

FAQs for official Laptops

Q.1. Please provide the details along with complete address, contact no. and email of the authority which procured the laptops distributed to the Departmental Officers?

Ans. The laptops are procured by:

**Directorate of Infrastructure
Room no.154, 2ndFloor,
Gate No.1, 'K' Ramp,
JawaharLal Nehru Stadium,
Pragativihar, New Delhi-110003**

**Mail ID: dit1.infrastructure@incometax.gov.in
Contact no. 011-21421118**

Q.2. Who is the seller/supplier of laptops?

Ans. The supplier of the laptop is HP INDIA SALES PRIVATE LIMITED having Contact No.: 09964577157 and Email ID: shantanu.chatterjee1@hp.com with Address: NO 24,Salarpuria Arena, Hosur Main Road, Adugodi, Bangalore, KARNATAKA-560030.

Q.3. What is the warranty period of laptops along with different parts for which respective warranty period applies?

Ans. The warranty period for laptop is as mentioned in the GeM Contract. The on site OEM warranty is for 04 (four) years (faulty SSD will not be returned in case of replacement) and battery warranty is for 03 (three) Years.

Q.4. Whom should I contact if there is some problem with respect to hardware or software of the laptops after the Warranty period in different cities?

Ans. After the Warranty period, maintenance of laptops rests with department.

Q.5. What is the time limit to resolve any defect reported by the officer using the laptop with in the warranty period?

Ans. After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit.

Q.6. What is the replacement procedure of irreparable laptop under warranty period?

Ans. Replacement under warranty clause shall be made by the seller free of all charges at site including freight, insurance and other incidental charges.

Q.7. In case of any issue related to hardware [normal wear and tear] or OS, whom should I contact?

Ans. As per Directorate of Infrastructure one may contact Support Team CBDT and HP Delivery Support Team mentioned in [Annexure-A](#)

Q.8. Who should be contacted in case some problems relating to hardware and software of the laptop is encountered?

Ans. In case of Hardware and software related issues, as per Directorate of Infrastructure one may contact Support Team CBDT and HP Delivery Support Team mentioned in Annexure*. However, in case of issues like installation / re-installation / updation of application software, please contact RCC Admin / FMS Engineer.

Q.9. What is Hardening of Laptops and why was it carried on all laptops?

Ans. The access of Departmental portals like ITBA, E-filing, TRACES etc. has been extended through Work From Home (WFH) using Departmental Laptops using internet, so there are high risk of security threats/vulnerabilities/breaches through these machines. To mitigate these risks several steps are taken and Hardening of Laptops is one of the steps.

Hardening of Laptops include disabling Administrative Rights, USB ports etc. It also includes OS Hardening as well as pushing of Anti-virus centrally. More steps are likely to be taken for Hardening of Laptops in near future depending upon the security requirements.

Q.10. Who did carry out Hardening of Laptops?

Ans. The Hardening of Laptops was carried out by RCC Admins and FMS Engineers in close coordination with ITBA team.

Q.11. Is there Anti-virus in my Laptop?

Ans. As per the information received from DIT(Infra), Kaspersky Lab Anti virus for 4 years is provided with the laptops. The details are as below :

Product name :

Kaspersky Endpoint security for Business – Select

Date of License : 11/02/2020

Expiry date of License : 12/08/2024

The Directorate of Infrastructure has shared the license key and activation key of the Antivirus with Nodal officers. Alternatively, it can be obtained from the Directorate of Infrastructure.

However, the above Anti-virus is not used in the Hardened laptops. As the part of Active Directory Deployment, Trend Micro Ant-virus has been installed. This Anti-Virus can also be updated using internet using Update option.

Q.12. If I do not have any work related to ITBA as I am posted in non-assessment charges like Hqrs, Technical and Directorates except Systems etc, can I get my official Laptop de-hardened?

Ans. As per the policy approved by the Competent Authority, all official Laptops are to be hardened. For de-hardening of laptops, approval of the Competent Authority is required.

Q.13. Can I install MS Office on my official Laptop?

Ans. Libre office is already installed which can be used for office work. Office 365 is pre-installed in the laptop provided by the Directorate of Infrastructure which can be activated after purchasing product key.

