

-: Circular :-


All the Deans/Principals/Unit Heads are informed that IT department NAU, Navsari has awarded Network Annual Maintenance Contract for Networking problems and Internet connectivity issues across the university to **Acute System and Solutions, Surat from 01/02/2020 to 31/01/2021**. In this regard Service Engineer will be stationed at Navsari Campus during 10.30 AM to 5.30 PM in university working Days. The NAU Employees and students can log complaint for networking issues/ Internet issues during above mentioned time only through calling on **Mob-9714100086** (Offline) or by registering online complaint through newly developed Network Complaint Management System (NCMS) Portal (**www.nau.in -> Internet Network Complaint Portal or ncms.nau.in directly**). It is mandatory to register complaint through online or offline mode and users will be informed about resolutions of complaints through SMS time to time.

The service engineer will carry out following network troubleshooting activities as per scope of work.

Fault Identification, Maintenance and Network Configuration Device Activity:
<input type="checkbox"/> Wireless Devices (P2P Link, AP & Router) Fault Identification & Maintenance
<input type="checkbox"/> Fiber Optic Link Fault Identification & Maintenance
<input type="checkbox"/> Cable Connectivity Link Fault Identification & Maintenance
<input type="checkbox"/> Managed and Unmanaged L2, L3 and Fiber Network Switch Configuration
<input type="checkbox"/> IO / Ethernet port Fault Identification & Maintenance
<input type="checkbox"/> Ethernet Card (LAN Card) Fault Identification & Maintenance
<input type="checkbox"/> Fiber Media Convertor/ Fiber Module Fault Identification & Maintenance
<input type="checkbox"/> L2, L3 and Fiber Network Switch V-Lan Configuration
<input type="checkbox"/> Firewall Configuration
<input type="checkbox"/> Network Looping Fault Identification & Maintenance
<input type="checkbox"/> Wireless Device POE Adapter / Switch Fault Identification & Maintenance

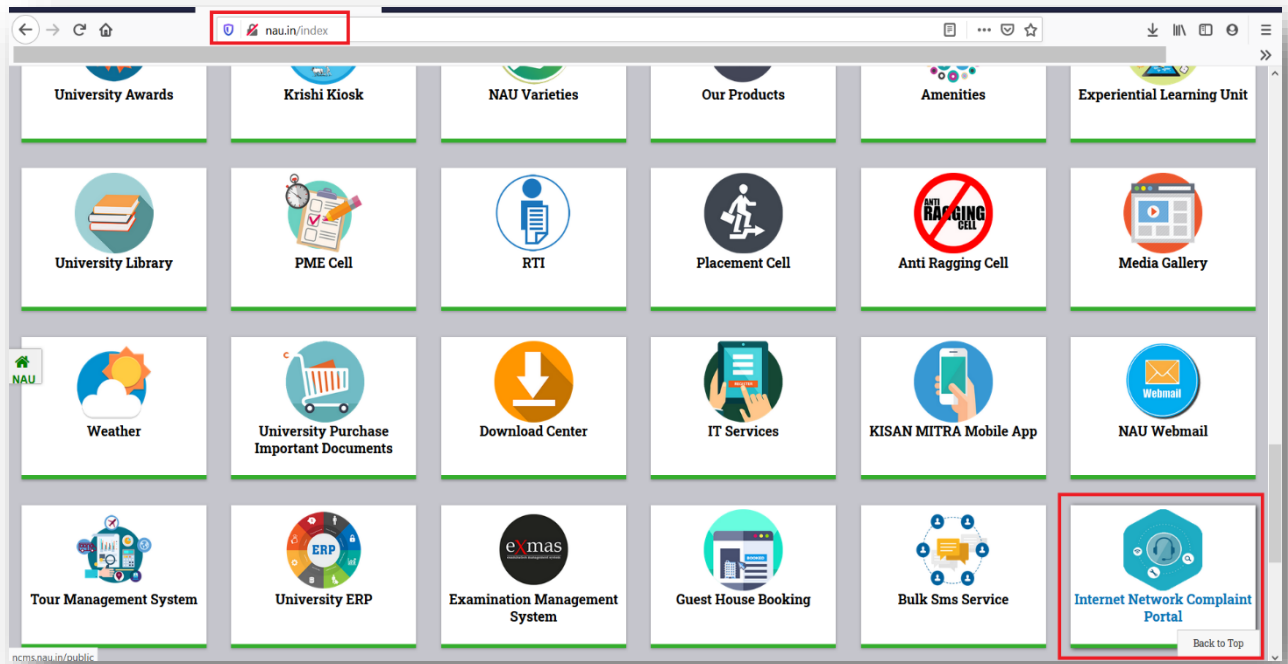
Note:

