

LAPORAN TIKET DUKUNGAN TEKNIS

Sistem Informasi Manajemen IT

Dicetak Oleh	: Fivin Fitrianingsih	Total Record	: 104 Data Tiket
Tanggal Cetak	: 20/04/2026 15:32	Status Laporan	: Terverifikasi Sistem

ID TIKET	TEKNISI	SUBJEK	PELAPOR	DEPARTEMEN	KATEGORI	PRIORITAS	STATUS	TANGGAL
#TCK-001185	Silvan A Kusuma	penambahan filter menu QAD	Widya Adrianti	PPIC		Low	CLOSED	03/11/2025 11:03
#TCK-001174	Andry Dupli Agnas	keyboard dan mouse tidak berfungsi dengan maksimal	Widya Adrianti	PPIC		Low	CLOSED	20/10/2025 15:52
#TCK-001162	Iwit Sukmana	kertas tidak tertarik saat ngeprint	Widya Adrianti	PPIC		Low	CLOSED	08/10/2025 10:04
#TCK-001157	Silvan A Kusuma	Permohonan Input item code baru ke QAD	Duryani	PPIC		Low	CLOSED	01/10/2025 16:11
#TCK-001110	Iwit Sukmana	Tidak bisa akses Plant General 10.16	Wiwit Kurniasih	PPIC		Low	CLOSED	08/08/2025 16:04
#TCK-001107	Andry Dupli Agnas	Printer LX-310	Wiwit Kurniasih	PPIC		Low	CLOSED	07/08/2025 10:30
#TCK-001070	Andry Dupli Agnas	instalasi printer Lexmax di warehouse TIA	Widya Adrianti	PPIC		Low	CLOSED	23/06/2025 09:55
#TCK-001056	Surya Hidayat	Komputer Alvian tidak bisa edit di aplikasi Weighing Server	Alvian Saputra	PPIC		Low	CLOSED	17/06/2025 11:19
#TCK-001046	Andry Dupli Agnas	Installasi Printer Lexmark CX620 PPIC	Wiwit Kurniasih	PPIC		Low	CLOSED	11/06/2025 16:58
#TCK-001014	Andry Dupli Agnas	Printer HP Color Laser MFP 178 179 dan Printer Ink Tank 310	Wiwit Kurniasih	PPIC		Low	CLOSED	23/05/2025 16:11
#TCK-001009	Andry Dupli Agnas	penambahan signature pada email Cindy dan revisi signature pada email Alvian	Widya Adrianti	PPIC		Low	CLOSED	21/05/2025 14:53
#TCK-001008	Andry Dupli Agnas	penggantian nama komputer Alvian dan Cindy	Widya Adrianti	PPIC		Low	CLOSED	21/05/2025 13:31
#TCK-001004	Andry Dupli Agnas	Printer HP Color Laser MFP 178 179 (paper jam)	Wiwit Kurniasih	PPIC		Low	CLOSED	21/05/2025 09:18
#TCK-000998	Silvan A Kusuma	Re: Input item baru sparepart (QAD)	Duryani	PPIC		Low	CLOSED	19/05/2025 13:36
#TCK-000989	Andry Dupli Agnas	Printer HP Ink Tank 310, tidak bisa melakukan proses printing	Wiwit Kurniasih	PPIC		Low	CLOSED	09/05/2025 09:06
#TCK-000978	Andry Dupli Agnas	Printer HP Color Laser MFP 178 nw, terdapat notif replace/install waste toner tank	Wiwit Kurniasih	PPIC		Low	CLOSED	30/04/2025 14:10

