

Help Desk Hardware-Related Calls (1998 - 2002)

All Open and Closed Calls for Hardware Between 1998 - 2002

Problem #	Opened Date		Closed Date
9691	07/27/98	ALLHARDWARE	07/27/98
Descr: Looking for another paper tray for HPLJ4M+ Resol: Had a new one installed for user			
9844	08/03/98	ALLHARDWARE	08/04/98
Descr: Has a VTECH pc finding it very slow (put a request in to Keith for upgrade). Takes about 5 min. to save a word document and this morning getting fatal exceptions. booted out when she was trying to attach a document to a message and as a result lost her information. Please check pc. Resol: Visited Client...Ran scandisk ran defrag. system checked ok.			
10247	08/20/98	ALLHARDWARE	08/21/98
Descr: Elaina was using HRIS and is getting a dynamic memory exhausted error. Also she says that since the hard drive change her PC is extremely slow. Resol: Had a username change. Her HRSEIJ account needed quota increased on Prod.			
10256	08/21/98	ALLHARDWARE	08/21/98
Descr: Brenda's monitor is on the blink. Her pc an empac is giving illegal operations and shutting down. It is john baggs old pc. Resol: Had to remove cover and reseal the video card.			
10260	08/21/98	ALLHARDWARE	08/21/98
Descr: REquest to have a printer setup in HR board room for contract negotiations. Resol: Visited Client...ssetup HPJL6P			
10424	08/27/98	ALLHARDWARE	08/28/98
Descr: Dave returned from vacation and cannot connect to the network. He does not have a patch cable from his pc to the wall jack. Resol: Visited Client...install network cable test ok.			
10406	08/27/98	ALLHARDWARE	08/27/98
Descr: Looking for a 9-pin male to a 25-pin female. Resol: Visited Client...had the connector in my drawer, called client, client picked up connector.			
10989	09/18/98	ALLHARDWARE	09/24/98

Problem #	Opened Date		Closed Date
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Descr: Move Mailroom PC to the new location

Resol: Visited Client...punch down 1 data wire, got a 46 d from telecom shop, temporary install. connect user to network, did not test, no power in office.

11326 10/01/98 ALLHARDWARE 10/01/98

Descr: Bob Blackmore suggested we use Flora Seymour's 17 inch monitor for Wayne Rodway's demonstration this afternoon. Could you arrange to have Flora's monitor moved to the Energy Supply boardroom - second floor before 3 pm this afternoon?

Resol: Visited Client...move and test as requested.

11548 10/08/98 ALLHARDWARE 10/14/98

Descr: Would like a serial mouse for his Eurocomm laptop. Presently, he only has a PS/2 mouse.

Resol: Work done on problem to date.... mailed user a mircosoft mouse.

11627 10/13/98 ALLHARDWARE 10/19/98

Descr: Move a PC and install Win95 upgrade; see Peter first for details

Resol: Installed Windows 95, configured Minicom and mail.

11968 10/26/98 ALLHARDWARE 10/28/98

Descr: Request John Norris install TKZ61 tape drive in Storage Works cabinet.

Resol: Visited Client...install tape drive as requested.

12093 10/30/98 ALLHARDWARE 11/09/98

Descr: has a compaq presario laptop - at telephone exchange on allandale road. seems like harddrive failed - cannot received an calls to emergency #'s

Resol: Visited Client...Repair was provided by Paragon.

12496 11/13/98 ALLHARDWARE 11/16/98

Descr: Burning smell from printer, please check.

Resol: Visited Client...Removed plastic tape from fuser wick, printed test sheets, no burning smell.

13735 01/05/99 ALLHARDWARE 01/07/99

Descr: Student Mike Richards in Human Resources cannot get network connection on the Vtech pc he is using - getting disk boot failure. rebooted several times

Resol: Visited Client...complete image install, user can connect to NP! and the Domain

14807 02/01/99 ALLHARDWARE 02/02/99

Descr: Geting kicked out of css Happened after the power dip feb 1/99

Resol: Visited Client...system ok.

Problem #	Opened Date		Closed Date
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17344	04/09/99	ALLHARDWARE	04/20/99
Descr: The modem card in his think pad doesn't work properly the leads on the cable are broken and when he tries to dial in it tells him that the modem is not responding. Resol: XWave Replaced the system board and system tested ok			
17717	04/20/99	ALLHARDWARE	04/20/99
Descr: Please run a phone line from the communications rack to Draco for a modem. Resol: Had cable made; ran cable, tested, OK.			
19392	06/01/99	ALLHARDWARE	06/01/99
Descr: Unable to get scanner to work properly. Lots of resource conflicts, system lock-ups, etc Resol: Visited Client...installed new image on Vtech. installed scanning software, installed scanning hardware, and test ok.			
20675	06/29/99	ALLHARDWARE	07/15/99
Descr: When the Palm V is powered off, calendar reminders do not sound all the time. Also, during every weekend the unit's date is wrong and has to be manually set. Resol: It seems to have been some corrupt data on the unit. Reset the unit so that all system files and Al's personal information was reloaded.			
20884	07/06/99	ALLHARDWARE	07/06/99
Descr: When selecting columns or rows, the mouse button is too sensitive, it doesn't continue to select column or row, eventhough the mouse button is still pushed. Resol: Visited Client...adjust sensitivity of mouse, test ok.			
21234	07/15/99	ALLHARDWARE	08/19/99
Descr: has a Sona PC - with CD Rom and Speakers. There is a high pitched noise coming from the speakers. even on a lower setting he can hear the noise. would like checked. Resol: Visited Client...install speakers, and test.			
21456	07/22/99	ALLHARDWARE	07/30/99
Descr: Gord Martin called in a while ago about his pc not displaying red. John Norris sent him out another monitor. Still no red. It must be something to do with his video card. Please advise Resol: Called Gord, stepped him through installing and configuring new card, tested, OK.			
21470	07/22/99	ALLHARDWARE	08/10/99
Descr: Getting an explorer error in win95. Please see Peter Collins for details before going up Resol: Installed Norton Utilities on his PC. Asked client to call me the next time an error happens so that we can check the Norton CrashGuard log. Norton found some errors and fixed them. Also, a service call was placed on his unit to get the screen replaced.			
22378	08/19/99	ALLHARDWARE	08/27/99

Problem #	Opened Date		Closed Date
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Descr: Pc constantly locking up. Has tried 3 times this morning to start up and pc keeps locking up while doing scan disk

Resol: Installed a postscript driver for the 4500, this corrected the lockup.

She will remove excessive fonts on her system.

23672 09/23/99 ALLHARDWARE 09/23/99

Descr: Can not log on to her machine, is getting a memory error. Mentioned that another user was having a similar problem as well

Resol: duplicate call - already logged to Intel

23685 09/23/99 ALLHARDWARE 09/23/99

Descr: His computer seems to be very slow operating.

Resol: Inquired as to whether or not he had a lot of system resources being used and suggested if not, to try re-booting in the hopes of speeding it up. (Also explained to him that we hadn't received any calls about the network being slow) Advised him to contact me if the problem continued.

25313 11/04/99 ALLHARDWARE 11/17/99

Descr: Currently, there are two PC's in the training room that are not working. (They are marked with sticky notes)

Please ensure the remaining PC's are working ok.

Resol: Visited Client...all PC's in classroom working now

26623 12/16/99 ALLHARDWARE 12/16/99

Descr: Was trying to change her toolbars in word and when she re-started system, she is receiving all kinds of errors and it then freezes during boot up with message "no operating system found". Can not access system at all now (NT)

Resol: In the BIOS the first boot device was set to network.

26742 12/21/99 ALLHARDWARE 12/21/99

Descr: No Power in stores, on mezz, or all of stores, no recepticals has power.....

Resol: Work done on problem to date..... there was a breaker out, tony reset, (someone had plugged in a heater) still having Robin get an electrician check it out, recieving and the mezz should not be on the same circuit

28761 02/23/00 ALLHARDWARE 03/13/00

Descr: I have a Xircom Ethernet 10/100 + Modem 56 combo card that I need a replacement for. The one that doesn't work was in the IBM Thinkpad 770 that we have for the deploy room. I needed to replace the NIC that was in Ralph Mugford's laptop. I put the faulty card on JNorris' desk.