- This AMC will not cover any device repairing costs and replacement costs, if such incident occurs required repairing and replacement cost needs to be borne by respective unit only.
- The scope of work doesn't cover Identification & Maintenance of devices other than Network Equipment across the university.
- Maintenance activity will be carried out on priority base and instructions given by IT Department, NAU.
- The Maintenance activity will be carried out in NAU Campus up to user end and for Off Campus it will be covered up to building to building connectivity and department to department uplink only.
- If user is not satisfied with engineer's network troubleshooting activities then they can complaint directly to IT Department through email on itcell@nau.in only.
- User manual of Network Complaint Management System (NCMS) Portal is attached here with this circular.


Principal & Controlling Officer (IT)
ASPEE Agribusiness Management Institute
Navsari Agricultural University
Navsari

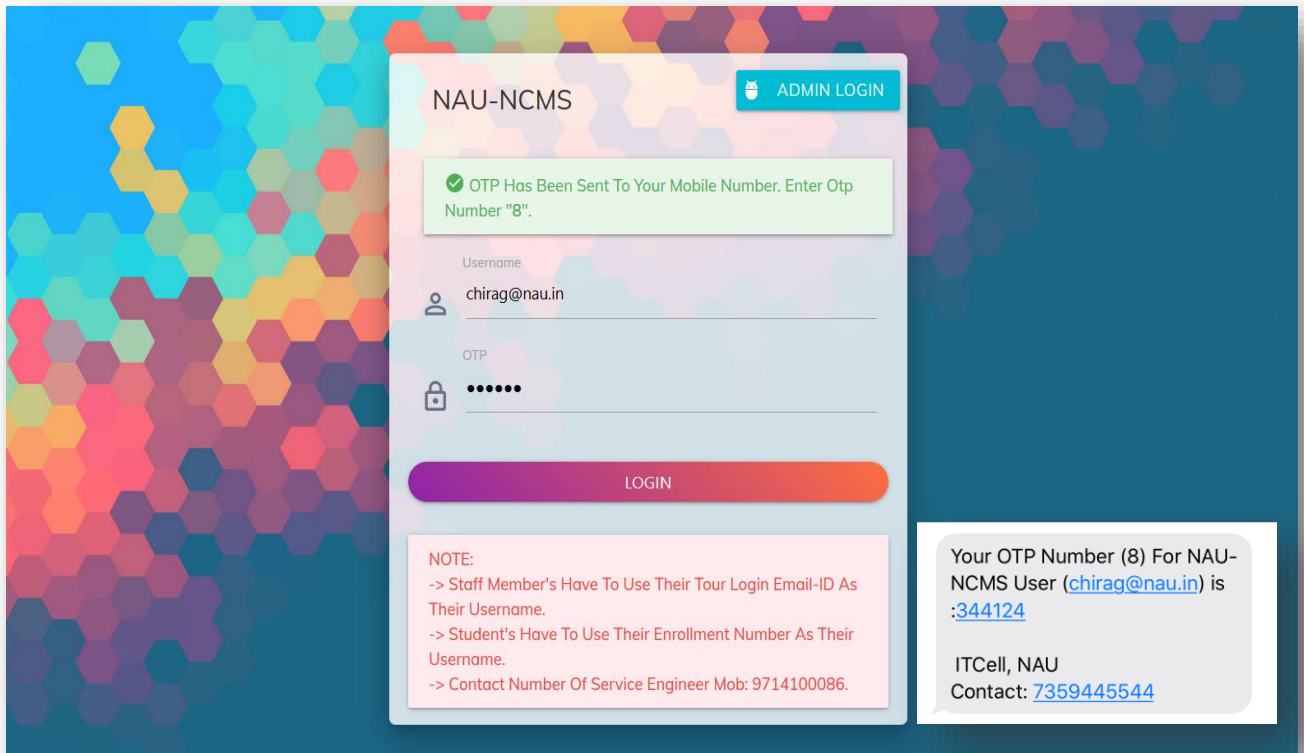
User manual of Network Complaint Management System (NCMS) Portal

1. **Web View.** (www.nau.in -> Internet Network Complaint Portal or ncms.nau.in directly)



User can Access Internet Network Complaint Portal from nau.in link box option and directly from ncms.nau.in.