ID TIKET	TEKNISI	SUBJEK	PELAPOR	DEPARTEMEN	KATEGORI	PRIORITAS	STATUS	TANGGAL
#TCK-000974	Iwit Sukmana	setting komputer dan email New PPIC Pharmacist	Widya Adrianti	PPIC		Low	CLOSED	27/04/2025 06:56
#TCK-000960	Andry Dupti Agnas	Printer HP Color Laser MFP 178 nw, terdapat notif replace/install waste toner tank	Wiwit Kurniasih	PPIC		Low	CLOSED	16/04/2025 11:50
#TCK-000956	Iwit Sukmana	Combine dan compress pdf file	Widya Adrianti	PPIC		High	CLOSED	14/04/2025 15:51
#TCK-000938	Andry Dupti Agnas	Printer HP Ink Tank 319 tidak bisa digunakan.	Alvian Saputra	PPIC		Low	CLOSED	08/04/2025 09:33
#TCK-000913	Silvan A Kusuma	Penambahan filter received date pada menu Work Order Browse	Widya Adrianti	PPIC		Low	CLOSED	13/03/2025 12:40
#TCK-000910	Silvan A Kusuma	Report PP / PR by system	Widya Adrianti	PPIC		Low	CLOSED	13/03/2025 07:54
#TCK-000909	Andry Dupti Agnas	Printer HP laser ject berbayang dan terdapat teks hilang	Widya Adrianti	PPIC		Low	CLOSED	13/03/2025 07:49
#TCK-000859	Surya Hidayat	Disable / Non-Aktif User Rohmat di OSM	Widya Adrianti	PPIC		Low	CLOSED	22/01/2025 09:43
#TCK-000856	Surya Hidayat	Pergantian user QAD & Password anydesk	Widya Adrianti	PPIC		High	CLOSED	21/01/2025 15:08
#TCK-000853	Iwit Sukmana	Auto forward email Rohmat hidayat	Widya Adrianti	PPIC		Low	CLOSED	21/01/2025 11:08
#TCK-000847	Iwit Sukmana	Penggantian hardisk DVR Ruang Sparepart	Duryani	PPIC		High	CLOSED	16/01/2025 09:00
#TCK-000837	Andry Dupti Agnas	Email Error/Offline	Duryani	PPIC		Low	CLOSED	10/01/2025 14:05
#TCK-000823	Andry Dupti Agnas	Penarikan kabel jaringan ruangan bu Fivin	Fivin Fitrianingsih	PPIC		Low	CLOSED	30/12/2024 09:45
#TCK-000791	Andry Dupti Agnas	Perbaikan Jaringan PPIC	Fivin Fitrianingsih	PPIC		Low	CLOSED	28/11/2024 09:04
#TCK-000789	Silvan A Kusuma	data report sales order	Widya Adrianti	PPIC		Low	CLOSED	25/11/2024 23:55
#TCK-000769	Andry Dupti Agnas	printer di PPIC tidak bisa printing	Widya Adrianti	PPIC		Low	CLOSED	05/11/2024 12:17
#TCK-000741	Andry Dupti Agnas	terdapat notif output bin full remove paper pada printer PPIC	Widya Adrianti	PPIC		Low	CLOSED	21/10/2024 08:22
#TCK-000740	Andry Dupti Agnas	terdapat notif waste toner tank pada printer PPIC	Widya Adrianti	PPIC		Low	CLOSED	21/10/2024 08:21
#TCK-000714	Andry Dupti Agnas	internet tidak terhubung pada laptop PPIC Manager	Widya Adrianti	PPIC		Low	CLOSED	07/10/2024 11:01
#TCK-000703	Iwit Sukmana	Mesin Access Door Sparepart rusak	Duryani	PPIC		High	CLOSED	02/10/2024 10:43