Q.14. Why is USB Drive disabled in Laptops?

Ans. As per the approved policy, disabling USB Drive is the part of the Hardening of the departmental laptops due to latter's usage for accessing ITBA and other applications like e-filing, TRACES etc. over VPN.

Q.15. How can I connect printer to the Laptops?

Ans. Since USB Drive is disabled, WiFi printer may be used with the laptop.

Q.16. How can my old data in Word, Excel, PPT files etc. be transferred to laptop?

Ans. The old data in Word File, Excel File, PPT etc. can be transferred to laptop through official e-mail.

Q.17. Java is required for working on sparrow for uploading APAR etc. Can I install it on my official Laptops?

Ans. Yes, It can be installed with help of FMS engineer.

Q.18. I do not have MotionPro on my Laptop. How can I install it?

Ans. Please ask FMS engineer to download MotionPro from the given below link and get it installed -

<https://support.arraynetworks.net/prx/001/http/supportportal.arraynetworks.net/downloads/downloads.html>

Q.19. If I forgot my ITBA password or it is expired, how can I change my password?

Ans. Please go to office and start office PC which is connected on LAN and use “Change password**” or “**Forgot password**” functionality available in ITBA.**

Q.20. I am not able to login ITBA over VPN, whom should I contact?

Ans. Please raise ticket on ITBA helpdesk for resolution.

Q.21. I am not able to login on VPN through my Broadband while able to login using Mobile Hotspot.

Ans. This is the issue with Local ISP whose internet connection is being used. Please ask your ISP to allow all site to open. May be IP address assigned to you for internet connection may be blocked.

Q.22. How can I change my password of my Laptop?

Ans. Password of the Laptop can be changed by RCC/ FMS team after connecting it to TAXNET. In case the User forgets the password of the Laptop, the same can be reset through the respective RCC Admin.

Q.23. I am not able to download/install any application which is necessary for smooth functioning of office. How to install such application/Software?

Ans. As per the approved policy, other Application/Software can't be installed as withdrawal of the Admin rights is part of the Hardening of the departmental laptops.

Q.24. Official conferences applications like WebEx etc. cannot be attended through these laptops because these applications are not installed. How to install such application?

Ans. Please ask FMS engineer to install Webex.

Q.25. ITBA application runs slower in Laptops so how can it be made faster?

Ans. In the beginning, access of ITBA was enabled over VPN through SSL which is relatively slower. Now this access is made through IPsec which is faster and more secure. All users have been asked to provide Hardware ID of their official Laptop so that same can be configured for IPsec.

Q.26. MIS reports are not working on VPN Laptops. How to generate MIS reports?

Ans. MIS reports were not accessible in ITBA over VPN through SSL. However, these are accessible through IPsec.

Q.27. Project insight is not available through ITBA VPN. How should Insight be accessed over VPN?

Ans. Project Insight is not accessible through ITBA over VPN. Insight team is making Project Insight accessible through other technologies and same will be accessible soon.

Annexure-A

Country Support Matrix /Call Management & Support Team CBDT			
LEVEL-1	LEVEL-2	LEVEL-3	LEVEL-4
Aaina Khan	Tarun Sharma	Ranjan Kumar Singh	K.Srinivasan
8287552337	9873786510	9999092972	9952993740
hpsupport.north@tvs-e.in	tarun.sharma@tvs-e.in	ranjan.singh@tvs-e.in	k.srinivasan@tvs-e.in
Project SPOC	Project Manager	Project Lead	Country Manager
HP Delivery Matrix			
LEVEL-1	LEVEL-2	LEVEL-3	LEVEL-4
SunilSaurabh	Devinder Jishtu	Rishi Soni	Pranav Shukla
8178800886	9899297518	8879861190	9892903962
ssunil@hp.com	devinder.jishtu@hp.com	rishi.soni@hp.com	pranav.shukla@hp.com
SPOC	Account Delivery Manager	Service Delivery Manager	Service Head
HPTransition Execution			
Transition Manager	VimalMishra	vimal.mishra@hP-.com	9911422591

Note: After the Warranty period, maintenance of laptops rests with Department. The same is outside purview of Contract.