2. Login Page.



The screenshot shows the NAU-NCMS login interface. At the top left is the 'NAU-NCMS' logo, and at the top right is an 'ADMIN LOGIN' button. A green notification box states: 'OTP Has Been Sent To Your Mobile Number. Enter Otp Number "8".' Below this, the 'Username' field contains 'chirag@nau.in' and the 'OTP' field contains '888888'. A large 'LOGIN' button is positioned below the input fields. A 'NOTE' section provides instructions: Staff members use their email ID as the username, students use their enrollment number, and the service engineer's contact number is 9714100086. On the right, a separate box displays the OTP: 'Your OTP Number (8) For NAU-NCMS User (chirag@nau.in) is :344124' and the ITC cell contact: 'ITCell, NAU Contact: 7359445544'.

NAU-NCMS ADMIN LOGIN

✓ OTP Has Been Sent To Your Mobile Number. Enter Otp Number "8".

Username
chirag@nau.in

OTP
888888

LOGIN

NOTE:
-> Staff Member's Have To Use Their Tour Login Email-ID As Their Username.
-> Student's Have To Use Their Enrollment Number As Their Username.
-> Contact Number Of Service Engineer Mob: 9714100086.

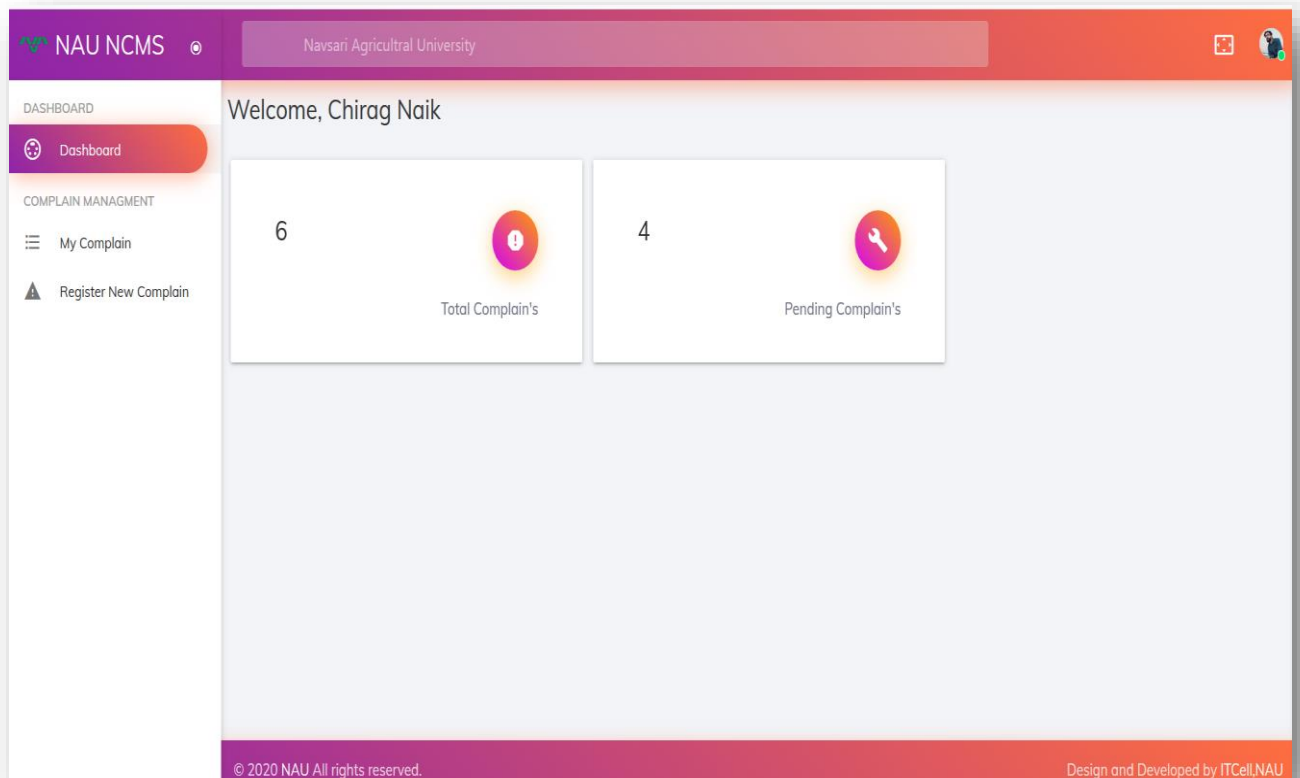
Your OTP Number (8) For NAU-NCMS User (chirag@nau.in) is :[344124](#)

