2017	1371	Closed	Miscellaneous	-	Setup new tenant coordinator Matt Smith Setup on server client and scanner printer Bill one hour	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
406	08/23/2017	1370	Closed	Miscellaneous	-	One winthrop square 2 us cords 24 ft and 6 ft Installed hp Printer on security card access computer Bill 1 hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
407	08/17/2017	1369	Closed	Miscellaneous	-	Setup new directory for tester micro vu and direct access  Fixed permission problem tuv directory Bill 2 hours	IMI Smith, Glenna glrna.smith@no-reply.com 978.373.9190
408	08/17/2017	1368	Closed	Miscellaneous	-	10 centennial drive Dilvered 4 hp color cartridges Bill half hour	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
409	08/17/2017	1367	Closed	Miscellaneous	-	Loury from CT and Pamela cbre Issue with Karin Unable to update Remove all versions Backup Karin folder Installed new version of kardin Bill 1 hour	Wicked Watts ., Kelly kelly.w@wkorder.com 774.240.5587
410	08/17/2017	1366	Closed	Miscellaneous	-	Jessica have an issue with the dual monitor setup  And mri not printing Fix resolution on screenactment Bill 1 hour	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224



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Building Name    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
411	08/16/2017	1365	Closed	Miscellaneous	-	Setup engineer on pc Migrated pc onto the domain Setup and configure email BI'll 1 hour	Stonybrook Office Park Kolakowski, Jessica jessica.kolakowski@no-reply.com 781.788.8787
412	08/16/2017	1364	Closed	Miscellaneous	-	Issue with laptop will not reconize battery Fix issue now will not charge  Replace router for security wi fi password \$security100!  System still keeps disconnecting Contacted cox , they found an issue will be out to replace modem Bill 6 hours	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
413	08/08/2017	1363	Closed	Miscellaneous	-	One winthrop square Transferred all Paul documents and setting to new laptop  Setup new printer for security in lobby Bill 2 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
414	08/07/2017	1362	Closed	Miscellaneous	-	Update 10stjames web site with changes requested by Meghan McClouski bill 1.5 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
415	08/02/2017	1361	Closed	Miscellaneous	-	Backup not working for Carbonite - Fixed Issue with Emmily PC - Gas Virus - Symantec Not Installed / Installed Isue with Spectra 360 - Module is currupted - Contacted Tech Support Bill 3 hours	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
410	08/02/2017	1360	Closed	Miscellaneous	-	Shut down lousS email.and transfer to Larry Setup new security super at 265 Franklin Forward security email Setup phone email and security camera Bill 2 hours	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
417	08/01/2017	1359	Closed	Miscellaneous	-	Setup new pc for Cynthia Bill 1.5 hours	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
418	08/01/2017	1358	Closed	Miscellaneous	-	Server hung Restarted hard drive issue Migrated shated and scan drive to local pc and made it the server Created shared drive and mapped drives Change scan for the printers Bill 3.5 hours	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
419	07/28/2017	1357	Closed	Miscellaneous	-	Verizon shut off internet, replaced router and change Static IP work with ABT to restore port forwarding, ABS need to send out a tech on Monday. Bill 2 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
420	07/28/2017	1356	Closed	Miscellaneous	-	Setup new PC Bill 2.0 hours	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
421	07/28/2017	1355	Closed	Miscellaneous	-	Setup new Dell Monitor / Setup remote access for Jack in security Bill 1 Hour	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
420	07/27/2017	1354	Closed	Miscellaneous	-	8 30 to 12 00  Replace ups battery on server Updated server bios and udrac controller  Meet with Joe Alfonso and Mike bell on transition 3.5 hours	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
423	07/27/2017	1353	Closed	Miscellaneous	-	Server crashed Restarted with no issues  Installed new ups battery Bill 1 hour Need to go back and update bios Fix Jones email search	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
424	07/26/2017	1352	Closed	Miscellaneous	-	Fixed issue with monitors Setup static up on Navaho Worked with tech to setup remote access Bill 3 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
425	07/26/2017	1351	Closed	Miscellaneous	-	Security phone not working traced network cable Bill 1 hour	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
426	07/26/2017	1350	Closed	Miscellaneous	-	Replaced ups battery Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
427	07/26/2017	1349	Closed	Miscellaneous	-	Manager laptop crashed Get a price for a new one  Bill 1 hour	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000



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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
428	07/24/2017	1348	Closed	Miscellaneous	-	Setup tow ne PCs	IMI Smith, Glenna glrnna.smith@no-reply.com 978.373.9190
429	07/20/2017	1347	Closed	Miscellaneous	-	Setup new PC for Laura	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
430	07/20/2017	1346	Closed	Miscellaneous	-	Setup new PC for Engineering	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
431	07/18/2017	1345	Closed	Miscellaneous	-	Setup new PC for Laura	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
432	07/18/2017	1344	Closed	Miscellaneous	-	Setup new PC for Engineering	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
433	07/18/2017	1343	Closed	Miscellaneous	-	Phone not working	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
434	07/12/2017	1342	Closed	Miscellaneous	-	A issue with security pc USB device are nor reconciled Needed to update bios and drivers Setup new security user Bill 2 hours plus parking	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
435	07/11/2017	1341	Closed	Miscellaneous	-	Setup new Security PC	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
436	07/11/2017	1340	Closed	Miscellaneous	-	Issue with Phone e-mail	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
437	07/11/2017	1339	Closed	Miscellaneous	-	New Keyboard	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
438	07/10/2017	1338	Closed	Miscellaneous	-	Remote access / Greg Kennedy	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
439	07/10/2017	1337	Closed	Miscellaneous	-	I stall Adobe Acrobat	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
440	07/10/2017	1336	Closed	Miscellaneous	-	Setup new User on system and export email to PST file	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
441	07/06/2017	1335	Closed	Miscellaneous	-	Issue with pc connecting to network	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
<b>Description of work</b> Fixed issue with kalya pc reconnected to the domain Fixed issue with Karen pc stop it from going into sleep mode Fix Paul pc unable to print Bill 2 hours Purchase new Dell pc							
442	07/06/2017	1334	Closed	Miscellaneous	-	10 centennial drive  Setup used pc Downloaded publisher from Ms 110  Setup pc and software for cafe menu Bill 8 30 to 11 am	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
443	06/22/2017	1333	Closed	Miscellaneous	-	Install new Monitor for Jim	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
444	06/21/2017	1332	Closed	Miscellaneous	-	Katherne pc Antivirus reporting issues after clicking phishing email Did system restore and hard drive clean up  Reinstalled av after system restore Bill 1 5 hours	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224





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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
445	06/21/2017	1331	Closed	Miscellaneous	-	Installed new monitor for Kaz Bill .5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
446	06/21/2017	1330	Closed	Miscellaneous	-	Setup wired connection in conference room  Reinitilaized wi fi in Congress room Bill 1 hour	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
447	06/21/2017	1329	Closed	Miscellaneous	-	Setup Sent ot email and folder on scanner for kalya Bill .5 hours	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
448	06/15/2017	1328	Closed	Miscellaneous	-	Setup Christine Shaw on Server and Client Bill 1 hour	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
449	06/15/2017	1327	Closed	Miscellaneous	-	Emergency Call, Network down, Phone Down and video down Found issue with Tech plugeed patchcord into switch causing network to go down Bill 2 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
450	06/15/2017	1326	Closed	Miscellaneous	-	Issue with Bob's Monitor, switch out video cable, Security mapped Printer Bill 1 hour	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
451	06/15/2017	1325	Closed	Miscellaneous	-	Building being sold, remove CBRE for Servers	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
452	06/15/2017	1324	Closed	Miscellaneous	-	Onw Winthrop Square Setup Backup and AV on windows XP Machine Paul Kagzdins 617 418 0279 cell / 617 422 5824 Office	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
453	06/15/2017	1323	Closed	Miscellaneous	-	Setup Kavin on PC, Clean PC and removed existng uses, setup Engineering account Bill 2 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
454	06/15/2017	1322	Closed	Miscellaneous	-	955 Mass Ave Install Office 2016, setup e-mail, bill 1.5 Hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
455	06/15/2017	1321	Closed	Miscellaneous	-	Setup new TC	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
456	06/15/2017	1320	Closed	Trash Removal	-	Order New Laptop for Bob	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
457	06/13/2017	1319	Closed	Miscellaneous	-	Reformat server, Install windows 2012 R2 Essentials MS SQL 2014, Backup, Symantec., Hard Drive	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
458	06/08/2017	1318	Closed	Miscellaneous	-	Setup new laptop for Carlos colon Bill 1 hour	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
459	06/07/2017	1317	Closed	Miscellaneous	-	Bob Computer will not boot - 617 594 0220 Seyup Mark at WTCWest	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
<p><b>Description of work</b>          Bob pc would not boot replace power supply bill 1 hour          Mark wtcw fixed issue with share drive 1.5</p>							



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**Building Name**    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
460	06/05/2017	1316	Closed	Miscellaneous	-	Issue with device on network Install new switch	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
461	06/05/2017	1315	Closed	Miscellaneous	-	Setup iPhone for Ann Brooks	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
462	06/05/2017	1314	Closed	Miscellaneous	-	Replace switch	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
463	05/30/2017	1313	Closed	Miscellaneous	-	Setup Laptop for Juan	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
464	05/30/2017	1312	Closed	Miscellaneous	-	EMS Down, looks like there is not internet	855 Blylston Street Black, Bud bud.black@noreplay.com 617.590.5500
465	05/25/2017	1311	Closed	Miscellaneous	-	55 Technology Drive in Lowell Setup new Laptop and configure remote access	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224

**Work Order Notes**

Date	Work Order Notes	Entered By	Internal
05/25/2017	New switch net gear Setup port fowaeding for access to bms  Setup lap top to connect to bms both internal and external	Palermo, Robert A	No