Resol: Work done on problem to date....swaped out a nic with brian malone, john now has a PCMCIA card for working on the images....

28876 02/26/00 ALLHARDWARE 01/01/00

Descr: Fault on BBRA2

Resol: Low voltage on cache RAM backup battery. Disabled alarm until battery can be replaced.

28997 03/01/00 ALLHARDWARE 03/02/00

Problem #	Opened Date		Closed Date
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Descr: Jim Kings machine crashed. After re-booting the system, the digitizer would not work. John Bags called hime for info.....

Resol: Reimaged computer with Windows NT. Had alot of problems with the Kurta tablet

29571 03/20/00 ALLHARDWARE 04/05/00

Descr: Rosemary is getting a loud noise from her pc Np011140

Resol: Work done on problem to date.... Asked Mick to check PC again, he asked client to about PC, she said it only made the noise once, when it locked up.... PC has beed ok since.....

30442 04/11/00 ALLHARDWARE 05/17/00

Descr: The projector in the main boardroom flickers when first turned on (for the first half hour) then it is fine; can someone have a look at it and see if this can be fixed

Resol: Research and Get Back To Client.... projector is being/is replaced...

30981 04/25/00 ALLHARDWARE 04/26/00

Descr: zerox printer consistantly prints a black streak across print. Choose to postpone printing bills until fixed. Tray 1 frequently jams up paper.

Resol: Service call placed and problem resolved

32696 05/31/00 ALLHARDWARE 06/01/00

Descr: MFA35 would not mount nor dismount a tape that I put in. It's just flashing that the tape is in use. This tape can be scratched after.

Resol: There is a physical problem with the tape drive. I will contact the vendor and initiate repairs.

32935 06/06/00 ALLHARDWARE 06/13/00

Descr: Please supply a neutral handed mouse

Resol: Visited Client...install and test mouse....

36094 09/25/00 ALLHARDWARE 09/25/00

Descr: Dave wants a laptop for a training session in Corner Brook. Please make sure it will connect to a projector.

Resol: we only had one and it is leant out; told him he could ask around his department to see if one is available

38563 12/12/00 ALLHARDWARE 12/12/00

Descr: The new mouse that is in the computer room is not working properly. Useless !!!

Resol: cleaned tracks and track ball. reason for slowness is probably due to extension cable on mouse...

39739 01/23/01 ALLHARDWARE 01/23/01

Descr: req help in looking at some pc options

Resol: Looked at the sheet that he had and noted tht it met our specs

Problem #	Opened Date		Closed Date
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40427	02/14/01	ALLHARDWARE	02/16/01
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Descr: MFA 36 making Grinding noises when tape inserted.

Resol: RBA replaced DLT7000 tape drive. Ok.

40482	02/16/01	ALLHARDWARE	02/16/01
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Descr: needs replacement battery....for Think PAd 770

Resol: Work done on problem to date.... sent user a new battery...

42472	04/11/01	ALLHARDWARE	04/12/01
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Descr: unable to sync with Palm Vx

Resol: Visited Client...the serial port was disabled, enabled the serial port, (user does not know how the serial port became disabled) reboot, Palm Vx working/syncing ok.

43322	05/11/01	ALLHARDWARE	05/11/01
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Descr: He asked me to check to see if the b and n keys worked on a particular keyboard

Resol: These keys didn't work.

43585	05/24/01	ALLHARDWARE	05/24/01
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Descr: some keys not working on keyboard.....

Resol: Visited Client...replace keyboard and test....

44904	06/22/01	ALLHARDWARE	07/24/01
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Descr: Something wrong with MFA36 on Draco.

Resol: And that something is? Possibly MFA35? Val has started using a new cleaning tape and this seems to help

45917	07/26/01	ALLHARDWARE	07/26/01
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Descr: install switch box for two PC's to work off of one Keyboard/mouse/monitor

Resol: Work done on problem to date.... order switchbox, install and test.

46036	07/31/01	ALLHARDWARE	07/31/01
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Descr: Requesting another PC, as per previous arrangements.

Resol: Work done on problem to date..... gave user a P233 (ibm) and a G52 monitor

46076	08/02/01	ALLHARDWARE	08/02/01
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Descr: unable to get cover baCK ON PC

Resol: Work done on problem to date..... next time disconnect power, user had case broken, the clips that keep the case in place are cracked off. Re-installed case, test ok.

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46915	08/29/01	ALLHARDWARE	09/05/01
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Descr: Move a Decktop from Billing services to Cash control, need done before Friday, it is in an office with another PC, and they have someone starting on Tues. (only one network connection available, and they don't want the student to use the PC because it is used for the bank download from cash control)

Resol: Work done on problem to date.... unable to move PC, no Phone line setup

47698	09/20/01	ALLHARDWARE	09/27/01
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Descr: Letters/dals/rem/and afs were not sent to the icon.

Resol: Made some modifications to the watch process to fix this problem

47699	09/20/01	ALLHARDWARE	09/27/01
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Descr: manually sent dals and rem to icon. dals finally printed after an extended wait. rem never did print.

Resol: Made some modifications to the watch process for printing. Should fix this problem

52002	01/28/02	ALLHARDWARE	02/06/02
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Descr: Failure with MFA 36. Notified Shawn Kearley, he will look after this in the morning.

Resol: TapeDrive Repaired by Open Storage Technician

52933	02/21/02	ALLHARDWARE	02/21/02
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Descr: Whiteboard printer in ISBoard Room is not printing
Possible Toner Problem
NP011275

Resol: Work done on problem to date.... ordered from dicks, had shipped over by taxi

54452	04/08/02	ALLHARDWARE	04/10/02
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Descr: MFA35 and MFA36 tape drives on Draco not functioning. Either Keith or Shawn will have to look into this.

Resol: OSS replaced Tape drive MFA35, repaired leader in MFA36. All tested ok.

54494	04/10/02	ALLHARDWARE	04/10/02
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Descr: Blue Screen - Dumping physical memory.

Resol: Restart - all ok.

57613	06/20/02	ALLHARDWARE	06/20/02
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Descr: please ship and move 3 21" monitors from the SCC to the SCC DR site

Resol: Work done on problem to date.... as requested....

5664	06/21/02	ALLHARDWARE	06/21/02
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Descr: Please ship a 17" monitor to Phonse Delany

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date.... shipped new compaq monitor
NP012770

57948 07/02/02 ALLHARDWARE 07/02/02

Descr: How do you lock a computer?

Resol: Hit ctrl-alt-del all at the same time and choose lock workstation

58236 07/10/02 ALLHARDWARE 08/07/02

Descr: losing sound on reflection seccion

Resol: sound for default beep was set to none in control panel

58725 07/24/02 ALLHARDWARE 08/05/02

Descr: Need the cd writer installed into helpdesk PC.

Resol: Work done on problem to date... installed by xwave on Friday

58773 07/25/02 ALLHARDWARE 07/26/02

Descr: Requesting to have a PC setup for user, ok'd by Phonse Delany and Roddy Duffy.

Resol: Ed Ryan called to say that the system has been reimaged and it will be shipped back on Monday.

31747 05/11/00 FLOPPY DRIVE 05/16/00

Descr: external drive floppy drive not working; can't put a disk in there; there is something after coming lose inside;
IMB ThinkPad 600E
S/N 78-PHV28
Type 2645-8AU

Resol: Floppy Drive sent to Ray Bartlett by xwave

45118 07/03/01 FLOPPY DRIVE 07/06/01

Descr: He said that when he tried some new floppy disks he was getting the message Invalid media or track zero bad disk unuseable.The three disks he tried this on all came from the same package.

Resol: ED has replaced the floppy drive. Everything has tested fine

45519 07/16/01 FLOPPY DRIVE 07/16/01

Descr: She called saying that a floppy that she had isn't working any more. The error she was getting was A:\ is not availabe the disk media is not regonized it may not be formatted.

Resol: I asked her did she try it in different PC's she said yes. And I then told her that the disk was most likely garbage.

45728 07/23/01 FLOPPY DRIVE 07/24/01

Problem #	Opened Date		Closed Date
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Descr: He called saying that when he used his floppy drive he gets the error the a:\ is not accessable disk media may not be regonized.
Resol: He called and told me that he accidently tried a different disk when he was testing it(in the different pc's). This disk was fine. When he tried the disk he was having trouble with in a different PC he got the same message. So it looks like ti was the disk after all.