ITCell, NAU
Contact: [7359445544](tel:7359445544)

Note: Users does not require to register for this application. This application will be integrated with NAU SSO (Single Platform Solution System) & OTP based login system. Staff member can login through Email-ID and Students can login with their Enrollment Number only.

- Contact number of service engineer: **9714100086 (Acute System and Solutions, Surat)**
- User can also book offline network complaint through calling on **9714100086**.

3. Dashboard.



After click on login button the dashboard will display 1. Dashboard, 2. My Complain & 3. Register New Complain buttons. The Dashboard will show total registered complains and pending complaints statistics.

4. Register New Complain.

The screenshot shows the 'Register New Complain' form in the NAU NCMS system. The left sidebar contains navigation options: DASHBOARD, Dashboard, COMPLAIN MANAGEMENT, My Complain, and Register New Complain (highlighted). The main content area is titled 'Register Complain' and includes a breadcrumb trail: 'Complain Management > Register Complain'. The form itself is titled 'Complain Form' and contains the following fields:

- Name: Chirag Naik
- Contact Number: 9662532863
- Alternate Contact Number: 9825978277
- Alternate Person Name: Bhavesh Chaudhari
- Unit Name: ASPEE Agribusiness Management Institute, NAU, Navsari
- Department Name: ASPEE Agribusiness Management Institute, NAU, Navsari

The screenshot shows the bottom section of the 'Register New Complain' form. The left sidebar is the same as the previous screenshot. The main content area is titled 'Register Complain' and includes a breadcrumb trail: 'Complain Management > Register Complain'. The form itself is titled 'Complain Form' and contains the following fields:

- Department Name: ASPEE Agribusiness Management Institute, NAU, Navsari
- Fault Location: IT Server Room
- Internet Not Working Since Last: 3 Days
- Tell Us More About Your Issue: Internet not in working
- Image Upload: NKN Live Report_SEPT.png
- Submit Button: SUBMIT >

User can registered network complaint using Register New Complain option. User have to fill up the form with required details with photo upload. After providing all the above required information user is required to click Submit button. After successful submission message (Your Complain Has Been Recorded) will be appeared on screen and one SMS notification with tracking unique ID number will be send to user, service engineer and IT person on their registered mobile number.

Your Complain Has Been Recorded.

OK

Your Complain Has Been
Recorded Successfully.

Complain-ID: NAU/NCMS/
170220/72646/ON

Technician will Assist You Soon

ITCell, NAU

Contact: [7359445544](tel:7359445544)

5. Register New Complain.

The screenshot displays the 'My Complain' section of the NAU NCMS portal. The interface includes a sidebar with navigation options: Dashboard, Complain Management, My Complain (selected), and Register New Complain. The main area shows a 'My Complain List' with a table of complaints. The table has columns for Complain id, Complain Date, Complain Time, Complain Details, and Status. The status column shows three types of status: Resolved (blue), Pending (red), and In-Progress (purple). The table also includes an 'Action' column with buttons for 'Add Diagnose' and 'Add History'. The table shows 6 entries, with the first three highlighted by a yellow box and the last three by a green box. The status column is also highlighted by a green box.