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
460	05/24/2017	1310	Closed	Miscellaneous	-	<p>Hi Rob,</p> <p>I have been trying to run this link and sign in to CONED with ID/PW given to me.</p> <p>When I try to run I receive an error message. Con Ed support said it was an issue on my side possibly with Silverlight. I have tried to install Silverlight which I also use for Yardi. But still receive the error message. ConEd has told me I have to address with our IT.</p> <p>Can you help please!</p> <p>Thanks, Dawn</p>	<p>460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746</p>
467	05/24/2017	1309	Closed	Miscellaneous	-	Server UP configure remote access	<p>200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064</p>
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	05/24/2017	<p>11 30 to 1 30 bill 2 hours Setup remote access to all 4 pc using sever built-in services Install windows 2012 connector on each pc</p> <p>Installed Windows updates on server and client pc's</p>				Palermo, Robert A	No
468	05/23/2017	1308	Closed	Miscellaneous	-	SBS 2013 exchange crashed - setup Microsoft hosted exchange - bill 2.5 hours	<p>D8 Global services Lynch, Kevin kevin.lynch@wkorder.com 978.888.8888</p>



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
469	05/23/2017	1307	Closed	Miscellaneous	-	Replace existing UPS on server	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
470	05/23/2017	1306	Closed	Miscellaneous	-	WTC East lobby directory infected with ransom ware cloned other pc	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
471	05/19/2017	1305	Closed	Miscellaneous	-	West shore Installed and configured new linksys access point 12 30 to 1 30 on site Bill .5 to configure Plush parking	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
472	05/17/2017	1304	Closed	Miscellaneous	-	Sql server caught a wallets virus Crashed system Install a. On 3 pc Bill 2.5 hours	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
473	05/17/2017	1303	Closed	Miscellaneous	-	Dennis too hey Engineers pc infected with virus Sysmatic was remove Reinstall Reset ms edges Rembed virus and ran full system scan Bill 1.5 hours	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
474	05/17/2017	1302	Closed	Miscellaneous	-	Need new Light bulb in the office area	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
475	05/16/2017	1301	Closed	Miscellaneous	-	install new PC for Ann	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
476	05/15/2017	1300	Closed	Miscellaneous	-	Setup new pc for card access computer Bill 1.5 hours	300 Concred Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
477	05/15/2017	1299	Closed	Miscellaneous	-	Pc might have a virus Cleaned hard drive Remove all temp files HD was running out if space Backed up Stephanie email and move to Eileen pc Bill 2 hours	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
478	05/11/2017	1298	Closed	Miscellaneous	-	Bill 1 hour Install Multiplicity for Jim in Security office, Bill Software	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
479	05/11/2017	1297	Closed	Miscellaneous	-	Internet Not working	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	05/11/2017	Bill 10:00 am to 1:30				Palermo, Robert A	No
	05/11/2017	New Router and Access Port				Palermo, Robert A	No
	05/11/2017	Issue with existing router Wi-Fi Also, another device was using 192.168.1.1 default gateway				Palermo, Robert A	No
480	05/09/2017	1296	Closed	Miscellaneous	-	Come to Building 3 Security and ask for me.	110 Worcester Road Nicoilette, Pauleet paulet.nic@wkorder.com 617.957.8367



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
481	05/08/2017	1295	Closed	Miscellaneous	-	<p>Hi Rob,</p> <p>Could you come by next Monday or Tuesday? We need to give the 22 Liberty concierge access to our calendar and our new event coordinator Emily needs some assistance getting set up in Gillian's current cube. Let me know if either of those days would work.</p> <p>Thanked</p>	<p>Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021</p>
482	05/05/2017	1294	Closed	Miscellaneous	-	Setup new PC for shipping	<p>IMI Smith, Glenna glrnna.smith@no-reply.com 978.373.9190</p>
483	05/03/2017	1293	Closed	Miscellaneous	-	Move Existing phone to security office in garage	<p>501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676</p>
484	05/03/2017	1292	Closed	Miscellaneous	-	Garage Computer will not boot	<p>265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955</p>
485	05/03/2017	1291	Closed	Miscellaneous	-	Issue with new Phone	<p>33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637</p>



# Work Order Status Report with Notes

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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
486	05/03/2017	1290	Closed	Miscellaneous	-	1 Winthrop Square - Setup Remote access Paul Lagzdins Chief Engineer One Winthrop Square 617.422.5824 617.418.0279 (cell) <a href="mailto:Paul.Lagzdins@nokf.com">Paul.Lagzdins@nokf.com</a>	101 Arch Street Mintz, Laura <a href="mailto:Laura.mintz@no-reply.com">Laura.mintz@no-reply.com</a> 617.204.1030
487	05/02/2017	1289	Closed	Miscellaneous	-	Card Access PC crashed every Thursday	300 Concrod Rd Milinazzo, Lisa <a href="mailto:Lisa.Milinazzo@noreplau.com">Lisa.Milinazzo@noreplau.com</a> 978.670.1000
488	04/28/2017	1288	Closed	Miscellaneous	-	Engineering PC will not Boot	33 Arch Street Hurley, Jack <a href="mailto:jack@noreply.com">jack@noreply.com</a> 617.951.0637
489	04/26/2017	1287	Closed	Miscellaneous	-	Carlos computer Infected with incription viruS Get price for new laptop and new desktop	175 Lincoln Nappi, Lauren <a href="mailto:lauren.nappi@noreply.com">lauren.nappi@noreply.com</a> 617.451.2096
490	04/25/2017	1286	Closed	Miscellaneous	-	Our main line security phone has been down since yesterday morning. I attempted emailing you yesterday afternoon with no response but with it being our main security line for the entire building it's important this gets fixed asap. Please reach back and let me know if there is anything I can do, if you have any questions, or if you can come out to service this phone to get us back up and running. Building tenants can't reach security right now if they need to	33 Arch Street Hurley, Jack <a href="mailto:jack@noreply.com">jack@noreply.com</a> 617.951.0637
491	04/21/2017	1285	Closed	Miscellaneous	-	Enginerin PC will not boot	100 High Street Peterson, Tony <a href="mailto:Harrison.smith@noreply.com">Harrison.smith@noreply.com</a> 617.918.7900





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492	04/20/2017	1284	Closed	Miscellaneous	-	Move Office	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064
493	04/20/2017	1283	Closed	Miscellaneous	-	Back E-Mail and remoce CB from building	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
494	04/20/2017	1282	Closed	Miscellaneous	-	Replace UPS	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
495	04/18/2017	1281	Closed	Miscellaneous	-	Kaz PC infected with ransomware	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
496	04/18/2017	1280	Closed	Miscellaneous	-	Setup new Manager on Jason Old laptop	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
497	04/14/2017	1279	Closed	Miscellaneous	-	Setup new employee	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
498	04/14/2017	1278	Closed	Miscellaneous	-	Setup new USB docking station add Memory and key board wireless and wired	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
499	04/13/2017	1277	Closed	Miscellaneous	-	Setup two new PC	IMI Smith, Glenna glrma.smith@no-reply.com 978.373.9190



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500	04/12/2017	1276	Closed	Miscellaneous	-	<p>Hi Justin, We have had several failed attempts to log into the miniPC remotely both before and after requesting CBRE perform device visual inspection and power cycle. We believe 64.140.206.254:3398 is blocked from inbound communication.</p> <p>- We recall Rob Palermo from Vision Networks was the IT Engineer working for CBRE who set up access previously. Data continues to be exported however though we cannot further investigate the matter without remote access. Would you please seek to restore our access and let us know when we may login? 06/07/2017 05:33:00</p>	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030	
501	04/12/2017	1275	Closed	Miscellaneous	-	Issue with Phone in the conference center	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900	
502	04/11/2017	1274	Closed	Miscellaneous	-	Issue with Garage Ticket Machin, no internet access	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676	
503	04/10/2017	1273	Closed	Miscellaneous	-	Issue with internet and local network, unable to connect to server and gateway	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021	
<b>Work Order Notes</b>								
<b>Date</b>		<b>Work Order Notes</b>				<b>Entered By</b>		<b>Internal</b>
06/01/2017		Note				Palermo, Robert A		No



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504	04/06/2017	1272	Closed	Miscellaneous	-	Issue with Cafe	Stony Brook Office Park Kolakowski, Jessica jessica.kolakowski@noreplay.com 781.788.8786
505	04/06/2017	1271	Closed	Miscellaneous	-	AMAG server running very slow, check server hard drive to make sure issue was not hardware related, restart server. Remove Hard drive from old AMAGE server and clients Bill 1.5 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
506	04/06/2017	1270	Closed	Miscellaneous	-	Issue with Wireless in conference room. Traced network connection to AP and found disconnected from router Bill 1 hour	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
507	04/06/2017	1269	Closed	Miscellaneous	-	Issue with security desk, Reset IP address on both PC, reconfigured Multiplicity - Bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
508	04/04/2017	1268	Closed	Miscellaneous	-	Hi Rob,  It was nice to chat with you today, I have two email addresses for you, not sure which one is better.  Please feel free to come out for a visit next week, anytime except Tuesday at 1030.  My office is at 200 Fifth Ave on the 4th Floor ( SIEMENS Building) in Waltham.	200 Fifth Ave Bump, Erin erin@no-reply.com 808.344.1064



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509	04/04/2017	1267	Closed	Miscellaneous	-	Setup remote access port forwarding f	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
510	04/04/2017	1266	Closed	Miscellaneous	-	<p>Hi Rob,</p> <p>Our card access computer went down at 22 Boston Wharf Road- It appears construction crews plugged a space heater into the same outlet as the computer which might have fried the system.</p> <p>Steve or Victor will be able to grant you access when you arrive: Their numbers are below for reference. Steve Marcelonis- 857-880-4633 Victor Mateo- 857-880-4634</p>	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
511	04/04/2017	1265	Closed	Miscellaneous	-	Greg Kennedy having an issue with his printer	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
512	04/04/2017	1264	Closed	Miscellaneous	-	Retrieve Desktop form office and setup at 101 arch	88 Black Falcon Guber, Jennifer jennifer.guber@no-replay.com 617.439.8989
513	04/04/2017	1263	Closed	Miscellaneous	-	Replace wi-fi	Wicked Watts , Kelly kelly.w@wkorder.com 774.240.5587