46376 08/13/01 FLOPPY DRIVE 08/13/01

Descr: She has a document on Floppy disk, and it will not open. the disk keeps spinning and reading but never brings up the document. It locks up her machine
Resol: The disk is corrupted. I did a thorough scandisk on it and it tried to recover the document, but it didn't work

48227 10/04/01 FLOPPY DRIVE 10/31/01

Descr: Cannot access floppy drive on PC in the computer room because top cover is not screwed on.
Resol: Advised client...the reason the "A" drive is not working is because the cover was not on properly, someone had pushed the pc in place so hard, that it snapped the slips that keep the cover on. The cover will stay in place if it not forced, the "A" drive works ok. I had originally put the cover on, and someone had taked it off again. after advising derrick of what was on the go, someone had reinstalled the cover.

52798 02/18/02 FLOPPY DRIVE 02/20/02

Descr: His floppy drive is not working properly. It will not read any disks. It will need to be replaced.
Resol: Floppy Drive has been replaced by XWave

53453 03/11/02 FLOPPY DRIVE 03/12/02

Descr: He has a floppy disk with some data on it, and it will not read up on the floppy drive. He is getting an error saying incorrect OS
Resol: Installed Norton Disk doctor, and couldn't recover files from the floppy. It is damaged

54873 04/19/02 FLOPPY DRIVE 04/19/02

Descr: He has a floppy disk, and every time he puts it in the drive, it tells him it is not formatted
Resol: Tried to get him to run scandisk, but it wouldn't work on that disk. The disk is corrupt. He said he will just use another.

55254 05/02/02 FLOPPY DRIVE 05/03/02

Descr: I was waiting for a floppy adaptor for my laptop but have not heard from you people. In the meantime I have pilfered one from the workstation next door which has become vacant. It is the one attached to Glenda Windsor's machine - she has returned to Duffy. Can someone come up to install it on my laptop as I am not sure how to do this.
Resol: Copied the contents of the floppy to a folder on her machine. She will use this instead

55579 05/09/02 FLOPPY DRIVE 05/30/02

Descr: A new floppy drive for the compaq systems needs to be replaced. The part # is 241995. Contact Mark from Xwave for more details. Need to log call to xwave
Resol: xwave replaced the Floppy

Problem #	Opened Date		Closed Date
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14403 01/25/99 HANDHELD PC 01/25/99

Descr: Palm Pilot not working no data - seems to be no program.
PC was upgraded on Thursday night (reflection, Y2K, Reflection).
Resol: Called... Re-established communication between Desktop and H/PC.

15042 02/05/99 HANDHELD PC 10/12/00

Descr: Ever since the weekend; his NINO hasn't been synchronizing
Resol: Hand Held PC needed to be reset. A soft reset (information on H/PC will not be lost) was required...
- To do this remove H/PC from cradle(docking station).
- Using the end of a paper clip press the Reset button located on back of the H/PC (locate a small hole just big enough for a paper clip).
- Place the H/PC back into the cradle... Wait a few seconds... Synchronization should begin.
These instructions are valid for the Philip's NINO, other H/PC may differ.

18051 04/28/99 HANDHELD PC 10/12/00

Descr: Having trouble with Palm pilot since he received his new PC; it is no longer syncing correctly; calendar has never synced properly and he is unsure if the messages have been syncing either; pls check
Resol: Reinstalled the Palm Desktop Organizer Software and configured it to synchronize with Outlook.

20779 06/30/99 HANDHELD PC 10/12/00

Descr: Palm 5 hasn't been working since she received it; can we replace this one with another exactly the same because she is used to this one; However this one crashes constantly
Resol: Visited Client...replace unit, and test(ok)

20949 07/07/99 HANDHELD PC 10/12/00

Descr: Palm pilot will not download at all; can't synchronize;
Resol: Found properties under hotsync icon (lower right corner on taskbar) did not have "Local" ticked. Ticked local; unit connected immediately and downloaded info normally.

21306 07/16/99 HANDHELD PC 08/06/99

Descr: need Palm Pilot V installed. Keith Perry has the Palm Pilot.
Resol: Installed the unit. Ran through a few things with him.

26072 11/30/99 HANDHELD PC 11/30/99

Descr: calendar not synchronizing with the date book on the Palm pilot
Resol: didn't have PocketMirror installed on her PC; Pocket mirror is necessary for synching Outlook calendar, tasks, etc. I got a Palm 5 cd and installed it from there; It is now synching everything as requested

Problem #	Opened Date		Closed Date
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26676	12/20/99	HANDHELD PC	12/20/99
Descr: Angela called to say John's Palm Pilot has a very dark screen; he can barely see the screen; also his account was locked out this morning and he wanted to know why? Resol: The contrast setting on the Palm was causing the problem. There is a button on the left hand side on the top of the unit that will give you a window to adjust the contrast setting.			
27454	01/17/00	HANDHELD PC	01/17/00
Descr: having problem with Plam Pilot - not synchronizing Resol: A reboot of the computer got rid of the error. There was enough free physical disk and free memory on the unit.			
32292	05/24/00	HANDHELD PC	05/24/00
Descr: Email not synchronzing on Palm Pilot. Tasks, To Do's etc. are fine. This problem occurred when she got her new pc. Resol: The Hotsync controls a conduit for e-mail. The setting for this conduit was to "Do nothing" instead of "synchronize files".			
33869	07/05/00	HANDHELD PC	07/05/00
Descr: Philip Hughes is having a problem with his Palm V - please check Resol: Spoke with Palm technical support (847-262-PALM, case 564-6302) and spent some time ensuring the palm unit was completely cleared off and functioning properly. Returned unit and ensured all appointments and mail items downloaded correctly. Returned and ensured setting for longest E-mail message was set to the maximum of 8000 charactors.			
34066	07/11/00	HANDHELD PC	10/12/00
Descr: palm pilot screen has frozen and she can't seem to get a response from it; she would like it checked out Resol: Problem re-occured; spoke to Palm Tech support. The ysay the folowing should be done regularly to correct this: Under Applications, hit Prefs, select General, then select Digitizer. This will ask for the screen to be tapped in three different places to re-initialize it. This seemed to correct the problem.			
34850	08/10/00	HANDHELD PC	10/12/00
Descr: Palm is behaving erratically Resol: See call 34066 - ran through steps to re-calibrate the screen. This corrected the problem. I then showed Phillip how to do the same steps himself.			
34851	08/10/00	HANDHELD PC	10/12/00
Descr: please give Barry Perry a run through with his Palm Resol: Installed Ho mirror to sync calader - owkrs OK.			
35423	08/30/00	HANDHELD PC	10/12/00
Descr: Jon - remember that problem I was having with my palm - the screen sensitivity giving up the ghost - it's crept back onto the scene Resol: Recalibrated Palm V. Showed Lisa how this was done.			

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36699	10/13/00	HANDHELD PC	10/13/00
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Descr: lisa's Palmpilot has frozen and she needs help

Resol: Did a hard reset on the palm, OK.

36909	10/20/00	HANDHELD PC	10/20/00
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Descr: Email from Lisa:

Jon - is there a way to hook my palm pilot up from home without disabling it at the office? I'm taking it with me while I'm off on maternity leave as I am still going to be checking emails etc., and carrying some responsibilities through that time period, so I'd ideally like to be able to synchronize from home.

Is this possible?

(I've got one of the SONA computers we purchased through the employee computer purchase plan a few years ago at home)

Lisa

Resol: Dropped in and spoke to Lisa; she will bring home cradle and software and install it. Will provide her with appropriate instructions.

39095	01/05/01	HANDHELD PC	01/11/01
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Descr: wanted to know how to set up his palm pilot to work with Outlook

Resol: Visited Client...re-install palm software, using custom install. unchecked expense software, kept the same settings. outlook calander, notes etc installed ok...

39704	01/22/01	HANDHELD PC	01/26/01
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Descr: Need Palm V installed on Kevin Green's PC; also needs to be setup to work with Outlook

Resol: Work done on problem to date.... Found Palm V install CD, with contact Kgreen for an install time...Instilled the software Kevin checked it and all ok

40375	02/13/01	HANDHELD PC	03/16/01
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Descr: unable to get connnection to pc when trying to hot sync...

