

ID: 7

P1 2025-11-11 Laptop & MS license for new sales director (ID:7)

16/3/26 resolved outstanding issues when Kathrine visited Adelaide. Closing ticket.

Active: True Status: COMPLETED Ticket No.: 176449

Purchase Order No.: POR001857 Flags (1on1, Exch, ITP):

Email: katherine.mertz@cohdawireless.com

cohda-7.txt - P1 2025-11-11 Laptop & MS license for new sales director (ID:7)

4/11/25

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13:22 Email to Steve Cooks requesting quote for:-

Lenovo X1 Carbon 32GB RAM, 2TB HDD, Intel(R) Core(TM) i7-1370P along with an additional Microsoft 365 business edition license.

7/11/25

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15:28 Email to Steven Cookes with POR001851 for laptop.

15:42 Email to Steven Cookes - We will need an additional Office 365 business license as well.

11/11/25

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14:21 email from Steve Cookes advising order has been processed. Should receive tomorrow.

Need to 3 x order Comms dock (1 for me, 1 spare, 1 for Sales director) & get Sales director details.

12/11/25

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12:58 Quote Q38920 received from Steven Cookes for M365 Business Standard license. \$1,743.03

13:02 Responded to Steve Please process this so the renewal alignes with the other M365

Business Standard subscriptions, if possible.

13:14 Steve advised this was redy to go.

21/11/25

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Raised POR001857

14:57 email form Steven Cooks advising we should see them Monday.

26/11/25

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Email to Steven advising I haven't received the comms docks

11:31 Steven advised I should get them tomorrow.

27/11/25

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Received comms docks. Receipted POR001857 into Netsuite.

Waiting on user details so she can be created in AD. Will need to send laptop OS.

16/12/25

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15:34 Email from Rhys advising Katherine starts 5/1/26.

17:45 Email from locan advising ticket 176449 had been created.

17/12/25

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8:31 Task:[IMS 176449] - Cohda Wireless - Update email from IMSAutoMailer@iocane.com.au suggesting Russell complete assign MS license in Admin portal and review security group assignment.

6/1/26

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Email to Steven.Cookes asking for another 3ry Archserve license.

7/1/26

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09:35 locane closed ticket 176449. Will reopen if needed.

15:38 Reply Email from Steven Cookes advising he requested Arcserver pricing yesterday & he is waiting a response.

8/1/26

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Andrea asked that Katherine has access to SP. Logged into cohdawireless-admin.sharepoint.com and confirmed Katherine should have access. Andrea then advised she got the error when trying to email katherine. Will wait to see if Katherine actually does have an access issue.

15/1/26

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16:41 Email from Steve Cookes re Arcserver pricing. Q39101 \$118.55 for ShadowProtect SPX Desktop

19/1/26

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17:05 Replied to Steve Cookes asking him to proceed with Q39101.

3/2/26

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10:21 Received ShadowProtect License Certificate in "Arcserve Order # 5362939" email from Steve Cookes.

12:50 Forwarded License Certificate to Katherine with SOP in how to install ShadowProtect. Asked her to let me know how she goes.

4/2/26

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07:23 Email from Katherine confirming she will install the backup client by EoW - 10/3/26.

Set status to "WAITING" - Ie install Bitlocker when she comes to Adelaide..

**NOTE: Will need to enable bitlocker & get Recovery key. Will do when Katherine visits in February.

Ticket UPDATED: 2026-03-16 15:32 (TODO.EXE v2026.3.16.1246)