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
514	04/04/2017	1262	Closed	Miscellaneous	-	Setup Jason new laptop computer 2.0 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
515	04/03/2017	1261	Closed	Miscellaneous	-	Rick have an issue with mail on his cell phone Remove all corporate email, reset his password on server, reconfigured corporate email on his phone setup email on his laptop also Bill 1.5 hours	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
516	04/03/2017	1260	Closed	Miscellaneous	-	Setup Jen Pittoro and Juilian at Building Bill pArking 36.00 Time 1.5 hours	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
517	03/31/2017	1259	Closed	Miscellaneous	-	Setup new laptop for Tim	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
518	03/30/2017	1258	Closed	Miscellaneous	-	Issue with W-FI	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
519	03/30/2017	1257	Closed	Miscellaneous	-	Decommission CBRE	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
520	03/27/2017	1256	Closed	Miscellaneous	-	Meet Mark Ricci about video server, unable to connect form garage area	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
<b>Work Order Notes</b>							
Date	Work Order Notes					Entered By	Internal
03/28/2017	Setup new connection for dock computer Work with mark ricci on the camera Bill 1.5 hour					Palermo, Robert A	No
521	03/23/2017	1255	Closed	Miscellaneous	-	<p>Iâ€™m hoping you might be able to help us out at some point soon with a few things:</p> <ul style="list-style-type: none"> <li>- There are functions in MRI that I was able to use while working on Amiraâ€™s computer while she was on leave that I canâ€™t do from my computer â€“ specifically Exporting to PDF/Excel and saving to the server.</li> <li>- Iâ€™m also having issues connecting to a few of the printers in our office â€“ not just from MRI, but using other applications.</li> <li>- Weâ€™re also hoping you can put Kay Gearyâ€™s email on Barbaraâ€™s computer â€“ I believe this was started on Monday, but I donâ€™t believe it was finished.</li> <li>- Weâ€™re also hoping you can do the same for Amiraâ€™s email, but to have it set up on Katieâ€™s computer.</li> <li>- And set up Katie for remote access.</li> </ul> <p>If you could give us a time frame on when you might be available, that would be appreciated! Please let me know if you have any questions â€“ thank you! JK</p>	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224



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523	03/23/2017	1254	Closed	Miscellaneous	-	Order Key Board and Monitor	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
523	03/23/2017	1253	Closed	Miscellaneous	-	replace failing hard drive	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
524	03/23/2017	1252	Closed	Miscellaneous	-	replace router	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
525	03/23/2017	1251	Closed	Miscellaneous	-	replace router	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
526	03/23/2017	1250	Closed	Miscellaneous	-	Installed new color printers	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
<b>Work Order Notes</b>							
<b>Date</b>	<b>Work Order Notes</b>					<b>Entered By</b>	<b>Internal</b>
03/28/2017	Setup two new hp color printers Setup dual monitor Hdmi to vga cable 8 am to 10 30 pm Charge 2.5 hours					Palermo, Robert A	No
527	03/23/2017	1249	Closed	Miscellaneous	-	replace existing router	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723



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528	03/21/2017	1248	Closed	Miscellaneous	-	John's Email not working	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
529	03/21/2017	1247	Closed	Miscellaneous	-	Issue with Card access PC	88 Black Falcon Guber, Jennifer jennifer.guber@no-replay.com 617.439.8989
530	03/18/2017	1246	Closed	Miscellaneous	-	Issue with BMS, Unable to connect to BMS for 880, Internet not working. Trouble hoot issue, problem with Cat V cable to transceiver to Switch, Setup us new rj45 Connect Bill 4 hours emergency Call per Brian Hansen on 2 17 2017	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
531	03/18/2017	1245	Closed	Miscellaneous	-	Pierre is no longer the supervisor of Franklin. He is going to be reassigned another position at NE.  Louis LeConte starts on Monday as the new manager.  Thank you,  Larry	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
532	03/17/2017	1244	Closed	Miscellaneous	-	Issue with CafÃ© monitor	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
533	03/17/2017	1243	Closed	Miscellaneous	-	Setup New Manager at office	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746





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534	03/17/2017	1242	Closed	Miscellaneous	-	Replace Switch and add Access Point	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
535	03/16/2017	1241	Closed	Miscellaneous	-	Setup new Internet foe security Called dell issue with laptop will replace mother board New switch Setup Internet for security Remove popular 12 30 to 4.00 Bill 3m5 hours	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
536	03/10/2017	1240	Closed	Miscellaneous	-	Dual Monitor not working  Cory remote email not working - Fixed Bill 1 hour March 8, 2017	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
537	03/10/2017	1239	Closed	Miscellaneous	-	EMS Has not internet	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
538	03/10/2017	1238	Closed	Miscellaneous	-	New Laptop for Anne	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
539	03/10/2017	1237	Closed	Miscellaneous	-	Dave Change - Printing issues	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
540	03/08/2017	1236	Closed	Miscellaneous	-	issue with monitor	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974



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541	03/08/2017	1235	Closed	Miscellaneous	-	Setup new PC, wireless, memory	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
542	03/06/2017	1234	Closed	Miscellaneous	-	<p>Please see Katherine's email credentials below for her first day. I will be in touch on Monday in regards to her new hire onboarding.</p> <p>Username/email: Katherine.wolfgang@cbre-ne.com PW: !boston!</p> <p>Please see Katherine's email credentials below for her first day. I will be in touch on Monday in regards to her new hire onboarding.</p> <p>Username/email: Katherine.wolfgang@cbre-ne.com</p>	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
543	03/06/2017	1233	Closed	Miscellaneous	-	Issue with internet and server	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
544	03/01/2017	1232	Closed	Miscellaneous	-	<p>Hi Rob,</p> <p>We're having an issue with our security computer. The antivirus program identified a key file for our visitor access system as a threat. We tried to restore the file from quarantine, but didn't have that option in the antivirus program. Can you help us out?</p> <p>Thanks</p>	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900



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545	03/01/2017	1231	Closed	Miscellaneous	-	Internet Issues	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
546	02/28/2017	1230	Closed	Miscellaneous	-	Install new ap Issue with Internet call comcast will send out tech  Fixed issue with hp Printer Bill 1 30 to 4 3.5 hourS	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049
547	02/28/2017	1229	Closed	Miscellaneous	-	Kevin having an issue with email Remove rule on email  Setup archive for all email older than 1 1 2016  Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
548	02/25/2017	1228	Closed	Badges	-	Test after deploy	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
<b>Description of work</b> Printed out Badge and delivered to Tenant							
549	02/24/2017	1227	Closed	Miscellaneous	-	Setup access point	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049
<b>Description of work</b> trst							
550	02/20/2017	1226	Closed	Miscellaneous	-	Issue with remote accesd	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
<b>Description of work</b> now closed							



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551	02/20/2017	1225	Closed	Miscellaneous	-	Setup new server	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
552	02/15/2017	1224	Closed	Miscellaneous	-	Setup Emma Fix issue with captivate Call xerox Bill 1.5 hours	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049
553	02/14/2017	1223	Closed	Miscellaneous	-	Issue with Dave Computer, Re-Installed Adobe Acrobat, reconfigured VPN and Mapping to 22 and 100 Bill 1 hour	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
554	02/14/2017	1222	Closed	Miscellaneous	-	Setup Monitors	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
555	02/14/2017	1221	Closed	Miscellaneous	-	Setup Wi-Fi	265 Franklin Street Coen, Christine ccoен@no-replay.com 617.439.7955
556	02/14/2017	1220	Closed	Badges	-	test	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
557	02/10/2017	1219	Closed	Miscellaneous	-	Check out Tim's Laptop coputer	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
558	02/10/2017	1218	Closed	Miscellaneous	-	New TV	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000



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55	02/10/2017	1217	Closed	Miscellaneous	-	Setup new Server	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
56	02/10/2017	1216	Closed	Miscellaneous	-	Setup new Server	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676
56	02/10/2017	1215	Closed	Miscellaneous	-	Replace router, Monitors	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
<b>Description of work complete</b>							
56	02/02/2017	1214	Closed	Miscellaneous	-	Issue with Firefox and javelin  Removed java and Firefox Reinstalled java 7 update 45 And Firefox Bill 4 hours	Stonybrook Office Park Kolakowski, Jessica jessica.kolakowski@no-reply.com 781.788.8787
<b>Description of work</b>							
Printed out Badge and delivered to Tenant							
56	02/01/2017	1213	Closed	Miscellaneous	-	Network issues Runningslow	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
56	01/27/2017	1212	Closed	Miscellaneous	-	Issue with Dave camp pc Printer not working	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723



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565	01/26/2017	1211	Closed	Miscellaneous	-	Wi fi not working	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
<b>Description of work</b> Fixed issue Wireless was unplug from the wall Setup remote access to ems Bill 1 hour							
566	01/23/2017	1210	Closed	Miscellaneous	-	Jim capone Issue with pc unable to connect to Outlook Check pc hard drive ran dell diagnosis Reset comcast router and switch  Will reboot pc Bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
567	01/23/2017	1209	Closed	Miscellaneous	-	Dropped off install ups on ems ps Got sql running in ems pc metasys would not start Fixed cleaning login Bill 1 hour	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
568	01/23/2017	1208	Closed	Miscellaneous	-	Drop off UPS	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
569	01/23/2017	1207	Closed	Miscellaneous	-	Greg Kennedy - Issue with new PC windows 10	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
570	01/17/2017	1206	Closed	Miscellaneous	-	Installed offie 2016 home and office for Ann Hurd BI'll 1 hour	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049



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571	01/12/2017	1205	Closed	Miscellaneous	-	New UPS for 10 Centennial Drive	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
572	01/12/2017	1204	Closed	Miscellaneous	-	New Battery for Jason	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
573	01/12/2017	1203	Closed	Miscellaneous	-	Setup Shawn Old PC for Security	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
574	01/12/2017	1202	Closed	Miscellaneous	-	Setup new Printer / Install office	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
575	01/12/2017	1201	Closed	Miscellaneous	-	New Monitors / Set up for laura	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
576	01/12/2017	1200	Closed	Miscellaneous	-	UPS / Plug for Cleaning pc / Inventory	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
577	01/11/2017	1199	Closed	Miscellaneous	-	Setup new PC and Printer	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
578	01/03/2017	1198	Closed	Miscellaneous	-	Setup new Engineer	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723