Resol: Re-enabled com1:. Rebooted, OK

41120	02/28/01	HANDHELD PC	03/05/01
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Descr: Install Palm Pilot and set it up so that e-mail synchs

Resol: Frank installed the software and hardware. Synchronized mail - tested ok

43027	05/02/01	HANDHELD PC	05/03/01
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Descr: Trying to get his palm PC set up on his Notebook. He is not getting a proper connection. She will not hot sync.

Resol: John Norris called him and went through the setup and it then hot syncd

43034	05/02/01	HANDHELD PC	05/03/01
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Descr: had his pc re-imaged - need plam v reinstalled and synchronized

Resol: Visited Client...Disable infra-red port, enable serial port, reboot, install palm software, sync with palm unit, test data, looks ok....

Problem #	Opened Date		Closed Date
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43165 05/07/01 HANDHELD PC 05/07/01

Descr: Her digitizer on her Palm V is not functioning properly, needs the preferences for the digitizer reset.

Resol: You go to the applications menu, and select "All" in the top right corner. Then select the "Prefs" Icon. In this screen select the digitizer from the top right, and it will let you to reset the digitizer

43215 05/08/01 HANDHELD PC 05/24/01

Descr: Sherina has requested that we order a palm Pilot for Doug Chafe, she has sent off a voice mail to Juliet to get sign off on it.

Resol: Installed Palm software and gave Doug a brief introduction on how to use the palm pilot

43336 05/11/01 HANDHELD PC 05/16/01

Descr: When trying hot sync and his calander wouldn't up date past to days current date.

Resol: Visited Client...re-installed the Palm software 3 times, reset the Palm unit 3 times, the last installation went ok, calender updated ok.....

43500 05/17/01 HANDHELD PC 05/17/01

Descr: Problem with her Palm V - does not respond quickly to the pencil -- has to press several times to get it to work

Resol: Went into preferences and reset the digitizer, and everything was functioning normally again

43934 05/30/01 HANDHELD PC 05/30/01

Descr: Lisa Hutchings needs the newest version of palm software installed on her re-imaged machine

Resol:

44923 06/22/01 HANDHELD PC 06/26/01

Descr: help - my palm pilot is not synchronizing properly with my system. the calendar portion is not working!

Resol: she has since restarted her machine, and everything is now working properly

45991 07/30/01 HANDHELD PC 07/31/01

Descr: He has a service set up on his palm pilot to connect to the internet. He is getting an error in here though saying NTML-Auth not supported. He is thinking it is a Proxy error. The software may need to be configured for the proxy server

Resol: He has installed the newest version of Adventgo software, and it appears to synchronize properly about 75% of the time. So at least now it is working for him

46590 08/20/01 HANDHELD PC 08/29/01

Descr: Can you open a call and have someone (perhaps John Norris) order and install a Palm Vx for Rob Beekhuizen. Give Rob an ETA after the order is arranged. Let me know when this is completed.

Resol: Visited Client...install Palm unit and OS, test ok.

46871 08/28/01 HANDHELD PC 08/29/01

Problem #	Opened Date		Closed Date
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Descr: Sean had a new laptoptop installed. He will need his Palm Pilot installed, and the software re-installed on hisr PC
Resol: Visited Client...re-install Palm OS, test ok.

47263 09/10/01 HANDHELD PC 11/07/01

Descr: Please open one for Rob Guzzwell to investigate and/or purchase a USB interface for a Palm Pilot.
Thanks,
Keith
Resol: USB interface has been shipped.

47624 09/18/01 HANDHELD PC 09/24/01

Descr: she had a palm installed last Friday and now she tries to synchronize but she keeps getting an error.
ordinal 142 couldn't be located in the Dynamic Link Library userdata.dll
Resol: Visited Client...removed all inky dink programs Scott ainsworth gave her, re-installed palm OS several times, the system had to be manually configured.. keep Scott away.

47723 09/20/01 HANDHELD PC 09/25/01

Descr: Her Palm Pilot that she has, she would like it transfered to Sheri Debruijn. She do not use it anymore
Resol: Visited Client...removed from juliet, installed for Sheri

50565 11/13/01 HANDHELD PC 11/30/01

Descr: His email messages are never in order on his palmpilot, and he can't figure out how to sort it by received date
Resol: Took his palm, and it first sorts by importance, then by date, he is going to clean up the mail messages with high importance to then view by date

50353 12/05/01 HANDHELD PC 12/05/01

Descr: He was trying to Synch his palm pilot, but it said it had lost its connection.
Resol: Had him shut down his computer, and then re-attached the cable for the Palm Pilot, he then booted up , and we did a synchronize and it worked properly

50957 12/27/01 HANDHELD PC 12/31/01

Descr: She is wondering if she can bring in her new Palm she got for Christmas, and hook it up to her PC.
Resol: Talked to her, and she isn't going to bother with setting it up right now

51029 01/02/02 HANDHELD PC 01/22/02

Descr: She said she has the Palm M105. It has the serial connection. She would like Keith to call her about her hooking it to her machine. She is wondering if it is alright?
Resol: She received approval to get a Palm from the Company and is returning her personal unit.

51261 01/08/02 HANDHELD PC 03/27/02

Descr: Please install a Palm M500 PDA for Bob Meyers. Keith Perry has the unit.

Problem #	Opened Date		Closed Date
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Resol: Mark installed the Palm for bob, asset tag # np012615

51466 01/11/02 HANDHELD PC 01/31/02

Descr: Please have the Palm III in Keith Perry's cubicle installed for Tony Chislett as soon as possible. He has batteries.

Resol: Visited Client...install and test

52045 01/29/02 HANDHELD PC 02/01/02

Descr: Geoff Emberley would like to try use of one of the palm held devices to see if it helps keep him organized and on task. I have a Palm V that was installed with my PC a year ago and to be honest I haven't used it enough to justify keeping it. Can you arrange to have my unit set up for Geoff Emberley. I'd appreciate

Resol: Work done on problem to date.... working ok now....

52409 02/07/02 HANDHELD PC 02/13/02

Descr: Please arrange to have either John Norris or Xwave install a Palm Vx for Michele Walsh on Monday, February 11. I will have the unit to be installed at my desk(Keith Perry) by Friday afternoon.

Resol: Visited Client...Install and test Palm Vx

52965 02/22/02 HANDHELD PC 02/27/02

Descr: I have a palm V. I understand there is an OS upgrade available ... if so I wouldn't mind getting mine upgraded whenever it is convenient.

Resol: Advised client...he can order using his credit card....

53036 02/26/02 HANDHELD PC 02/26/02

Descr: Please arrange to have a Palm m500 (NP011752) installed for Corinne.

Resol: Visited Client...install, hot synce with outlook.

53546 03/13/02 HANDHELD PC 03/25/02

Descr: Scott Ainsworth needs a Palm M500 and serial cradle installed on his system.

Resol: Work done on problem to date.... instaled by xwave

53547 03/13/02 HANDHELD PC 05/03/02

Descr: . Scott's Ainsworth's old Palm V needs to be installed for Don Snow

Resol: Work done on problem to date... call already logged

53548 03/13/02 HANDHELD PC 03/20/02

Descr: Brian Walsh (SJN Engineering) needs a Palm m500 and serial cradle installed on his system

Resol: Mark visited and installed Palm pilot and synched his mail, everything tested fine

Problem #	Opened Date		Closed Date
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53709	03/18/02	HANDHELD PC	04/01/02
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Descr: Palm is not synchronizing.

Resol: visited machine, and selected the option local by right clicking on the palm software in the tray. It then synchronized properly

54467	04/09/02	HANDHELD PC	07/09/02
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Descr: Keith mentioned to her that she access attachments including pictures in black and white using palm how can she do this?

Resol: The quality is not what she was looking for, the software is only good for gif images

54697	04/15/02	HANDHELD PC	04/30/02
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Descr: Keith is wondering what the status is for him to get a Palm Pilot

Resol: Palm Pilot installed by Chris Wells

54705	04/16/02	HANDHELD PC	04/19/02
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Descr: Kevins palm pilot np011225 doesn't alarm when it is off.

Resol: Reset his Palp Pilot, and it now works fine

54996	04/24/02	HANDHELD PC	05/09/02
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Descr: The screen on his palm pilot is very dim, can't see. There is something wrong with it. He is wondering what to do.