ID TIKET	TEKNISI	SUBJEK	PELAPOR	DEPARTEMEN	KATEGORI	PRIORITAS	STATUS	TANGGAL
#TCK-000677	Andry Dupti Agnas	tidak ada koneksi internet di ruangan PPIC	Widya Adrianti	PPIC		Low	CLOSED	20/09/2024 08:55
#TCK-000669	Iwit Sukmana	cek lcd projector R.260	Fivin Fitrianingsih	PPIC		High	CLOSED	18/09/2024 14:43
#TCK-000650	Andry Dupti Agnas	Pemeriksaan jaringan DVR CCTV Ruang Sparepart	Duryani	PPIC		Low	CLOSED	06/09/2024 16:07
#TCK-000643	Andry Dupti Agnas	Cek CCTV di area sparepart yang tidak menyala	Duryani	PPIC		High	CLOSED	05/09/2024 10:05
#TCK-000636	Andry Dupti Agnas	printer PPIC tidak bisa melakukan scanner/copy	Widya Adrianti	PPIC		Low	CLOSED	02/09/2024 09:41
#TCK-000630	Andry Dupti Agnas	error scan printer PPIC	Widya Adrianti	PPIC		Low	CLOSED	26/08/2024 11:15
#TCK-000627	Iwit Sukmana	paper jam pada printer PPIC	Widya Adrianti	PPIC		Low	CLOSED	23/08/2024 17:34
#TCK-000614	Silvan A Kusuma	Upload tambahan data Item Sparepart ke QAD	Duryani	PPIC		Low	CLOSED	19/08/2024 10:46
#TCK-000601	Andry Dupti Agnas	Cek monitor mati	Lia Auwalia	PPIC		Low	CLOSED	09/08/2024 11:16
#TCK-000596	Iwit Sukmana	printer ppic dengan tulisan warning	Widya Adrianti	PPIC		Low	CLOSED	08/08/2024 09:18
#TCK-000589	Iwit Sukmana	Pembuatan Akun email baru a/n Alvian Saputra	Widya Adrianti	PPIC		Low	CLOSED	06/08/2024 09:04
#TCK-000571	Andry Dupti Agnas	internet not connected	Widya Adrianti	PPIC		Low	CLOSED	31/07/2024 08:54
#TCK-000556	Iwit Sukmana	Pengaktifan autoresponder email	Fivin Fitrianingsih	PPIC		Low	CLOSED	25/07/2024 09:55
#TCK-000544	Surya Hidayat	QAD Revisi Account PO PO53739 & PO55765	Wiwit Kurniasih	PPIC		Low	CLOSED	19/07/2024 13:49
#TCK-000543	Surya Hidayat	QAD open Lock wo 240551FGB	Widya Adrianti	PPIC		Low	CLOSED	19/07/2024 13:47
#TCK-000526	Iwit Sukmana	komputer PPIC Staff (ex Febria) tidak menyala	Widya Adrianti	PPIC		Low	CLOSED	12/07/2024 09:38
#TCK-000514	Surya Hidayat	Revisi akun PO	Wiwit Kurniasih	PPIC		Low	CLOSED	04/07/2024 15:30
#TCK-000503	Surya Hidayat	Revisi Akun pada PO	Wiwit Kurniasih	PPIC		Low	CLOSED	28/06/2024 15:48
#TCK-000502	Silvan A Kusuma	Tambah kolom menu PO Receipt Cost Browse	Widya Adrianti	PPIC		Low	CLOSED	26/06/2024 10:05
#TCK-000493	Iwit Sukmana	Kertas tersangkut di printer HP Laserjet colour	Widya Adrianti	PPIC		Low	CLOSED	20/06/2024 12:35
#TCK-000480	Surya Hidayat	Revisi Account pada PO54768	Wiwit Kurniasih	PPIC		Low	CLOSED	13/06/2024 11:57