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579	01/03/2017	1197	Closed	Miscellaneous	-	PC will not boot	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
580	12/28/2016	1196	Closed	Miscellaneous	-	Internet Down - Cogent ticket # is 6734469. Out account # is CUSHMANW00013. Customer Service is 877-726-4368.	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
581	12/21/2016	1195	Closed	Miscellaneous	-	Employee Let go, security risk	Wicked Watts , Kelly kelly.w@wkorder.com 774.240.5587
582	12/19/2016	1194	Closed	Miscellaneous	-	Taking over building from CBRE - need to reset all users and e-mail	1020 Channel Center M, Tony tony@wkorder.com 617.308.3705
583	12/19/2016	1193	Closed	Miscellaneous	-	New Teck at 22 liberty Bobby Taylor	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
584	12/19/2016	1192	Closed	Miscellaneous	-	EMS Computer has been infected with a virus	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
585	12/14/2016	1191	Closed	Miscellaneous	-	Setup new TC Jennifer Guber	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
586	12/14/2016	1190	Closed	Miscellaneous	-	New PC for Shawn	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021





# Work Order Status Report with Notes

## VNS

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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
587	12/12/2016	1189	Closed	Miscellaneous	-	Issue with Engineering PC	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
588	12/12/2016	1188	Closed	Miscellaneous	-	Issue with Cory Laptop	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
589	12/12/2016	1187	Closed	Miscellaneous	-	Issue with Conference room Video	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
590	12/09/2016	1186	Closed	Miscellaneous	-	Setup new Tamp	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
591	12/09/2016	1185	Closed	Miscellaneous	-	New Laptop for TC	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
592	12/07/2016	1184	Closed	Miscellaneous	-	<p>Also can you advise where Cogent router for the lobby directory? We are having issues and it is on Cogent. Looks like we need you at the building for more than one reason. helpdesk at 800-652-4830. Thanks! 800-652-4830 x450</p> <p>Port forwarding will need to be configured on the router that the directory PC is attached to.</p> <p>If you can, choose both TCP and UDP. If you can only choose 1, please choose TCP.</p> <p>Ports to be opened: TCP: 5290 ; FTP: 2121, 2120, 21, and 20</p>	<p>175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934</p>
593	12/07/2016	1183	Closed	Miscellaneous	-	Setup new Copier Xerox	<p>WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723</p>



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594	12/06/2016	1182	Closed	Miscellaneous	-	<p>Hi Rob,</p> <p>This morning, Frank Sullivan's employment was terminated from the engineering staff. We will need to have his email frank.sullivan@33arch.com forwarded to the Chief Engineer Paul Brunelle's email PBrunelle@33Arch.com. Also, I believe we need to change the remote password to our EMS system. It is critical that we have this done ASAP. Is there a way you could help us out with this today?</p> <p>Thank you,            Mike            Change Password to: Cb741852!</p>	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
595	12/05/2016	1181	Closed	Miscellaneous	-	Lobby directory PC keep crashing	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
<b>Description of work</b> Printed out Badge and delivered to Tenant							
596	12/05/2016	1180	Closed	Miscellaneous	-	New HP Inc Cartage for Tony Ming	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
597	12/05/2016	1179	Closed	Miscellaneous	-	Check out electrical closet and maybe replace some switches	88 Black Falcon Guber, Jennifer jennifer.guber@no-replay.com 617.439.8989



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
598	12/01/2016	1178	Closed	Miscellaneous	-	network down due to rcn replacement of router	501 Boylston Street Forman, Amy amy@noreply.com 617.247.3676
<b>Description of work</b>							
Dec 8							
Setup new cisco 11 am to 12 30							
Issue with rcn not getting correct speed will send tech							
599	11/30/2016	1177	Closed	Miscellaneous	-	Christine, **** 70 Franklin Street ****	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
<b>Work Order Notes</b>							
<b>Date</b>	<b>Work Order Notes</b>						
11/30/2016	<p>Ip address 96.86.94.102 Pc Chiefengineer 70 Franklin</p> <p>Entered By: Internal Internal</p> <p>Payment Requested: No</p> <p>they've finished up. If they have any questions, please ask them to call our helpdesk at 800-652-4830. Thanks!</p> <p>Port forwarding will need to be configured on the router that the directory PC is attached to.</p> <p>If you can, choose both TCP and UDP. If you can only choose 1, please choose TCP.</p> <p>Ports to be opened: TCP: 5290 ; FTP: 2121, 2120, 21, and 20 Traffic should be directed to: Win Configured IP address</p> <p>Please let me know if you have any questions.</p>						



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600	11/30/2016	1176	Closed	Miscellaneous	-	<p>Rob:</p> <p>I wanted to touch base to see when you would be available to stop in on a couple of issues, including:</p>	<p>IMI Smith, Glenna glrnna.smith@no-reply.com 978.373.9190</p>
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>					
	12/02/2016	<p>rtrtre</p> <p>1.        Now that Pete has retired we need to get Bob to be able to access the "X" and "W" folders as No AutoCAD, <span style="float: right; font-size: small;">Entered By: Internal Pete or Rob</span></p> <p>2.        Jon Aziz has left IMI and we need to be able to access his e-mail,</p> <p>3.        Steve has some issues still with the ET system. Issues may be as simple as updating you on what has transpired, but he wants to see you and discuss.</p> <p>4.        I would like to spend 5 minutes discussing the entire Cybersecurity endeavor we need to begin at least planning for.</p> <p>Let me know what day. As of now Steve and I will be out Thursday morning but will be in the rest of the week.</p> <p>Thanks</p> <p>Peter</p>					
601	11/30/2016	1175	Closed	Miscellaneous	-	<p>Hi Rob,</p> <p>Can you set up a time to come to 101 Seaport to set up a new engineer of ours?</p> <p>Thanks</p>	<p>101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900</p>



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
602	11/30/2016	1174	Closed	Miscellaneous	-	Security PC crashed	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	11/30/2016	10 30 to 12 bill 1.5 hours  USB network card Security pc hard drive no good Price new pc for shawn				Palermo, Robert A	No
603	11/28/2016	1173	Closed	Miscellaneous	-	New PC for Lousin on newberry street	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
604	11/28/2016	1172	Closed	Miscellaneous	-	New TC	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096
605	11/28/2016	1171	Closed	Miscellaneous	-	Issue with the server, and backup	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111



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606	11/22/2016	1170	Closed	Miscellaneous	-	Engineering has compiled a list of issues they need assistance resolving.  • Removal of former users from Paul's laptop • Password to the engineering WIFI • Issue with receiving double emails • Issue with receiving pop ups on Frank and Johns computers • Paul's office does not allow him to dial certain numbers	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
607	11/22/2016	1169	Closed	Miscellaneous	-	10-24 School Street - USB Not working for Larry	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
608	11/22/2016	1168	Closed	Miscellaneous	-	issue with Share point	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
609	11/21/2016	1167	Closed	Miscellaneous	-	Christine Hard Failed	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
<b>Description of work</b>							
Start at 2 pm							
610	11/16/2016	1166	Closed	Miscellaneous	-	Conference Room Wifi Use	300 Conrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
611	11/14/2016	1165	Closed	Miscellaneous	-	WTC west, not internet in the office	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723



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612	11/10/2016	1164	Closed	Miscellaneous	-	Setup ccast internet	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
613	11/08/2016	1163	Closed	Miscellaneous	-	Security Lobby no internet	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
614	11/07/2016	1162	Closed	Miscellaneous	-	Service Visit for 116 Huntington	116 Huntington Ave Scotten, Stephanie stepahan.scotten@noreply.com 617.222.2222
615	11/04/2016	1161	Closed	Miscellaneous	-	Issue with video server	Stony Brook Office Park Kolakowski, Jessica jessica.kolakowski@noreplay.com 781.788.8786
616	11/04/2016	1160	Closed	Miscellaneous	-	Setup new engineer	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
617	11/04/2016	1159	Closed	Miscellaneous	-	setup and configure 2 new labtops	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
618	11/03/2016	1158	Closed	Miscellaneous	-	Setup new Laptop and printer	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
619	11/02/2016	1157	Closed	Miscellaneous	-	Setup new Engineering E-Mail	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637





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620	11/02/2016	1156	Closed	Miscellaneous	-	Issue connecting to server	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
621	10/27/2016	1155	Closed	Miscellaneous	-	<p>Rob,</p> <p>I left you a VM this afternoon but wanted to follow up with an email as well, we need to coordinate to have you meet Mike from Spectrum on-site this week ASAP to troubleshoot an issue he is having with the AMAG software upgrade/PC Com Port.</p> <p>Mike can provide you more specific detail as it relates to the PC, but we wanted to get you in this week ASAP. Please let us know when you coordinate to be on site this week</p> <p>Thanks,</p>	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
622	10/26/2016	1154	Closed	Miscellaneous	-	Drill Server will not boot up	IMI Smith, Glenna glrma.smith@no-reply.com 978.373.9190
623	10/26/2016	1153	Closed	Miscellaneous	-	Server Will not restart	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
624	10/24/2016	1152	Closed	Miscellaneous	-	Virus and wireless issue	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information																
625	10/24/2016	1151	Closed	Miscellaneous	-	Issues with Internet at the lobby shop	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049																
626	10/24/2016	1150	Closed	Miscellaneous	-	Issue with remote access to the ems system	855 Blylston Street Black, Bud bud.black@noreplay.com 617.590.5500																
627	10/24/2016	1149	Closed	Miscellaneous	-	New Employee	IMI Smith, Glenna glrma.smith@no-reply.com 978.373.9190																
628	10/20/2016	1148	Closed	Miscellaneous	-	Setup nora internet	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030																
<p><b>Description of work</b> Terninated new work connection for Nora computer and attached her directly to the gihabit server</p> <p>Work with Internet vendor with networking issues</p> <p>12 30 to 3 30 bill 2 hours</p> <p><b>Work Order Notes</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Work Order Notes</th> <th>Entered By</th> <th>Internal</th> </tr> </thead> <tbody> <tr> <td>10/21/2016</td> <td>This is a note</td> <td>Palermo, Robert A</td> <td>No</td> </tr> <tr> <td>10/21/2016</td> <td>This is my Second note</td> <td>Palermo, Robert A</td> <td>No</td> </tr> <tr> <td>10/21/2016</td> <td>third note</td> <td>Palermo, Robert A</td> <td>No</td> </tr> </tbody> </table>								Date	Work Order Notes	Entered By	Internal	10/21/2016	This is a note	Palermo, Robert A	No	10/21/2016	This is my Second note	Palermo, Robert A	No	10/21/2016	third note	Palermo, Robert A	No
Date	Work Order Notes	Entered By	Internal																				
10/21/2016	This is a note	Palermo, Robert A	No																				
10/21/2016	This is my Second note	Palermo, Robert A	No																				
10/21/2016	third note	Palermo, Robert A	No																				
629	10/19/2016	1147	Closed	Miscellaneous	-	Install Adobe Acrobat Pro on 2 PC's	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461																