Resol: Had him send it over and I did a hard ware reset:

Under normal use, you should not have to use the reset button located on the back of your Palm m100 handheld. On rare occasions, however, your handheld may not respond to buttons or the screen. In this case, you need to perform a reset to get your m100 running again.

The Palm m100 can be reset in three different ways:

A Soft Reset
A Warm Reset
A Hard Reset

Performing a Soft Reset

A soft reset tells your m100 to stop what it's doing and start over again. All records and entries stored in your handheld are retained with a soft reset. After a soft reset, the Palm logo screen appears, followed by the General Preferences screen.

To perform a soft reset:

Use the tip of an unfolded paper clip (or similar object without a sharp tip), to gently press the reset button inside the hole on the back panel of your handheld.

Performing a Warm Reset

A warm reset bypasses any system extensions (such as HackMaster hacks, OS patches, etc) that are loaded on your handheld. Performing a warm reset will often bypass the "boot loop" error, allow you to remove any third party application that has recently been installed that might be causing the problem.

To perform a warm reset:

Press and hold the Page Up button on your handheld.

Use the tip of an unfolded paper clip (or a similar object without a sharp tip), gently press the reset button inside the hole on the back panel of your m100.

Problem # Opened
Date

Closed
Date

When the Palm logo appears on the screen, release the Page Up button.

Performing a Hard Reset

With a hard reset, all records and entries stored in your m100 are erased. Formats Preferences and other settings are restored to their factory default settings. You can restore any data previously synchronized with your computer during the next HotSync operation. You will need to re-install your 3rd party applications unless you are using Palm OS™ 3.3 or a third party backup solution that automatically backs up and restores installed applications.

Never perform a hard reset unless a soft or warm reset does not solve your problem.

To perform a hard reset:

Hold down the power button on the front panel of the m100.

While holding down the power button, use the tip of an unfolded paper clip (or similar object without a sharp tip), to gently press the reset button inside the hole on the back panel of your handheld.

Release the reset button.

When the Palm logo appears on the screen, release the power button.

When the message appears on the m100 screen warning that you are about to erase all the data stored on your organizer, do one of the following:

Press the page up button on the front panel of the handheld to complete the hard reset and display the Digitizer screen. Pressing any other button will perform a soft reset.

55118	04/29/02	HANDHELD PC	04/30/02
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Descr: He needs documents to go installed on his laptop to use with his Palm Pilot
Resol: Scott visited and installed documents to go on Keith's machine

55163	04/30/02	HANDHELD PC	05/01/02
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Descr: copied a word document - listing of emergency contact numbers to plam but all the information not lining up with the names on the list
Resol: he called back and left voice mail that he figured out the problem and fixed it

55568	05/09/02	HANDHELD PC	05/09/02
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Descr: Carl would like a copy of the Palm software.
Resol: Signed out a copy of the software to Carl

55639	05/10/02	HANDHELD PC	06/12/02
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Descr: He got his palm pilot back and noticed that all of his information was gone (due to his hardware being reset), and he was having a problem synching it with his laptop.
Resol: Work done on problem to date..... tried reinstalling everything, did not work, Chris W. deleted the pointer that was installed in outlook, then it worked (this was don while testing on my PC)... When I went back to his PC, I had to delete the pointer again, then reinstall, test ok....

55640	05/10/02	HANDHELD PC	05/10/02
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Descr: Wanted me to test my palm pilot on 2 different machines before rollout
Resol: Tested on both machines fine

Problem #	Opened Date		Closed Date
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55872 05/15/02 HANDHELD PC 05/15/02

Descr: He is going to be getting an extra portable cable for synchronizing his palm pilot in the field, and he is wondering if he can use USB
Resol: Told him that his machine only supports a serial connection,.So he needs to get a serial cable

56465 05/27/02 HANDHELD PC 05/29/02

Descr: Her profile corrupted today, so i restored is and It had to get re-created. now the Palm software will not work. it will need to be re-installed on her machine
Resol: Visited Client...re-install Palm os, works great,

56721 05/31/02 HANDHELD PC 05/31/02

Descr: He wanted to know what version of pocket mirror to use
Resol: Told him the version of is on support \$

57028 06/10/02 HANDHELD PC 06/10/02

Descr: When my harddrive crashed last week, the xwave guy replaced it for me. When he did so, he asked me what software I needed - and I neglected to tell him the palm pilot stuff. As a result, I can't update my palm and pc accordingly. Can someone help me out to get the software installed.
Resol: Visited Client...install Palm software, the sync with handheld device

57108 06/10/02 HANDHELD PC 06/26/02

Descr: Since he got his new machine, he is unable to synchronize properly, everything looks fine except his email, it is all garbade for the FROM and TO fields on the Palm pilot. He would like someone to have a look
Resol: Visited Client...removed all software, re-installed, test ok.

57418 06/17/02 HANDHELD PC 06/21/02

Descr: He cannot get his Palm Pilot to synchronize. It says it cannot find the handheld
Resol: Work done on problem to date.....Chris had installed palm, woking ok, but still having problem with TO: and From info

57615 06/20/02 HANDHELD PC 06/20/02

Descr: Can't get his palm to sychronize
Resol: Connected to his machine and reinstalle pocketmirrir, and we then synchronized

58302 07/12/02 HANDHELD PC 07/12/02

Descr: He needs a new pen for his palm pilot
Resol: Sent Don a new pen for his palm

61888 10/23/02 HANDHELD PC 10/23/02

Problem #	Opened Date	Closed Date
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Descr: Palm is acting erratically. Only loading some of his data.

Resol: Took a long time to lead Don through the process of re-initializing his Palm V and re-synchronizing it. In particular, the process of

- Press Reset and hold it.
- Press Power and release reset button
- Continue to hold Power and wait for the palm logo.
- When logo appears, release power button
- press "page up" on the bottom center of the palm
- follow the prompts
- re-synchronize

took a very long time to do over the phone.

Works OK now.

- When logo appears, release

62286 11/01/02 HANDHELD PC

Descr: cannot start process manager service for p4 system

Resol:

75 07/17/98 HARD DRIVE 09/24/98

Descr: Same problems as yesterday. Files not opening properly

Resol: Called Client and Left Message. No longer having any problems. It is believed this call is related to the CBS system.

9520 07/20/98 HARD DRIVE 07/21/98

Descr: Starts boot up then dies; no error message; been happening constantly since the power outage

Resol: There are duplicate calls open for the same problem.

9513 07/20/98 HARD DRIVE 07/23/98

Descr: Kelly O'Brian from Environment getting a disk boot failure when she power's on; she can be reached at 5438; serail number 035648

Resol: Triware set drive to autodetect in BIOS; found drive. C was still invalid drive; ran fdisk and it said there were no partitions defined; ran fdisk/mbr found C; ran virus scan came up with nothing

JBAGGS 07/22/1998 08:55:47 AM:

This was the call that you said you placed a service call for.

9576 07/22/98 HARD DRIVE 07/29/98

Descr: General foreman's pc (EMPAC) has crashed. He is sending it in today.

Resol: Had to replaced harddrive, and then reimage this new drive. Sent it back to him on Tuesday.

677 07/27/98 HARD DRIVE 07/29/98

Descr: PC has been slow, locking up and doing other weird things; when she tried to shut down the computer it froze and had to be powered off; Thursday it locked up and began to beep continuously until she powered off, today in Outlook she hit the reply

Problem #	Opened Date		Closed Date
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button and the computer told her it was now safe to turn off the computer; she has a Vtech Platinum

Called again this morning. .pwl file was corrupt. Outlook would not open - missing dll files.

Resol: Replaced PC with a new VTech P120. Reimaged the drive and installed the applications she had.

10419	08/27/98	HARD DRIVE	08/28/98
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Descr: Trying to hook up a digital camera to a serial port; port not working; tested it with a modem and still wasn't working

Resol: The ribbon cable for the COM2 port came off. Reconnected the cable

10568	09/02/98	HARD DRIVE	09/10/98
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Descr: Hard drive crashed and now can't start computer; sending out to John

Resol: Ordered a Part from a Vendor replaced hd, installed software image. test ok

10569	09/02/98	HARD DRIVE	10/21/98
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Descr: Another computer hard drive not working; sending out to John

Resol: Work done on problem to date..... replaced drive on third pc shipping 98/10/22

10592	09/02/98	HARD DRIVE	09/03/98
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Descr: Has an EMPAC 90 PC. Out of disk space. Would like to get his harddrive backed up. I suggested cleaning up any unnecessary files on his harddrive and moving any files he would like backed up to his home directory on server.