ID TIKET	TEKNISI	SUBJEK	PELAPOR	DEPARTEMEN	KATEGORI	PRIORITAS	STATUS	TANGGAL
#TCK-000477	Surya Hidayat	[QAD] Revisi Account	Wiwit Kurniasih	PPIC		Low	CLOSED	12/06/2024 10:32
#TCK-000476	Surya Hidayat	[QAD] Revisi account dan Cost Center	Wiwit Kurniasih	PPIC		Low	CLOSED	12/06/2024 10:31
#TCK-000475	Surya Hidayat	[QAD] Revisi Account	Wiwit Kurniasih	PPIC		Low	CLOSED	12/06/2024 10:29
#TCK-000472	Iwit Sukmana	tidak ada akses internet di ruang PPIC	Widya Adrianti	PPIC		Low	CLOSED	11/06/2024 08:55
#TCK-000464	Iwit Sukmana	internet PPIC mati	Widya Adrianti	PPIC		Low	CLOSED	10/06/2024 09:12
#TCK-000463	Silvan A Kusuma	auto forward email febria.dewi@tia-pharma.com	Widya Adrianti	PPIC		Low	CLOSED	07/06/2024 14:09
#TCK-000450	Surya Hidayat	[QAD] Rubah Account dan Cost Center	Wiwit Kurniasih	PPIC		Low	CLOSED	04/06/2024 14:16
#TCK-000437	Surya Hidayat	[QAD] Rubah Account dan Cost Center	Wiwit Kurniasih	PPIC		Low	CLOSED	30/05/2024 17:27
#TCK-000433	Iwit Sukmana	Email full notifikasi	Widya Adrianti	PPIC		Low	CLOSED	30/05/2024 08:46
#TCK-000429	Iwit Sukmana	Setting koneksi printer HP 7740 & Lexmark di pc Duryani	Duryani	PPIC		Low	CLOSED	29/05/2024 15:29
#TCK-000425	Silvan A Kusuma	Perubahan Account default pada Kode item Limbah	Wiwit Kurniasih	PPIC		Low	CLOSED	28/05/2024 19:37
#TCK-000412	Silvan A Kusuma	Penambahan nama department pada menu PR Detail Report di QAD	Widya Adrianti	PPIC		Low	CLOSED	27/05/2024 10:56
#TCK-000410	Silvan A Kusuma	Penambahan GL Account pada menu Requisition Report QAD	Widya Adrianti	PPIC		Low	CLOSED	27/05/2024 10:45
#TCK-000392	Surya Hidayat	[QAD] Approval JOB Order tidak muncul semua item kode & desc.	Widya Adrianti	PPIC		Low	CLOSED	20/05/2024 16:30
#TCK-000385	Surya Hidayat	Weighing System Error	Rohmat Hidayat	PPIC		Low	CLOSED	20/05/2024 09:48
#TCK-000342	Iwit Sukmana	Email tidak bisa kirim dan terima	Duryani	PPIC		Low	CLOSED	19/04/2024 08:53
#TCK-000333	Iwit Sukmana	Koneksi internet / jaringan PPIC tidak aktif	Widya Adrianti	PPIC		High	CLOSED	16/04/2024 09:32
#TCK-000332	Iwit Sukmana	PC Wiwit mati total (tidak menyala)	Wiwit Kurniasih	PPIC		High	CLOSED	16/04/2024 09:31
#TCK-000326	Iwit Sukmana	Monitor tidak menyala	Lia Auwalia	PPIC		Low	CLOSED	05/04/2024 07:55
#TCK-000325	Iwit Sukmana	Tampilan layar monitor zoom in	Wiwit Kurniasih	PPIC		High	CLOSED	05/04/2024 07:54
#TCK-000300	Silvan A Kusuma	Penambahan Item code QAD	Wiwit Kurniasih	PPIC		Low	CLOSED	21/03/2024 11:16
#TCK-000272	Waiting Assignment	Login dan Screen Saver laptop Bu Fivin (PPIC Manager)	Fivin Fitrianiingsih	PPIC		Low	CLOSED	07/03/2024 19:47