Complain id	Complain Date	Complain Time	Complain Details	Status
NAU/NCMS/170220/74957/OFF	17-02-2020	11:02:48 am	Internet not working	Resolved
NAU/NCMS/170220/72646/ON	17-02-2020	01:02:22 pm	Switch power Problem	Pending
NAU/NCMS/170220/55651/ON	17-02-2020	02:02:13 pm	Internet not in working	In-Progress
NAU/NCMS/150220/4075/ON	15-02-2020	02:02:15 pm	asdasd asdasd sadasd	Resolved
NAU/NCMS/150220/80600/ON	15-02-2020	04:02:13 pm	ASDASDASDASDSADSADSD	Pending
NAU/NCMS/150220/54178/ON	15-02-2020	04:02:53 pm	sdasdsdsfsd fsd fsdf sf	Pending

User can check their complain status, details and history from My Complain option. Here three type of status will be shown.

1. Pending (no action will be taken by service engineer), 2. In-Progress (service engineer taken this job) and 3. Resolved (service engineer solved this complain) and in action user can see details and history.

The screenshot shows two panels: 'Complain Details' and 'Technician Details'. The 'Complain Details' panel displays the following information:

- Complain-ID: NAU/NCMS/170220/55651/ON
- Fault Location: IT Server Room
- Complain-Date: 17-02-2020
- Complain-Time: 02:02:13 pm
- Fault Image: Click To View
- Issue Description: Internet not in working
- Status: Pending

The 'Technician Details' panel displays the following information:

- Complain-Date: 17-02-2020
- Complain-Time: 11:02:48 am
- Issue Description: Internet not working
- Status: Resolved
- Technician Name: Lekhray Mistry
- Contact Number: Call Now
- Email: Email Now



**Information Technology Department
Navsari Agricultural University**

Contact: 7359445544 Email: itcell@nau.in

LAN-WAN Maintenance Report

Complain Status: Resolved

Complain-ID: NAU/NCMS/170220/55651/ON

Complain Date: 17-02-2020

Unit: ASPEE Agribusiness Managment Institute,
NAU, Navsari

Dept: ASPEE Agribusiness Managment Institute,
NAU, Navsari

Name: Chirag Naik

Designation: Computer Programmer

Contact Number: 9662532863

Internet was not working since last 3 Days.

Fault Location: IT Server Room

Complain History/Logs:

1. 17-02-2020 03:34:57pm:

Fault	Conclusion
Wireless Device (P2P)	New Setup

Remarks:

Link up - problem solved.

Issue Resolved On 17-02-2020.

6. SMS Notification.

User, service engineer and IT department will get timely SMS notification each and every step of maintenance activity.

Your Complain Has Been
Recorded Successfully.