Resol: Deleted all temp files in c:\windows\temp. Moved all files from My Documents to his home area. Ran scandisk to clear up lost clusters. Deleted all *.chk files in c:\. He now has 50Mbs free.

11588	10/09/98	HARD DRIVE	10/21/98
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Descr: Making weird noises, very loud; screen saver kicks in off and on, generally weird things happening;

Resol: Visited Client...disable screen scan, test ok,

12204	11/03/98	HARD DRIVE	11/09/98
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Descr: Fan is broken on PC in the computer room

Resol: Visited Client...Replaced CPU fan.

12918	11/30/98	HARD DRIVE	12/07/98
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Descr: Hard drive crashed on Saturday; need it replaced

Resol: redundant call logged on this problem.

13529	12/23/98	HARD DRIVE	12/23/98
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Descr: When he turned on his pc this morning scan found bad clusters on C: scan disk started at about 7:40 and at 8:16 it is still running with 81% complete one file found that was damaged is System\CRTDLL.DLL. would like someone to come up and check harddrive ..

Resol: Replaced harddrive. Backed up old and restored to new drive. Reinstalled Windows.

Problem #	Opened Date		Closed Date
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13613	12/30/98	HARD DRIVE	01/15/99
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Descr: Hard drive crashed in Aspect Report Server and is now toast;
Serial # 78FGNXY

Resol: Hard drive arrived and installed. Windows NT 4.0 server installed.
Aspect Report server installed and operational.
Second hard drive has not yet arrived.

More testing to do before the move back to Duffy Place
Closing the call....

14610	01/28/99	HARD DRIVE	03/05/99
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Descr: HArD drive in CD Burning PC in Computer room is having trouble needs to be checked and replaced?

Resol: Visited Client..fixed

15066	02/08/99	HARD DRIVE	02/11/99
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Descr: Had HD errors, then just crashed. Empac P90
needs replacement

Resol: Work done on problem to date.... ship replacement

15381	02/17/99	HARD DRIVE	03/22/99
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Descr: She only has 123MB left on her hard rive, can we add some more for her?

Resol: Visited Client...pc will be replaced with the 1999 pc roll out, user will keep an eye on disk space.

15423	02/17/99	HARD DRIVE	02/18/99
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Descr: ran out of space on harddrive (Vtech)

Resol: had him check recycle bin had about 34mg of deleted file. emptied recyle bin. suggested checking directories and deleting any unnecessary files and save some to disk if needed and he can save some of his data files to home directory on server.

22139	08/12/99	HARD DRIVE	08/12/99
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Descr: When his computer rebooted after the McAfee upgrade, he is getting a message about a boot disk not available, insert boot diskette.

Resol: I don't think it was related to the McAfee upgrade using SMS. His partition was corrupted. Tried to do a repair of NT but it said that the disk was to corrupt to repair NT. Reimaged PC and installed non-standard applications.

23599	09/22/99	HARD DRIVE	09/22/99
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Descr: The new PC over there will not boot up getting the error "1962 Boot sequence error press F1 to coninue"; whether he hits F1 or not it always returns to this screen; NP012060

Resol: Visited Client...System boot sequence was set for "A" Drive only. Set the boot sequence to: 1st - A:, 2nd - c:, 3rd - cd-rom, Also the firmware needs to be updated, it is now at level 11A, the most current is at level 22A

24262	10/12/99	HARD DRIVE	11/29/99
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Descr: He has a 2g hard drive with over 1.5 used up. They are doing a pilot project with NTC and he is saving pictures to his hard drive becasue it would be too long trying to save them to the network. He needs more space.

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date... client has approx 600mg free. if he runs into more memory problems, he will try to get a zip drive to backup files on...

34808 08/10/00 HARD DRIVE 08/10/00

Descr: Getting a wizard box asking him to format his memory card

Resol: Instructed him to format the card, as this can be done regularly.

38870 12/28/00 HARD DRIVE 12/28/00

Descr: PC won't boot; file corrupt.

Resol: Took drive to second Dell PC; copied \winnt\system32\c_*.nls from other drive to Peter's; replaced drive in pc, booted OK.

44169 06/04/01 HARD DRIVE 06/05/01

Descr: She received 2 blue screens of death today. and the machine locked up solid a few mins ago. She reset, and it didn't work. It now displays a message that there is a non system disk error. it appears if the hard drive is corrupt.

Resol: Visited Client...power off PC, checked CMOS settings, ok, Booted using "Last Known good command" it took about 15 mins to boot. ran checkdisk, then rebooted running scandisk, system working ok.

47119 09/05/01 HARD DRIVE 09/05/01

Descr: There was a problem with the spare PC that Keith Perry used.

Resol: Replaced the Hard drive with a new one.

49513 11/13/01 HARD DRIVE 11/14/01

Descr: He has been away for a week, and he just turned on his computer and the computer is making a strange beeping noise on start-up. And it displays error 1780 hard drive failure. Machine will not boot up

Resol: replaced failed harddrive with 10gig spare that John N had. could not retrieve the data and Scott explained this to John Healey

49666 11/15/01 HARD DRIVE 11/22/01

Descr: The hard drive in the Duffy Place Class Room computer needs to be replaces on the computer with our asset tag # NP010087. It has errors. The PC is located on Duffy Place, in the classroom, in the second row closest to the window.

Resol: Scott replaced Hard Drive, but still had same problem. Discovered afterward it was a bad 64MB Ram chip. He replaced it and everything works fine

52917 02/21/02 HARD DRIVE 03/04/02

Descr: Wanda is getting mem. errors in excel which will close down her application
The tag on this PC is NP012298 and she is at 5612

This is related to Problem # 5227 in History

Resol: Xwave as completed the call

56850 06/05/02 HARD DRIVE 07/05/02

Descr: Her hard drive is making clicking noises, and will not start up.

Resol: She has a new harddrive.

Problem #	Opened Date		Closed Date
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57187 06/12/02 HARD DRIVE 06/12/02

Descr: His Hard drive is making a knocking sound, and it will not bootup. The hard drive is toast, and needs to be replaced
Resol: Xwave replaced Hard Drive

58164 07/09/02 HARD DRIVE 07/09/02

Descr: Maxine said that she is on as a remote agent, however her phone is not ringing.
Resol: I got her to check the sound on her phone, but that was okay. She did a reboot and everything was fine. She was having problems with her sound card.

59471 08/19/02 HARD DRIVE 08/20/02

Descr: Trying to boot up computer and receives error:
Disk I/O error: Status = 0001008.
Resol: Reimage system for Doug on Aug 20. Reimage took approx 4 hrs.

System
ibm 450 asset#np010039 s/n:78-hpmga

Install was successful

Mark Hillier

59549 08/20/02 HARD DRIVE 08/22/02

Descr: SCSI RAID drive failed on USER 2
Resol: Called Xwave and they sent us a replacement drive

59651 08/23/02 HARD DRIVE 08/26/02

Descr: Karen called to say that she shut down her machine fine yesterday and never had any problems. She came in this morning to start it up and the screen popped up to press F1 to reboot and F2 for setup utility.
Resol: repair for Karen Nottle call # 59651
Onsite Friday to test hard drive for data recovery was not able to access 10GB hard drive at all in cmos or with ghost program. Defective hard drive replaced on Monday with 20Gb drive & tried one more time to access data for customer.

Was able to detect hard drive in Cmos & use ghost to image drive to new hard drive
tested data and it seems I was able to save Karen data & OS

repair was Successful

repair time 2 hours

Ed Ryan

59719 08/26/02 HARD DRIVE 09/24/02

Descr: You should receive today or tomorrow a PC I sent in for repairs. Seems like the hard drive has packed it in. This is Cliff Thorne's PC.
Resol: Work completed by xwave

Problem #	Opened Date		Closed Date
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59743	08/26/02	HARD DRIVE	08/29/02
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Descr: Received the error on boot up "Primary Hard Disk 0" Press F1 to continue....hard drive is making clicking noises.