ID TIKET	TEKNISI	SUBJEK	PELAPOR	DEPARTEMEN	KATEGORI	PRIORITAS	STATUS	TANGGAL
#TCK-000249	Silvan A Kusuma	Modifikasi menu StockAging WH Karantina	Widya Adrianti	PPIC		Low	CLOSED	09/02/2024 15:38
#TCK-000232	Iwit Sukmana	Update Program SMS (Sparepart Management System)	Duryani	PPIC		Low	CLOSED	04/01/2024 09:29
#TCK-000226	Silvan A Kusuma	Penambahan Kolom Kode PP di Report ** PR Detail Report (QAD)	Wiwit Kurniasih	PPIC		Low	CLOSED	05/12/2023 19:41
#TCK-000218	Waiting Assignment	waste ink printer HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	13/11/2023 10:09
#TCK-000208	Waiting Assignment	waste ink printer HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	01/11/2023 09:29
#TCK-000194	Waiting Assignment	Pengecekan Koneksi Jaringan LAN di Ruang PPIC Manager (Bu Fivin)	Fivin Fitrianingsih	PPIC		High	CLOSED	16/10/2023 11:37
#TCK-000191	Waiting Assignment	waste ink printer HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	10/10/2023 14:44
#TCK-000184	Waiting Assignment	waste ink printer HP Color Laser MFP 178	Widya Adrianti	PPIC		Low	CLOSED	27/09/2023 11:09
#TCK-000178	Waiting Assignment	Monitor tidak menyala	Wiwit Kurniasih	PPIC		Low	CLOSED	20/09/2023 08:47
#TCK-000177	Dwi Sukmana	Pemeriksaan jaringan internet dan Laptop Bu Fivin	Widya Adrianti	PPIC		Low	CLOSED	18/09/2023 14:57
#TCK-000171	Iwit Sukmana	pembuatan akses booking room	Widya Adrianti	PPIC		Low	CLOSED	12/09/2023 11:46
#TCK-000170	Waiting Assignment	waste ink printer HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	12/09/2023 09:50
#TCK-000167	Waiting Assignment	printer Hp ink Tank 319 tidak narik kertas kertas stiker	Widya Adrianti	PPIC		Low	CLOSED	12/09/2023 08:18
#TCK-000164	Iwit Sukmana	Pembuatan akun aplikasi IT Helpdesk & Plant Helpdesk	Widya Adrianti	PPIC		Low	CLOSED	05/09/2023 12:24
#TCK-000151	Silvan A Kusuma	PO Receipt Cost Browse - Tambah description1 dan Description 2 untuk Item	Widya Adrianti	PPIC		Low	CLOSED	24/08/2023 13:46
#TCK-000146	Waiting Assignment	waste ink printer HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	23/08/2023 16:08
#TCK-000142	Iwit Sukmana	Pendaftaran user akses untuk Access door baru di Gudang sparepart	Duryani	PPIC		Low	CLOSED	16/08/2023 15:35
#TCK-000127	Waiting Assignment	waste ink printer is full HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	08/08/2023 15:10

ID TIKET	TEKNISI	SUBJEK	PELAPOR	DEPARTEMEN	KATEGORI	PRIORITAS	STATUS	TANGGAL
#TCK-000090	Waiting Assignment	waste ink printer is full HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	27/07/2023 10:09
#TCK-000089	Waiting Assignment	PC ngehang black screen	Rohmat Hidayat	PPIC		Low	CLOSED	26/07/2023 16:01
#TCK-000076	Surya Hidayat	Buka akses ke menu Manufacture List/Maintenance	Widya Adrianti	PPIC		Low	CLOSED	21/07/2023 10:32
#TCK-000063	Waiting Assignment	keyboard error tidak bisa di pakai mengetik	Wiwit Kurniasih	PPIC		Low	CLOSED	14/07/2023 14:25
#TCK-000059	Silvan A Kusuma	Ubah COA PO51769	Wiwit Kurniasih	PPIC		Low	CLOSED	13/07/2023 21:27
#TCK-000056	Waiting Assignment	hasil print bergaris di printer Hp Color Laser Pro 178nw	Wiwit Kurniasih	PPIC		Low	CLOSED	13/07/2023 13:22
#TCK-000055	Waiting Assignment	waste ink printer HP Color Laser MFP 178	Wiwit Kurniasih	PPIC		Low	CLOSED	13/07/2023 10:41