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630	10/19/2016	1146	Closed	Miscellaneous	-	Issue with Card Access computer	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
<b>Description of work</b> Delivered pc and setup bill 1 hour							
631	10/18/2016	1145	Closed	Miscellaneous	-	Set up wife for at 1 and 2 executive drive 1 30 to 3 30	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
632	10/17/2016	1144	Closed	Miscellaneous	-	Issue with the phones at security using the second comcast line  Issue with yards report not working  Start at 11 am	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
<b>Description of work</b> Bill to 1 pm Not resolved Waiting for telephone company to call back							
633	10/16/2016	1143	Closed	Miscellaneous	-	Install new ups battery	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
634	10/14/2016	1142	Closed	Miscellaneous	-	Reforated spectrum server because they were not able to remove the sal server from the pc  Bull 2.5 hours	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
635	10/12/2016	1141	Closed	Miscellaneous	-	Setup Engineers on new JLL e-mail	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601



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636	10/11/2016	1140	Closed	Miscellaneous	-	Setup new camera at 100 high	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
637	10/11/2016	1139	Closed	Miscellaneous	-	New pc for Chris Looking for a laptop and docking station	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
638	10/06/2016	1138	Closed	Miscellaneous	-	Install Setup new PC	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
639	10/06/2016	1137	Closed	Miscellaneous	-	Replace 24 port switch	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
640	10/04/2016	1136	Closed	Miscellaneous	-	Lenovo Laptop / Reformat install win 7 install office	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
641	10/04/2016	1135	Closed	Miscellaneous	-	Replace UPS Batter at the west	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
642	10/04/2016	1134	Closed	Miscellaneous	-	Setup new Access Point	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
643	10/04/2016	1133	Closed	Miscellaneous	-	Setup new Employee	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174



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644	10/04/2016	1132	Closed	Miscellaneous	-	Coonference room phone not working	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
645	10/03/2016	1131	Closed	Miscellaneous	-	Setup new JLL Employees on the newtork	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
<b>Description of work</b> Setup Bruce and Orson on iPhone using jll procedures  Setup pc for Bruce Meghan old pc Bill 8 am to 10 am 2 hours							
646	09/28/2016	1130	Closed	Miscellaneous	-	Move Greg Kennedy to totten pond rd	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
647	09/27/2016	1129	Closed	Miscellaneous	-	Network Setup / Configuration	One Brookline Place Lezama, Ashley aheley.lezama@no-reply.com 617.735.8509
648	09/27/2016	1128	Closed	Miscellaneous	-	Setup new PC	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
649	09/27/2016	1127	Closed	Miscellaneous	-	Sal ruso, issue with pc virus	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
650	09/27/2016	1126	Closed	Miscellaneous	-	issue with wireless	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
<b>Description of work</b> Setup printer and wireless bill 1 hour							



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651	09/27/2016	1125	Closed	Miscellaneous	-	Setup new printer	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
652	09/26/2016	1124	Closed	Miscellaneous	-	Hi Rob,  We are having an issue with the connection of the access card at 181. We have been doing some trouble shooting ourselves, but need a second set of eyes. What is your availability to come to Willmington?  Meghan	Transwestern Hannen, Chris chrishannen@no-reply.com 781.862.3026
653	09/22/2016	1123	Closed	Miscellaneous	-	Issue with Excel and TC computer	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
654	09/22/2016	1122	Closed	Miscellaneous	-	Terminate CAT V cable for elevator Bill 1 Hour	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
655	09/22/2016	1121	Closed	Miscellaneous	-	Setup new Engineer, Move Johnny to Penthouse, Install AV and Office Install new Lexmark Network Printer Bill 3.5 hours	Fan Pier Carroll, Shawn scroll@no-repy.com 617.295.0021
656	09/22/2016	1120	Closed	Miscellaneous	-	Buy new USB Backup Transfer backup	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
657	09/22/2016	1119	Closed	Miscellaneous	-	New Monitor for TC	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746



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658	09/19/2016	1118	Closed	Miscellaneous	-	Order two new Monitors for office	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
659	09/19/2016	1117	Closed	Miscellaneous	-	Order new Monitor for Heidi	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
660	09/19/2016	1116	Closed	Miscellaneous	-	Order new Laptop for Jen	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
661	09/15/2016	1115	Closed	Miscellaneous	-	New pc atarmed place Setup	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
662	09/15/2016	1114	Closed	Miscellaneous	-	Setup new employee	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
663	09/15/2016	1113	Closed	Miscellaneous	-	Set up new employee	501 Boylston Street Forman, Amy amy@noreply.com 617.247.3676
664	09/13/2016	1112	Closed	Miscellaneous	-	Down Grade PC's	Kanan & Pricone Mithen, Mike kanan@noreply.com 978.978.9878
665	09/13/2016	1111	Closed	Miscellaneous	-	Two new Monitors	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746



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66	09/13/2016	1110	Closed	Miscellaneous	-	Replace hard drive or Nousig Computer Bill 4 hours	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
67	09/13/2016	1109	Closed	Miscellaneous	-	Replace existing router	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
68	09/13/2016	1108	Closed	Miscellaneous	-	Order new Printer for security	855 Blylston Street Black, Bud bud.black@noreplay.com 617.590.5500
69	09/08/2016	1107	Closed	Miscellaneous	-	Rebooted server Installed new firmware update on router  Bill 1 hour	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
70	09/08/2016	1106	Closed	Miscellaneous	-	Move CBRE Files	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
71	09/08/2016	1105	Closed	Miscellaneous	-	Replace Router	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
72	09/07/2016	1104	Closed	Miscellaneous	-	Setup remote access	22 Liberty Street Martin, Dave DaveM@noreply.com 617.455.1757
73	09/07/2016	1103	Closed	Miscellaneous	-	New USB Wireless Access card	Bay State Charitable Trust R, Denise DeniseR@noreply.com 617.225.2822





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674	09/07/2016	1102	Closed	Miscellaneous	-	New Access Point	55 Cambridge Parkway Myrick, Lawanda Lawanda.Myrick@noreplay.com 617.494.9197
675	09/07/2016	1101	Closed	Miscellaneous	-	313 Congress Street, Issue with laptop computer	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
676	09/06/2016	1100	Closed	Miscellaneous	-	Setup Wireless in Conference room	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
677	09/01/2016	1099	Closed	Miscellaneous	-	Install New HP Printer for security	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049
678	09/01/2016	1098	Closed	Miscellaneous	-	Dave Camp Install /Setup new Dell PC	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049
679	08/31/2016	1097	Closed	Miscellaneous	-	Meghan is leaving, move Laura	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
680	08/31/2016	1096	Closed	Miscellaneous	-	Mr. Harvey is having an issue with his laptop PC	O'Malley and Harvey Issa, Cathy cathy.issa@noreply.com 617.204.3461
681	08/30/2016	1095	Closed	Miscellaneous	-	Install new router for the monitor display company in the lobby	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020



# Work Order Status Report with Notes

## VNS

Vision Network Systems  
VNS  
PO Box 61  
Salem, New Hampshire 03079

Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
683	08/29/2016	1094	Closed	Miscellaneous	-	Setup 2 Wi-Fi for lobby at 1 and 2 executive drive John Donahue 6174135812	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
683	08/18/2016	1093	Closed	Miscellaneous	-	Change Permission for User Account	IMI Smith, Glenna glrlna.smith@no-reply.com 978.373.9190
684	08/17/2016	1092	Closed	Miscellaneous	-	Dave Camp Terminate network connection for Cleaners Time Clock	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049
685	08/17/2016	1091	Closed	Miscellaneous	-	Security Computer not connection to the internet	855 Blylston Street Black, Bud bud.black@noreplay.com 617.590.5500
686	08/12/2016	1090	Closed	Miscellaneous	-	Issue with Fiber Connection	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
687	08/11/2016	1089	Closed	Miscellaneous	-	Install new Access Point	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
688	08/11/2016	1088	Closed	Miscellaneous	-	Issue with Card Access computer	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
689	08/11/2016	1087	Closed	Miscellaneous	-	Replace External Hard Drive	One Boston Place Pachucki, Dan dan.pachucki@noreplay.com 617.877.7111



# Work Order Status Report with Notes

## VNS

Vision Network Systems  
 VNS  
 PO Box 61  
 Salem, New Hampshire 03079

Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
690	08/09/2016	1086	Closed	Miscellaneous	-	Setup new Manager	300 Concrod Rd Milinazzo, Lisa Lisa.Milinazzo@noreplau.com 978.670.1000
691	08/09/2016	1085	Closed	Miscellaneous	-	Setup New PC for Security	126 Newbery Street Howard, Steve Stephen.Howard@noreplay.com 617.451.2174
692	08/09/2016	1084	Closed	Plumbing	-	Install new Com Port	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
693	08/03/2016	1083	Closed	Miscellaneous	-	Move engineers to Management Server	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
694	08/03/2016	1082	Closed	Miscellaneous	-	Issue with Internet and Antivirus	350 Washington Street Griffen, Bob bob.grif@no-replay.com 614.222.2222
695	08/03/2016	1081	Closed	Miscellaneous	-	Still Having an Issue with Internet	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
696	07/28/2016	1080	Closed	Miscellaneous	-	Issue with EMS IP Address	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
697	07/21/2016	1079	Closed	Miscellaneous	-	Terminate Cat V connection for car wash	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900



# Work Order Status Report with Notes

## VNS

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VNS  
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Salem, New Hampshire 03079

Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
698	07/21/2016	1078	Closed	Miscellaneous	-	Joyce left, move her files	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
699	07/21/2016	1077	Closed	Miscellaneous	-	Hi Rob  I hope you are doing well. I unfortunately got a new job and will be leaving CBRE. Steve has hired a new TC who I am training this week. His name is Adam Khan. He already has a CBRE email, but I was hoping you could help set up his outlook on my desktop. Anytime tomorrow or Thursday would be great.  Thank you Rob!	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
700	07/20/2016	1076	Closed	Miscellaneous	-	Issue with the CafÃ© at 880, unable to connection to the internet using the patch cable	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601
701	07/19/2016	1075	Closed	Miscellaneous	-	Install new Access Point / Issue with Internet	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
702	07/19/2016	1074	Closed	Miscellaneous	-	Replaced Router RV130 - bill 2 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030



# Work Order Status Report with Notes

## VNS

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 Salem, New Hampshire 03079

Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
703	07/13/2016	1073	Closed	Miscellaneous	-	Setup new Engineers Jerome Hamilton Username and email: Jerome.hamilton@cbre-ne.com PW: today  John Harrington Username and email.com: John.Harrington@cbre-ne.com Pw: 22liberty Mover server	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
704	07/13/2016	1072	Closed	Miscellaneous	-	Security Issue with Label Printer Re-Installed Printer and configured IE for printing badges Setup Franklin Street Cameras for Pierre  Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
705	07/13/2016	1071	Closed	Miscellaneous	-	Setup new Monitor for John Sillivan Fixed issue with Jeff Smith PC, unable to print Setup enginee John Nobles  Bill 2.0 Hours	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
706	07/08/2016	1070	Closed	Miscellaneous	-	Issue with remote access to new Card Access PC	250 Apollo Drive Winett, Bill bil.winett@no-replay.com 615.555.5555
707	07/08/2016	1069	Closed	Miscellaneous	-	Issue with laptop after upgrade to windows 10	175 Lincoln Nappi, Lauren lauren.nappi@noreply.com 617.451.2096



# Work Order Status Report with Notes

## VNS

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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
708	07/08/2016	1068	Closed	Miscellaneous	-	Issue with Matasys	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
709	07/06/2016	1067	Closed	Miscellaneous	-	Downgrade Windows 10 PC for engineers back to windows 7	255 State Street Sullivan, Mark mark.sullivan@noreply.com 617.200.0000
710	07/05/2016	1066	Closed	Miscellaneous	-	Setup new Desktop for Temp	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900
711	07/05/2016	1065	Closed	Miscellaneous	-	Replace UPS BAttery	88 Black Falcon Guber, Jennifer jennifer.guber@no-replay.com 617.439.8989
712	07/05/2016	1064	Closed	Miscellaneous	-	Issue with router, Keep Dropping - 1 hour New lynksys router = Setup and Configure	One Boston Place Pachucki, Dan dan.pachucki@noreply.com 617.877.7111
713	06/29/2016	1063	Closed	Miscellaneous	-	Issue with PCs. Very Slow	Kanan & Pricone Miithen, Mike kanan@noreply.com 978.978.9878
714	06/23/2016	1062	Closed	Miscellaneous	-	Security PC keeps Rebooting / Unable to connect to card access database Chkdsk /f - Fixed issue bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
715	06/23/2016	1061	Closed	Miscellaneous	-	Order/Setup ne Server	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723



# Work Order Status Report with Notes

## VNS

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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
710	06/23/2016	1060	Closed	Miscellaneous	-	Setup Card Access System	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
717	06/22/2016	1059	Closed	Miscellaneous	-	Trace down Network Caple for energy management and install wireless router in office	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
718	06/22/2016	1058	Closed	Miscellaneous	-	Setup Phones	One Citizens Plaza Boyden, Stacy stacy.boyden@no-reply.com 401.369.7778
719	06/14/2016	1057	Closed	Miscellaneous	-	New UPS fro PC in security desk	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
720	06/10/2016	1056	Closed	Miscellaneous	-	Issue with Visitor software, download new version and unable to get it working	100 High Street Peterson, Tony Harrison.smith@noreply.com 617.918.7900



# Work Order Status Report with Notes

## VNS

Vision Network Systems  
VNS  
PO Box 61  
Salem, New Hampshire 03079

**Building Name**     VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
721	06/10/2016	1055	Closed	Miscellaneous	-	<p>Hi Rob,</p> <p>I have recently changed vendor companies for Engineering &amp; Maintenance services at both 470 &amp; 400 Atlantic and Security services at 470 Atlantic.</p> <p>Would you be able to come to the buildings next week, any day Tuesday - Friday - and help make sure we have access for email and computer log ins? We also want to set up two other locations in the office for computer connections.</p> <p>Also, at 400 Atlantic, the new engineers are finding the internet access to be very slow for the energy management system and wondered if you might be able to assist in reviewing whether there are other options?</p>	<p>470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974</p>
722	06/08/2016	1054	Closed	Miscellaneous	-	Issue with port forwarding	<p>One Brookline Place Lezama, Ashley aheley.lezama@no-reply.com 617.735.8509</p>
723	06/07/2016	1053	Closed	Miscellaneous	-	New Monitor, Docking Station and Mouse/Keyboard	<p>25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989</p>
724	06/06/2016	1052	Closed	Miscellaneous	-	New PC and Projector	<p>265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955</p>
725	06/06/2016	1051	Closed	Miscellaneous	-	New HP LaserJet Pro M201dw , Monitor and switches	<p>88 Black Falcon Guber, Jennifer jennifer.guber@no-replay.com 617.439.8989</p>





# Work Order Status Report with Notes

## VNS

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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
720	06/06/2016	1050	Closed	Miscellaneous	-	It looks like Breanne's™ computer crashed this morning. Could you make it over here today to check it out?  Thanks, Mike	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
727	06/06/2016	1049	Closed	Miscellaneous	-	Setup new PC's	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
728	06/03/2016	1048	Closed	Miscellaneous	-	Web Page 101seaport 240 web hosting Setup/configure/modifv existing web site Bill 5 hour	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
729	05/31/2016	1047	Closed	Miscellaneous	-	Unable to connect to server locally or remoyly	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
730	05/31/2016	1046	Closed	Miscellaneous	-	Security Computer and Lobby Directory nor working	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
731	05/26/2016	1045	Closed	Miscellaneous	-	Laptop will not boot	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
732	05/25/2016	1044	Closed	Miscellaneous	-	Setup new PC for Engineer	501 Boylston St Forman, Amy amy.forman@no-replay.com 617.247.3676



# Work Order Status Report with Notes

## VNS

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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
733	05/25/2016	1043	Closed	Miscellaneous	-	Issue with PC, not hard drive found	150 Cambridgepark Drive Shaw, Christine christine.shaw@no-reply.com 617.876.1076
734	05/23/2016	1042	Closed	Miscellaneous	-	Hi Rob, We have a new employee starting next Wednesday and a few of us our moving offices (within suite 75). Also, we would like to move the server from the old Management Office at the West building to the office here at Suite 75. Are you available next Monday or Tuesday to provide assistance?	WTC - Boston Fisher, Kate kate.fisher@no-replay.com 617.385.4723
735	05/18/2016	1041	Closed	Miscellaneous	-	Mover Office - Bill 1 hour to verify office location on May 16, 2016	88 Black Falcon Guber, Jennifer jennifer.guber@no-replay.com 617.439.8989
<b>Description of work</b> Move server equipment Move management office  Get price for 4 port switch Monitor and printer							
736	05/18/2016	1040	Closed	Miscellaneous	-	Issue with Cameras, fixed Firewall Issue Bill 1 hour	Stony Brook Office Park Kolakowski, Jessica jessica.kolakowski@noreplay.com 781.788.8786
737	05/18/2016	1039	Closed	Miscellaneous	-	Issue with Laptop will not boot	350 Washington Street Griffen, Bob bob.grif@no-replay.com 614.222.2222



# Work Order Status Report with Notes

## VNS

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Building Name    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
739	05/18/2016	1038	Closed	Miscellaneous	-	Setup new Server	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
739	05/18/2016	1037	Closed	Miscellaneous	-	Setup new Employee : The new supervisor is training at 265 Franklin this week. Could you set him up with email and possibly come in today or tomorrow to set him up on the supervisor side of the PC? Get rid of everything Larry Graham, except the files. Pierre will need Graham's files.  Pierre Marcelin; please make sure both ways work with his email.  pmarcelin@clarendon-usa.com	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
740	05/16/2016	1036	Closed	Miscellaneous	-	Issue with server, not able to scan	One Brookline Place Lezama, Ashley aheley.lezama@no-reply.com 617.735.8509
741	05/12/2016	1035	Closed	Miscellaneous	-	Issue with tc computer will not connect to Internet  Reset dhcp server Bill 1 hour	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
742	05/12/2016	1034	Closed	Miscellaneous	-	Server Not Responding - Rebooted Server and check hard drive for issues Get Christin a price quote for a new PC and Monitor	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955



# Work Order Status Report with Notes

## VNS

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VNS  
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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
743	05/12/2016	1033	Closed	Miscellaneous	-	Hope all is well- We are going to be implementing security at one of our sites and the guard will need to use a laptop. I am looking for something very basic that includes Microsoft Office, a web browser, and can utilize Wi-Fi 313 Congress Street	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
744	05/10/2016	1032	Closed	Miscellaneous	-	Setup ne TC	25 Mall RD Carroll, Eileen eileen.carroll@noreplay.com 781.272.2989
745	05/10/2016	1031	Closed	Miscellaneous	-	Engineering No Internet	One Tech Drive DeFraia, Joe Joe.Defraia@noreplay.com 978.683.5224
746	05/09/2016	1030	Closed	Miscellaneous	-	Repair Laptop Computer - ! hour to test and Pick up 1 Hour Drop Off PC Max	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
747	05/09/2016	1029	Closed	Miscellaneous	-	Transfer Karden to 101 Seaport form Dave Campbell	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
748	05/09/2016	1028	Closed	Miscellaneous	-	Setup Rack, Switched and Monitors	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
<b>Description of work</b>							
Setup rack							
Verified equipment							
Need patch cables							
749	05/06/2016	1027	Closed	Miscellaneous	-	Issue with Fiber connection form building 890 - 880 Change out Switched, not able to connect each building. Bill 4 hours	890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601