Resol: Re-image of desktop for Robert Burke call # 59743

Robert & Chris wanted data recovery tried on defective hard drive.
Tested 10GB hard drive with second drive in unit & was unable to detect drive in system.
Return to the office & installed in another computer & was able to detect hard drive & with Ghost program tried to transfer data to another Hard drive. was unable to access data.
2 hours time was used in this process.

Re-image system with new 20GB hard drive
Install was Successful

Install time 3 hours

Ed Ryan

3508	01/05/98	HARDWARE	01/19/98
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Descr: Has 4 PCs and a scanner setup at Fortis

Resol: Setup PC's and scanner

3515	01/05/98	HARDWARE	01/05/98
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Descr: problem with running the CTS EASE PRO Projector - using his Eurocom laptop.

Resol: set resolution to 800 x 600 and use the external monitor adaptor when using the eurocom laptop

3538	01/05/98	HARDWARE	01/05/98
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Descr: Keyboard not working

Resol: Replaced it.

3590	01/06/98	HARDWARE	01/29/98
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Descr: Request for new mouse & pad

Resol: done

3598	01/07/98	HARDWARE	01/29/98
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Descr: check office outside Don Bragg's office on 1st floor
to see if it is wired for a PC

Resol: done

3614	01/07/98	HARDWARE	01/12/98
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Descr: HARDDRIVE CRASHED ON HIS PC.

Problem #	Opened Date		Closed Date
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Resol: The computer started ok, Ran a PowerPoint presentation in a loop for the entire day without any problems. The computer was returned on Friday, January 9.

3627 01/07/98 HARDWARE 01/07/98

Descr: has PC sent in having problems with it.

Resol: replaced cpu fan

3636 01/07/98 HARDWARE 01/12/98

Descr: Would like Rose Chafe's color printer moved to her PC.

Resol: Request cancelled

3642 01/08/98 HARDWARE 01/09/98

Descr: PC noisy

Resol: Reinstalled all applications, configured printers and network.

3650 01/08/98 HARDWARE 01/29/98

Descr: Verbon Hewlin request a Network card for his Dell Laptop. and Brian Walsh - needs the small cable that attaches to the network card that he has

Resol: done

3689 01/08/98 HARDWARE 01/09/98

Descr: Typed LO at the Dos Prompt after closing dbase. PC locked up and cannot exit by CTRL-ALT-Del. Cannot shut down normally.

Resol: Had to reboot PC several times. A couple of times after reboot video did not work.

3695 01/09/98 HARDWARE 02/06/98

Descr: request to install odbc drivers and access to css backup database on Tammy Fries and Wanda Browns PC's. This is the prod2 call

Resol: Time Spent to Complete Call

3723 01/12/98 HARDWARE 02/11/98

Descr: Requesting to have PC set up in Mail room

Resol: done

3731 01/12/98 HARDWARE 01/29/98

Descr: Hard drive problem on VTECH. Triware notified

Resol: done

3756 01/13/98 HARDWARE 05/12/98

Problem #	Opened Date		Closed Date
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Descr: Is it possible for him to get a CD ROM drive for his Compaq laptop. Can you call him with answer?

Ordered cd drive for client.

Resol: Gave user equipment as requested.

3806	01/14/98	HARDWARE	01/14/98
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Descr: Requested info on how to determine RAM, speed etc.

Resol: done

3812	01/14/98	HARDWARE	01/30/98
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Descr: Has Pentium 75 PC. Running Slow. Had three previous users and there are alot of old files on harddrive. Need harddrive cleaned up, install new version of Office95 and need Outlook installed.

Resol: Configured computer

3816	01/14/98	HARDWARE	01/14/98
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Descr: System locked up.

Resol: reboot pc.

3818	01/14/98	HARDWARE	01/14/98
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Descr: PC that they just got back is extremely slow and locks up on startup

Resol: Took out harddrive and put it in another PC

3824	01/15/98	HARDWARE	01/29/98
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Descr: need Blair Clarke's PC moved to cubicle accross from Bert Hickey's. Blair has been temporarily assigned to Carl Chafe's group. He needs this for Monday, January 19, 1998.

Resol: done

3825	01/15/98	HARDWARE	01/15/98
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Descr: needs a PC setup in the Human Resources Boardroom for this morning. Does not have a PC.

Resol: She had PC therer. Video card was loose, so the PC would not boot.

3827	01/15/98	HARDWARE	01/29/98
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Descr: need two printers switched in the call centre. change locations of CCCPRT2 and SJNPRT2. Call her when you will be doing this, as she has to have printer definitions changed within CSS to define the call centre staff printers.

Resol: done

3840	01/15/98	HARDWARE	01/15/98
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Descr: Problem shutting down compaq laptop

Resol: battery not inserted correctly

Problem #	Opened Date		Closed Date
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3858	01/16/98	HARDWARE	01/16/98
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Descr: Problem viewing LCD

Resol: changed resolution

3863	01/16/98	HARDWARE	03/10/98
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Descr: Digital type mouse used by Ken Strathie has the cursor jumping over screen

Resol: done

3947	01/16/98	HARDWARE	01/20/98
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Descr: need three pcs set up for temporary employees working on the CSS project. configure/software

Resol: done

3879	01/19/98	HARDWARE	03/17/98
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Descr: move Mike Mulcahy's old laptop to John Walker and John Walker's old laptop becomes a spare.

Resol: Moved John Walkers files and setup Exchange mail on Mike Mulchy's old computer.

389	01/19/98	HARDWARE	05/28/98
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Descr: Order new laptop for Kel Marshall at Fortis Inc. Keith to negotiate price with IMB. Chris can get P.O. from Fortis for this.

Resol: Laptops ordered and installed by Paragon, myself, and Peter Collins

3891	01/19/98	HARDWARE	01/29/98
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Descr: need memory upgrades on two PCs in Human Resources. Greg Murphy and Brian Dicks. Both are Vtech-120s with 16mgs. Upgrade to 32.

Resol: done

3920	01/20/98	HARDWARE	02/24/98
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Descr: having problem with monitor - flickering continuously this morning. Cannot read info on screen. - NEC 17" monitor.

Resol: She is going to get a new PC tomorrow.

3946	01/20/98	HARDWARE	01/26/98
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Descr: need to borrow a PC (for approx 1 month) 486 or better - for Nick St. Croix who will be doing some work for him. Will need setup by Friday for him to start Monday.

Resol: Keith said we could loan him one of the P120 - VTech machines.
installed

3954	01/20/98	HARDWARE	03/04/98
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Descr: Harddrive and fan are very noisy

Problem #	Opened Date		Closed Date
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Resol: replaced cpu fan

3976 01/21/98 HARDWARE 01/26/98

Descr: NEED HER PC MOVED IN TO THE MIS BOARDROOM FOR MONDAY MORNING.

Resol: done

3981 01/21/98 HARDWARE 02/03/98

Descr: drive A: not working on her PC.

Resol: resolved

4059 01/22/98 HARDWARE 01/22/98

Descr: Will not boot. Floppy controller failure

Resol: Ribbon cable for floppy drive was loose since PC was moved

4083 01/23/98 HARDWARE 01/23/98

Descr: someone attending meeting in boardroom - problem get laptop to connect to lcd

Resol: done

4107 01/26/98 HARDWARE 03/04/98

Descr: NEED NEW SURGE PROTECTOR.

Resol: taken care of

4113 01/26/98 HARDWARE 01/26/98

Descr: Questions on 1998 purchase

Resol: done

4136 01/26/98 HARDWARE 02/13/98

Descr: need FFDI cable run in the computer room

Resol: Complete as requested

4119 01/26/98 HARDWARE 02/06/98

Descr: Battery not working in his Eurcomm laptop

Resol: Replace battery / warrenty

32 01/26/98 HARDWARE 01/26/98

Descr: pc won't boot up. monitor comes on o.k.

Problem #	Opened Date		Closed Date
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Resol: cord.

4150 01/26/98 HARDWARE 01/26/98

Descr: Problem connect to Dept. of registry.

Resol: All ok

4153 01/26/98 HARDWARE 01/29/98

Descr: Used two different diskettes. Everytime she accesses her floppy drive, PC locks up.
VTech P120 S/N:167810

Resol: done

4156 01/26/98 HARDWARE 01/29/98

Descr: kept getting fatal exception error in reflection. after rebooting second time windows would not come up just fatal exception errors.

