

ID: 81

P2 2026-02-10 Gavin was unable to log into NitroPro (ID:81)

10/2/26 Gavin advised verbally that he couldn't login to Nitro Pro.

Active: True Status: COMPLETED Ticket No.:

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

Email: gavin.phang@cohdawireless.com

cohda-81.txt - P2 2026-02-10 Gavin was unable to log into NitroPro (ID:81)

10/2/26

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Gavin advised me verbally that he was unable to login to Nitro Pro.

14:55 Email to Gavin confirming he was having Nitro Pro issues.

11/2/26

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I found I was aslo unable to log into Nitro pro.

Confirm the Rhys was OK.

Did some investigation. Found the installing Nitro_pro14_nls.exe fixed this.

Refer CohdaIT.chm -> SOPs General -> Install Nitro Pro for details.

17:29 Ticket CREATED.

17:29 Email from Gaving advising he got it working.

17:34 Ticket COMPLETED.

NOTES UPDATED: 2026-02-12 09:27 (TODO.EXE v2026.2.5.1618)