# Work Order Status Report with Notes

## VNS

Vision Network Systems  
VNS  
PO Box 61  
Salem, New Hampshire 03079

**Building Name**    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
750	05/06/2016	1026	Closed	Miscellaneous	-	Setup new Management office / Setup two new PC's	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
750	05/03/2016	1025	Closed	Miscellaneous	-	Setup New Management Office	100 Northern Ave Martin, Dave dave.nartin@noreplay.com 617.295.0020
750	05/03/2016	1024	Closed	Miscellaneous	-	Setup new Building Automating e-mail BAS@clarendon-usa Password cl2233en Setup Engineering E-mail on Laptop computer Bill 1 hour	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
753	05/03/2016	1023	Closed	Miscellaneous	-	Setup new Employee Move Mike	101 Seaport Boulevard Vaughan, Mike Mike.Vaughan@noreplay.com 617.307.5900
754	05/03/2016	1022	Closed	Miscellaneous	-	Took over new Building, not internet or phones	175 Federal Street Doyle, Mary mary.doyal1@noreplay.com 617.719.3934
<b>Description of work</b> Installed new 16 port gb switch							



# Work Order Status Report with Notes

## VNS

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VNS  
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Building Name    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
755	05/03/2016	1021	Closed	Miscellaneous	-	<p>Hi Laura,</p> <p>Thanks for the notice. We would very simply like for the Connexx-provided Datapump to be connected via Ethernet cable to the nearest wi-fi router, which I believe Kaz has said is nearby. Currently, the cellular modem attached to the device is not sending a strong enough signal to deliver our data packet daily as needed. We would not need to breach your IT network nor set up any open IP portals. Rather, the Datapump will simply send a single data file once a day to our server. We can set up Rob with the Connexx team to provide more technical</p>	<p>101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030</p>
756	05/02/2016	1020	Closed	Miscellaneous	-	<p>Install New Mother Board 2 hours for Dave Install new Switch and Phone</p>	<p>Stonybrook Office Park Kolakowski, Jessica jessica.kolakowski@no-reply.com 781.788.8787</p>
757	05/02/2016	1019	Closed	Miscellaneous	-	<p>Setup new Switch and Video Cable</p>	<p>890 Winter Street Hansen, Brian brian.hansen@no-reply.com 781.296.3601</p>
758	05/02/2016	1018	Closed	Miscellaneous	-	<p>Virus on PC, and corrupted shared directory</p>	<p>IMI Smith, Glenna glrlnna.smith@no-reply.com 978.373.9190</p>
759	04/21/2016	1017	Closed	Miscellaneous	-	<p>Issue with PC, unable to connect to internet</p>	<p>JamesTown Zammit, Tony tony.zammet@no-replay.com 781.241.3671</p>



# Work Order Status Report with Notes

## VNS

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Building Name    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
760	04/21/2016	1016	Closed	Miscellaneous	-	Setup new PC and Wi-FI	JLL - WTC East Fisher, Kate wtc.east@no-reply.com 617.894.9049
761	04/19/2016	1015	Closed	Miscellaneous	-	Recovery OS XP 2 hours Deliver try to recover data form winpak	250 Apollo Drive Winett, Bill bil.winett@no-replay.com 615.555.5555
762	04/19/2016	1014	Closed	Miscellaneous	-	New Monitor	50 Post Office Square Favaloro, Shannon shannon.favaloro@no-replay.com 617.261.7800
763	04/19/2016	1013	Closed	Miscellaneous	-	New Monitor	501 Boylston Street Forman, Amy amy@noreply.com 617.247.3676
764	04/19/2016	1012	Closed	Miscellaneous	-	Setup iPhone Engineers	470 Atlantec Ave Boyle, Cassi cassie.boyle@no-reply.com 617.737.0974
765	04/19/2016	1011	Closed	Miscellaneous	-	Moving Office - Track Down Cables	10 St James Ave Pittore, Jennifer Jennifer-Pittore@no-reply.com 617.451.9436
<b>Description of work</b>							
Teraces existing office cabling 11 to 2 3 hours							
766	04/18/2016	1010	Closed	Miscellaneous	-	Issue with Database Recovery	250 Apollo Drive Winett, Bill bil.winett@no-replay.com 615.555.5555



# Work Order Status Report with Notes

## VNS

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Building Name VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
767	04/15/2016	1009	Closed	Miscellaneous	-	Issue with connecting to "S" shared drive, rebooted "Server" PC and client PC. to reestablish network connection	50 Milk Street Howard, Steve steve.howard@no-reply.com 617.451.2174
768	04/18/2016	1008	Closed	Miscellaneous	-	Checked Kevin Laptop, removed unnecessary files and clean registry. Setup and configured Engineers Smart Phone and modified <u>Contact List for Bridget Bill 1.5 hours</u>	265 Franklin Street Coen, Christine ccoen@no-replay.com 617.439.7955
769	04/15/2016	1007	Closed	Miscellaneous	-	Meet with Card Access company bill 1.5 hours	101 Arch Street Mintz, Laura Laura.mintz@no-reply.com 617.204.1030
770	04/14/2016	1006	Closed	Miscellaneous	-	Trace down network cable form clean office to patch cable in office area. Issue with Laura's Computer	Stony Brook Office Park Kolakowski, Jessica jessica.kolakowski@noreplay.com 781.788.8786
<b>Description of work</b>							
Traces cable down Need to purchase ne switch for iffice							
771	04/14/2016	1005	Closed	Miscellaneous	-	Install ppe switch Trace phone cat 5 cable 7 30 to 11 30	501 Boylston Street Forman, Amy amy@noreply.com 617.247.3676
772	04/11/2016	1004	Closed	Miscellaneous	-	Setup new router	321 Summer Street Gobbi, Garry Gary@noreply.com 508.889.2842
<b>Description of work</b>							
Installed ne linksys router with wifi 321 summer CBRE AndoverBoston1							





# Work Order Status Report with Notes

## VNS

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Building Name    VNS

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
773	04/11/2016	1003	Closed	Miscellaneous	-	Install new 48 port switch and fix backup	33 Arch Street Hurley, Jack jack@noreply.com 617.951.0637
<b>Description of work</b> Installed new 48 port switch Setup ne tc							
774	04/11/2016	1002	Closed	Miscellaneous	-	Fix issue with rdc Drop off fans	501 Boylston Street Forman, Amy amy@noreply.com 617.247.3676
775	04/11/2016	1001	Closed	Miscellaneous	-	Move Joyce to totten pond	460 Totten Pond Campbell, Dave dave@noreply.com 978.461.7746
<b>Description of work</b> Printed out Badge and delivered to Tenant							



# Work Order Status Report with Notes Vision Place

Vision Network Systems  
Vision Place  
One Vision Place  
Boston, Massachusetts 02109

Building Name *Vision Place*

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
776	10/20/2018	1123	Closed	Cleaning	-	Test Apple 10/21	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
777	10/20/2018	1122	Closed	Cleaning	-	test 10/20	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
778	10/19/2018	1121	Closed	Badges	-	Test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
779	10/19/2018	1120	Closed	Miscellaneous	-	Trst	Bart Enterprises Bart, John John.Bart@wkorder.com 617.252.5255
780	10/19/2018	1119	Closed	Lighting	-	Tes	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
781	10/16/2018	1118	Closed	Lighting	-	Trs	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
782	10/16/2018	1117	Closed	Electrical	-	Test	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
783	10/16/2018	1116	Closed	Badges	-	test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222



# Work Order Status Report with Notes Vision Place

Vision Network Systems  
Vision Place  
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Building Name *Vision Place*

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
784	07/20/2018	1115	Closed	Hot/Cold Call	-	test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
785	07/11/2018	1114	Closed	Hot/Cold Call	-	This is a "Test" of the "" vision "" system	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
786	07/11/2018	1113	Closed	Miscellaneous	-	Hello,  An overhead light in the back left corner of the office is flickering/buzzing. Can someone please stop by to replace it?  Thank you very much, Kelly	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
787	06/14/2018	1112	Closed	Hot/Cold Call	-	trytr	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	06/14/2018	note 4				User, Company	Yes
788	04/13/2018	1111	Closed	Electrical	-	Trst	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
789	04/13/2018	1110	Closed	Lighting	-	Hell	IBM IBM, Jane Jane.IBM@wkorder.com 617.555.5555



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Building Name *Vision Place*

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
790	04/10/2018	1109	Closed	Plumbing	-	This is a teat	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
791	04/09/2018	1108	Closed	Miscellaneous	-	Wodc	Bart Enterprises Bart, John John.Bart@wkorder.com 617.252.5255
792	04/09/2018	1107	Closed	Miscellaneous	-	Test	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
793	04/09/2018	1106	Closed	Miscellaneous	-	Test	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
794	04/09/2018	1105	Closed	Miscellaneous	-	Test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
795	04/09/2018	1104	Closed	Miscellaneous	-	Testing	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
796	04/08/2018	1103	Closed	Miscellaneous	-	This is fun	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
797	04/07/2018	1102	Closed	Hot/Cold Call	-	Test 11	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
798	04/07/2018	1101	Closed	Lighting	-	Hello mark	Bart Enterprises Bart, John John.Bart@wkorder.com 617.252.5255
799	04/07/2018	1100	Closed	Cleaning	-	hello	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
800	04/07/2018	1099	Closed	Hot/Cold Call	-	I am cold	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
801	04/07/2018	1098	Closed	Miscellaneous	-	Hello world	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
802	04/07/2018	1097	Closed	Miscellaneous	-	test of email now !!!!!!!!!!!!!!!!!!!!!!!	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
803	04/07/2018	1096	Closed	Miscellaneous	-	New Bart Work Orders	Bart Enterprises Bart, John John.Bart@wkorder.com 617.252.5255
804	04/06/2018	1095	Closed	Cleaning	-	Setup IBM	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
805	04/06/2018	1094	Closed	Miscellaneous	-	Need a cough droop , ha ha	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555



# Work Order Status Report with Notes

## Vision Place

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**Building Name**    *Vision Place*

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
806	04/06/2018	1093	Closed	Trash Removal	-	remove trash	SRS Corp Obrien, OBrien Kerry@wkorder.com 621.522.2222
807	04/06/2018	1092	Closed	Cleaning	-	new system	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
808	04/06/2018	1091	Closed	Miscellaneous	-	The apple company! I love it	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
809	02/13/2018	1090	Closed	Hot/Cold Call	-	Test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b>							
New Note							
<b>Work Order Notes</b>							
<b>Date</b>	<b>Work Order Notes</b>					<b>Entered By</b>	<b>Internal</b>
03/02/2018	This is my completed notes					Palermo, Robert A	No
03/02/2018	Needed to reopen work order					Palermo, Robert A	No
03/03/2018	In By Robert a					Palermo, Robert A	No
03/03/2018	New Note					Smith, Roger	Yes
Entered by Roger Smith							