Complain-ID: NAU/NCMS/
170220/72646/ON

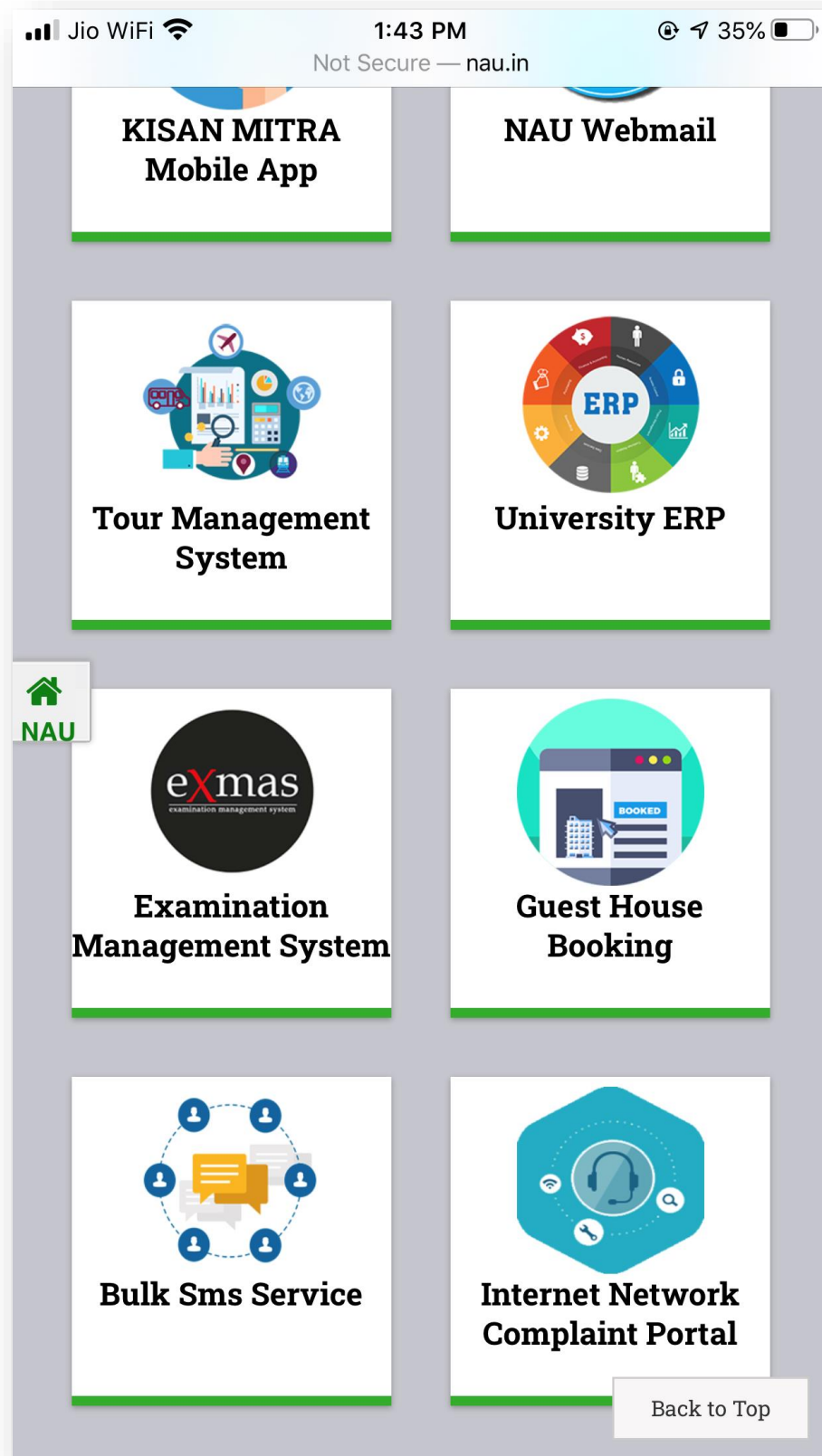
Technician will Assist You Soon

ITCell, NAU
Contact: [7359445544](tel:7359445544)

Your Complain (NAU/NCMS/
170220/55651/ON) Has Been
Resolved.

ITCell, NAU
Contact: [7359445544](tel:7359445544)

1. **Mobile View.** (www.nau.in -> Internet Network Complaint Portal or ncms.nau.in directly)



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✓ OTP Has Been Sent To Your Mobile Number.
Enter Otp Number "8".

Username
chirag@nau.in

OTP
●●●●●●●●

LOGIN

NOTE:
-> Staff Member's Have To Use Their Tour Login Email-ID As Their Username.
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-> Contact Number Of Service Engineer Mob: 9714100086.