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
810	02/02/2018	1089	Closed	Badges	-	T dt	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> Just re-opened this job  Test id this is working							
811	02/02/2018	1088	Closed	Lighting	-	Trdt	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
812	02/02/2018	1087	Closed	Lighting	-	This is a test	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
813	12/29/2017	1086	Closed	Miscellaneous	-	Text	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
814	12/29/2017	1085	Closed	Miscellaneous	-	Test	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
815	12/29/2017	1084	Closed	Miscellaneous	-	Yes	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
816	12/29/2017	1083	Closed	Miscellaneous	-	Ted	SRS Corp SRS, Hary Hary.SRS@wkorder.com 617.555.5555



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
817	12/29/2017	1082	Closed	Lighting	-	Yest	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
818	12/29/2017	1081	Closed	Badges	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
819	12/28/2017	1080	Closed	Badges	-	test work order	Test o\brian, karen keobrian@wkorder.com 501.525.2552
820	12/28/2017	1079	Closed	Badges	-	test work order	Test o\brian, karen keobrian@wkorder.com 501.525.2552
821	12/28/2017	1078	Closed	Cleaning	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
822	12/28/2017	1077	Closed	Badges	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
823	12/28/2017	1076	Closed	Badges	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
824	12/28/2017	1075	Closed	Badges	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222





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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
825	12/28/2017	1074	Closed	Badges	-	Test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
826	12/28/2017	1073	Closed	Badges	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
827	12/27/2017	1072	Closed	Badges	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
828	12/27/2017	1071	Closed	Badges	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
829	12/27/2017	1070	Closed	Cleaning	-	test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
830	12/27/2017	1069	Closed	Electrical	-	test work order please ignore this.	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
831	12/27/2017	1068	Closed	Cleaning	-	Test work order	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
832	12/26/2017	1067	Closed	Cleaning	-	test work order	Test o\brian, karen keobrian@wkorder.com 501.525.2552



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
833	12/26/2017	1066	Closed	Electrical	-	test work order please ignore it	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
834	12/26/2017	1065	Closed	Electrical	-	test work order please ignore it	Test Jobbs, Steve Steve.jobbs001@wkorder.com 617.222.2222
835	12/26/2017	1064	Closed	Cleaning	-	test work order	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
836	12/22/2017	1063	Closed	Miscellaneous	-	Test	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
837	12/22/2017	1062	Closed	Electrical	-	test work order	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
838	12/22/2017	1061	Closed	Badges	-	test work order	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
839	12/21/2017	1060	Closed	Miscellaneous	-	Test	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
840	10/24/2017	1059	Closed	Cleaning	-	tgfdrg	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
841	10/09/2017	1058	Closed	Electrical	-	More work to be done	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
842	10/09/2017	1057	Closed	Cleaning	-	new work orders	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
<b>Description of work</b> note two							
843	10/04/2017	1056	Closed	Electrical	-	Two	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
<b>Description of work</b> New Note							
844	10/04/2017	1055	Closed	Badges	-	One	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> New Note							
845	08/15/2017	1054	Closed	Hot/Cold Call	-	test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> note two							
846	08/08/2017	1053	Closed	Electrical	-	test	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
<b>Description of work</b> note two							



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
847	07/11/2017	1052	Closed	Miscellaneous	-	This is a test of the refresh dash board	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	07/11/2017	new not				Palermo, Robert A	No
848	06/13/2017	1051	Closed	Badges	-	ad	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	06/13/2017	Newss Note cccxcxz				Palermo, Robert A	No
849	06/13/2017	1050	Closed	Plumbing	-	dsd	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
850	05/08/2017	1049	Closed	Cleaning	-	test 2	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
851	05/08/2017	1048	Closed	Plumbing	-	test	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
852	04/14/2017	1047	Closed	Cleaning	-	fdsfsd	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
853	04/14/2017	1046	Closed	Cleaning	-	ddd	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	04/14/2017	note two				Palermo, Robert A	No
854	04/02/2017	1045	Closed	Lighting	-	the light bulbs are out, please fix asap	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
<b>Description of work</b>							
I just fixed it.							
855	03/21/2017	1044	Closed	Cleaning	-	test	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
<b>Description of work</b>							
note two							
856	03/21/2017	1043	Closed	Cleaning	-	test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b>							
New Note							
857	02/28/2017	1042	Closed	Cleaning	-	uyiy7	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
858	02/28/2017	1041	Closed	Electrical	-	dhtfd	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
859	02/28/2017	1040	Closed	Hot/Cold Call	-	Check Bugs	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
860	02/25/2017	1039	Closed	Cleaning	-	new wo	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> Printed out Badge and delivered to Tenant							
861	02/23/2017	1038	Closed	Electrical	-	htr	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> this is closed							
862	02/23/2017	1037	Closed	Cleaning	-	new wo	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> test							
863	02/23/2017	1036	Closed	Cleaning	-	tryrty	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> note 4							
864	02/21/2017	1035	Closed	Badges	-	Test 02/21 4	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
<b>Description of work</b> test							
865	02/21/2017	1034	Closed	Cleaning	-	Test 02/21 3	SRS Corp SRS, Sue Sue.SRS@wkorder.com 617.555.5555
<b>Description of work</b> test							



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
866	02/21/2017	1033	Closed	Cleaning	-	test 02/21 test 2	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
<b>Description of work</b> some text							
867	02/21/2017	1032	Closed	Badges	-	test 02/21	Bart Enterprises Ent, Bart Bart@wkorder.com 617.222.2222
<b>Description of work</b> test							
868	12/20/2016	1031	Closed	Hot/Cold Call	-	I am cold	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
869	12/09/2016	1030	Closed	Badges	-	new bill	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
870	12/09/2016	1029	Closed	Badges	-	Billable	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
871	12/09/2016	1028	Closed	Cleaning	-	Email work orders	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b> new work							
872	12/06/2016	1027	Closed	Cleaning	-	Nores	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Work Order Notes</b>							
<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>	
12/06/2016	rterye				Palermo, Robert A	No	



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**Building Name**    *Vision Place*

Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
873	12/06/2016	1026	Closed	Cleaning	-	test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b>							
Hello							
874	11/29/2016	1025	Closed	Badges	-	test	Apple Company Jobs, Steve Steve.jobbs@wkorder.com 401.252.2222
<b>Description of work</b>							
Test of markup							
<b>Work Order Notes</b>							
<b>Date</b>	<b>Work Order Notes</b>					<b>Entered By</b>	<b>Internal</b>
11/29/2016	ths is a note					Palermo, Robert A	No
875	11/28/2016	1024	Closed	Cleaning	-	test	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
876	10/19/2016	1023	Closed	Hot/Cold Call	-	Billiable	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
877	10/19/2016	1022	Closed	Plumbing	-	Test	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
<b>Work Order Notes</b>							
<b>Date</b>	<b>Work Order Notes</b>					<b>Entered By</b>	<b>Internal</b>
10/19/2016	this Is a note					Palermo, Robert A	No
10/19/2016	New Note					Palermo, Robert A	No





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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
878	10/15/2016	1021	Closed	Miscellaneous	-	Test	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
879	10/15/2016	1020	Closed	Badges	-	This is a test	SRS Corp SRS, Hary Hary.SRS@wkorder.com 617.555.5555
880	10/15/2016	1019	Closed	Trash Removal	-	Please remove teash	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
<b>Description of work</b>							
Rhis is a tea							
881	10/15/2016	1018	Closed	Cleaning	-	This is a t st	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
882	10/14/2016	1017	Closed	Hot/Cold Call	-	Test	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
883	10/13/2016	1016	Closed	Electrical	-	Test	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
884	10/12/2016	1015	Closed	Miscellaneous	-	new test this is a test of the work order system	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
885	10/12/2016	1014	Closed	Cleaning	-	new work order	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
886	10/12/2016	1013	Closed	Miscellaneous	-	test	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
887	10/11/2016	1012	Closed	Electrical	-	test	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
888	10/11/2016	1011	Closed	Hot/Cold Call	-	I am cold	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
889	10/11/2016	1010	Closed	Electrical	-	Check for Line Feed Problmes  this us a new line  so is this!!!	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
<b>Description of work</b>							
Completed							
890	10/11/2016	1009	Closed	Hot/Cold Call	-	Checking got lin feeds this is a test for line feeds	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
891	10/11/2016	1008	Closed	Lighting	-	iui	IBM IBM, Jim Joan.IBM@wkorder.com 617.555.5555
892	10/11/2016	1007	Closed	Miscellaneous	-	test	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
893	10/08/2016	1006	Closed	Lighting	-	Ligh out	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	10/08/2016	Testing notes for work order number 1001				Palermo, Robert A	No
	10/08/2016	new not with test				Palermo, Robert A	No
894	10/08/2016	1005	Closed	Hot/Cold Call	-	Very Cold	IBM IBM, Bill Bill.IBM@wkorder.com 617.222.2222
<b>Description of work</b>							
kjh							
<b>Work Order Notes</b>							
	<b>Date</b>	<b>Work Order Notes</b>				<b>Entered By</b>	<b>Internal</b>
	10/08/2016	Second test				Palermo, Robert A	No
	10/08/2016	Completed				Palermo, Robert A	No
895	10/08/2016	1004	Closed	Miscellaneous	-	remote something	SRS Corp SRS, Joan Joan.SRS@wkorder.com 617.555.5555
896	09/25/2015	1003	Closed	Cleaning	-	Please clean the rest room	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
<b>Description of work</b>							
XXXX - Completed							
897	09/22/2015	1002	Closed	Cleaning	-	new work order	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
<b>Description of work</b>							
Complete - Job Has Benn Completed							



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Line Number	Date Recieved	Work Order Number	Status	Category	Days Open	Work Request:	Contact Information
898	09/18/2015	1001	Closed	Badges	-	This is a request for a badge	Smith Brothers Smith, John john.smith@wkorder.com 617.252.2555
<b>Description of work</b> Complete - Job Has Benn Completed							