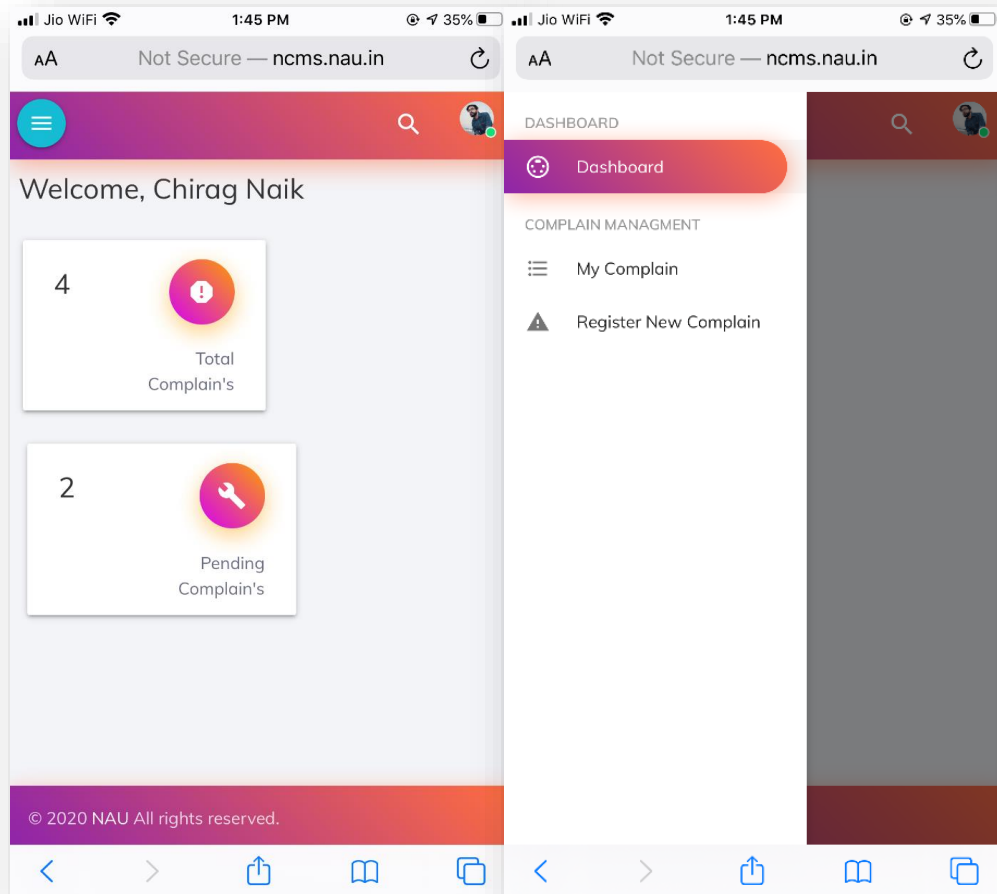
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Contact: [7359445544](tel:7359445544)

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4. Register New Complain.

1:47 PM 34%

Not Secure — ncms.nau.in

Complain Management > Register Complain

Complain Form

Name
Chirag Naik

Contact Number
9662532863

Alternet Contact Number
9825978277

Alternet Person Name
Bhavesh Chaudhari

Unit Name
ASPEE Agribusiness Managment Institute, N/

Department Name
ASPEE Agribusiness Managment Institute, N/

1:48 PM 33%

Not Secure — ncms.nau.in

Department Name
ASPEE Agribusiness Managment Institute, N/

Fault Location
IT Department

Internet Not Working Since Last
Days
1

Tell Us More About Your Issue
Switch power Problem

Upload Photo Of Fault(Optional)

SUBMIT >

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1:48 PM 33%

Not Secure — ncms.nau.in

Department Name
ASPEE Agribusiness Managment Institute, N/

Fault Location
IT Department

Internet Not Working Since Last
Days
1

Tell Us More About Your Issue
Switch power Problem

Upload Photo Of Fault(Optional)

Take Photo or Video

Photo Library

Browse

Cancel

1:49 PM 33%

Not Secure — ncms.nau.in

Department Name
ASPEE Agribusiness Managment Institute, N/

Fault Location
IT Department

Internet Not Working Since Last
Days
1

Tell Us More About Your Issue
Switch power Problem

image.jpg

SUBMIT >

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The screenshot shows a mobile application interface for reporting network issues. The browser address bar displays 'ncms.nau.in'. The form contains the following fields: 'Department Name' with the value 'ASPEE Agribusiness Management Institute, NAU', 'Fault Location' with 'IT Department', and 'Internet Not Working Since Last Days'. A modal message box in the center states 'Your Complain Has Been Recorded.' with a 'Close' button. Below the message, there is a 'Switch power Problem' field and an image upload section showing a file named 'image.jpg'. A 'SUBMIT' button is at the bottom of the form. The bottom navigation bar includes icons for back, forward, share, bookmarks, and tabs.

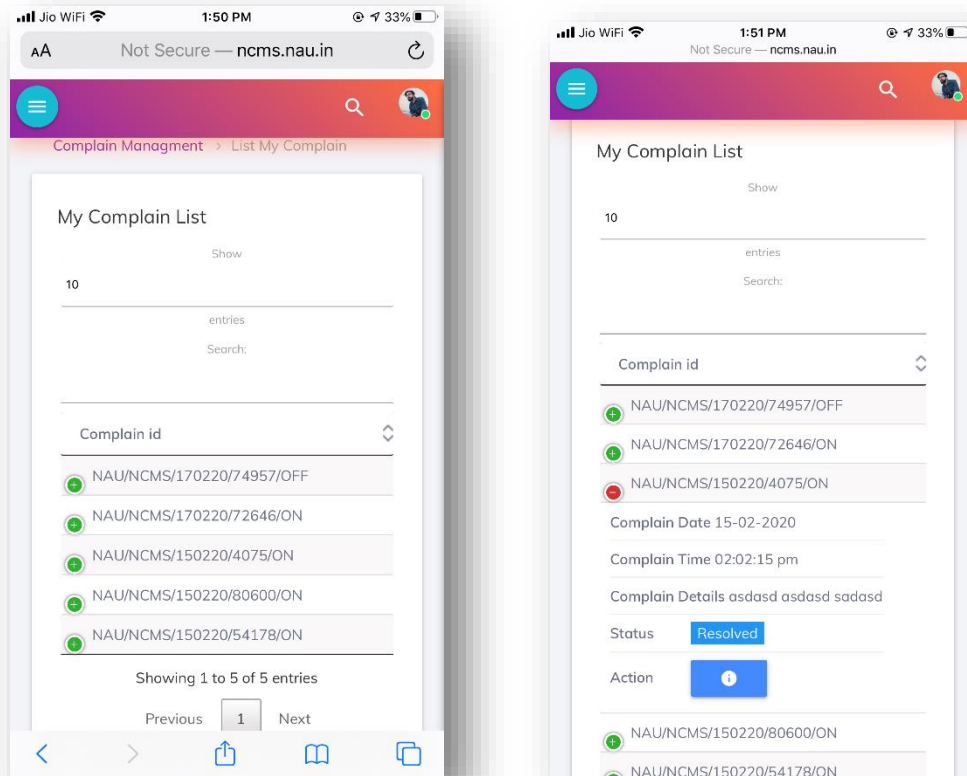
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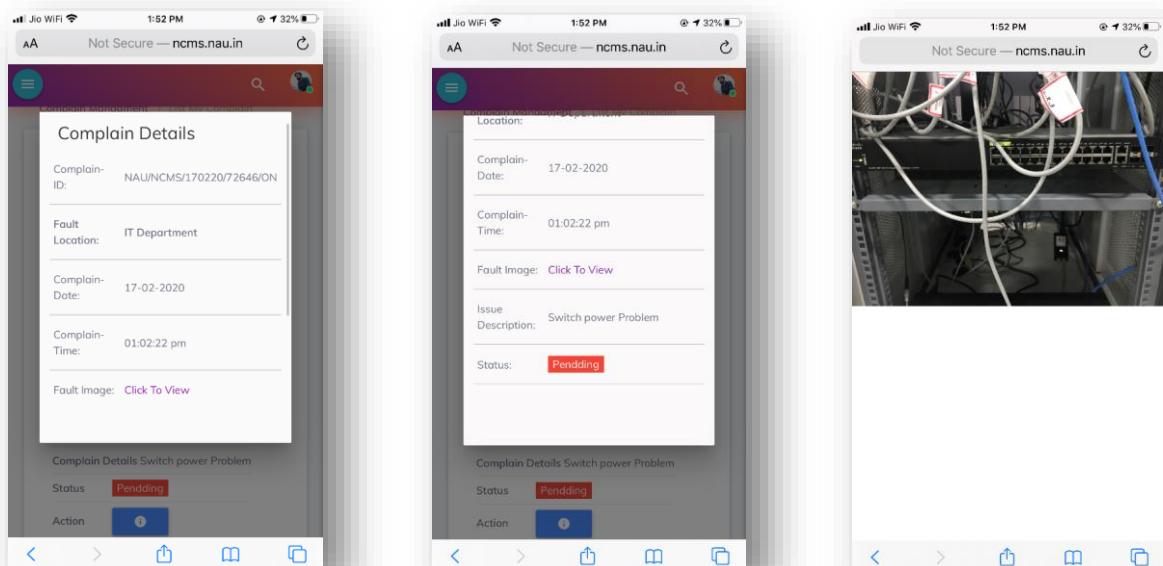
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Navsari Agricultural University**

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Your Complain (NAU/NCMS/
170220/55651/ON) Has Been
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ITCell, NAU
Contact: [7359445544](tel:7359445544)