Resol: done

4162 01/26/98 HARDWARE 01/26/98

Descr: Since PC was moved none of her shortcuts work.

Resol: Double-click speed on her mouse was set very high, lowered the setting in control panel

4163 01/26/98 HARDWARE 02/06/98

Descr: Needs her PC moved back to Duffy by this Friday. Can you call her when ready to do this.

Resol: As requested

4172 01/27/98 HARDWARE 02/13/98

Descr: battery on laptop not working and external mouse not working at times.

Resol: Replaced mouse A ND BATTery

4173 01/27/98 HARDWARE 01/27/98

Descr: Computer appeared to be locked up.

Resol: Slow opening a program

4185 01/27/98 HARDWARE 04/17/98

Descr: Request hard drive upgrade

Resol: Has new pc.

4197 01/27/98 HARDWARE 03/04/98

Problem #	Opened Date		Closed Date
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Descr: CD ROM Drive not working. Device is not accessible message coming up.
Resol: o.k.

4215 01/27/98 HARDWARE 05/11/98

Descr: Need files transferred from 486 pc in the Computer room to the Pentium90. Also need memory upgrade for P90 from 16 mgs to 32 mgs.
Resol: Taken care of by Paragon.

4240 01/28/98 HARDWARE 01/28/98

Descr: System has drive a and b mixed up.
Resol: Fixed by J. Norris.

4241 01/28/98 HARDWARE 02/06/98

Descr: Glenn Moores asked if you could help Charlies through changing drives on a PC . Has a drive C:and drive D. Drive D is 1 g. Need files transferred from C to D and then CMOS settings need to be changes.
Resol: User sent in PC's, switched drives, installed TLIS and SMS
Sent back to user

4243 01/28/98 HARDWARE 03/18/98

Descr: line going down centre of monitor on Eurocom Laptop
Resol: Client Called Again re. Status of Call
fowarded her request to John to follow up on call.
Placed service call, replaced display.

4254 01/29/98 HARDWARE 01/29/98

Descr: moved to another cubicle - now cannot get a connection to the network.
Resol: moved data jack,

4255 01/29/98 HARDWARE 02/06/98

Descr: SOna PC heating up.
Resol: Placed Service Call to Vendor. Repairs made. Chip & fan replaced

4260 01/29/98 HARDWARE 01/29/98

Descr: using laptop - AMS Tech Travel Pro. Blank Screen. Light on on harddrive
Resol: disconnect all power, including battery.. reconnect aij power boots ok.

4289 01/30/98 HARDWARE 02/04/98

Descr: After 3:30 move her pc back to her cubicle
Resol: done

Problem #	Opened Date		Closed Date
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4290 01/30/98 HARDWARE 02/06/98

Descr: Having problem with PC locking up & mouse not working.
Resol: ran scandisk found bad sectors fixed
test ok.

4303 01/30/98 HARDWARE 02/06/98

Descr: R. Byrne from PUB needs help in relocating terminal. Call 726-0742
Resol: Notified user on setup. Just plug back into a phone line.

4308 01/30/98 HARDWARE 02/10/98

Descr: Cannot change resolution to 800x600 for SMS
Resol: She is scheduled to get a different PC that can handle this resolution.

4314 01/30/98 HARDWARE 03/04/98

Descr: cannot get prompt for network login on Jim Power's laptop. Only getting windows prompt. This is a compaq laptop and he has it connected to docking bay.
Resol: done

4339 02/02/98 HARDWARE 02/06/98

Descr: When booting PC, getting message CMOS battery fail. Loading defaults.
Resol: Restored factory defaults
Placed service call.

4387 02/02/98 HARDWARE 02/02/98

Descr: problem accessing exchange server
Resol: problem with network configuration in docking bay

4430 02/02/98 HARDWARE 02/03/98

Descr: Windows protection error. Cannot start windows
Resol: resolved

4459 02/03/98 HARDWARE 03/04/98

Descr: Request for PCM CIA Harddrives
Resol: resolved

72 02/03/98 HARDWARE 03/10/98

Descr: Harddrive full. Getting memory erros

Problem #	Opened Date		Closed Date
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Resol: closed

4474 02/03/98 HARDWARE 03/04/98

Descr: Getting fatal exception error

Resol: done

4519 02/04/98 HARDWARE 04/17/98

Descr: has a compaq laptop. would it be possible for him to get a PCMCIA card for his laptop? When he is in the regional offices he would prefer to connect to the domain rather than dial in.

Resol: Request completed by keith perry

4540 02/04/98 HARDWARE 02/13/98

Descr: Terminal in mailroom can connect to terminal server, but terminal server not connecting to the network. Can you check?

Resol: replaced terminal with pc

4624 02/05/98 HARDWARE 02/11/98

Descr: problem saving keyboard mapping

Resol: All ok. Logged out and back in.

4650 02/05/98 HARDWARE 02/06/98

Descr: New pc gets message performed illegal operation please shut down and restart

Resol: Changed login script

4657 02/06/98 HARDWARE 03/04/98

Descr: PC will not power on. Fan on power supply is not working.

Resol: done

Seems to be power supply. Asked him to send in PC to have power supply changed.

4670 02/06/98 HARDWARE 03/10/98

Descr: System is slow when running outlook

Resol: taken care of

4689 02/06/98 HARDWARE 02/09/98

Descr: MOUSE MOVED TO SIDE OF SCREEN AND SEEM TO SPLIT SCREEN?

Resol: Moved mouse to the edge of the screen and everything returned as it should be. Tried to recreate the problem without success. Computer is working ok at this point. Lisa will call if it happens again.

4704 02/09/98 HARDWARE 02/13/98

Problem #	Opened Date		Closed Date
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Descr: need new keyboard for the ACD SERVER PC. the arrow keys are not functioning
Resol: num lock was off, reactivate, test ok.

4729 02/09/98 HARDWARE 03/04/98

Descr: external mouse not working
Resol: done

4741 02/09/98 HARDWARE 02/09/98

Descr: keyboard not working.
Resol: rebooted

4762 02/10/98 HARDWARE 02/10/98

Descr: Getting "No signal" on LCD in Board room
Resol: Connections wrong.

4781 02/10/98 HARDWARE 03/04/98

Descr: Getting fatal exception errors on VTECH 120.
Sending PC to John Norris
Resol: done

4799 02/10/98 HARDWARE 02/10/98

Descr: Needs a Duplex unit for her Laserjet 5M. Would like this ASAP.
Resol: installed the duplexing option on the ADM5SI printer

4871 02/12/98 HARDWARE 02/12/98

Descr: started back at hrs today - has 486 pc cannot seem to login.
Resol: Ron Clark check pc - working o.k. now - could have been not connected up properly

4876 02/12/98 HARDWARE 02/13/98

Descr: Received a fatal error message on logout. Was able to log out and back in OK
Resol: Logging in Ok since. Will check if it happens again

4877 02/12/98 HARDWARE 02/12/98

Descr: Wondering if there was a system error.
Resol: NP1 down

4879 02/12/98 HARDWARE 02/12/98

Problem #	Opened Date		Closed Date
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Descr: Monitor not working properly.
Resol: Restarted PC. All Ok.

4880 02/12/98 HARDWARE 03/30/98

Descr: Need the Pentium 200 pc for the Computer Room setup - preferably reformatted, install win95, need applications setup, Cd Writer attached and will also need Scanner attached.
Resol: Time Spent to Complete Call

4882 02/12/98 HARDWARE 03/04/98

Descr: need a new keyboard - arrow keys not working and having other problem with it.
Resol: done

4891 02/12/98 HARDWARE 03/04/98

Descr: Laptop very noisy
Resol: done

4904 02/12/98 HARDWARE 03/04/98

Descr: Cannot access a drive
Resol: done

4906 02/12/98 HARDWARE 04/20/98

Descr: J. Parsons has a space problem
Resol: Time Spent to Complete Call

4916 02/12/98 HARDWARE 03/04/98

Descr: only has 7mg left on harddrive - called to follow up on status of call from October. Need A.S.A.P.
Resol: getting new pc

4923 02/13/98 HARDWARE 03/04/98

Descr: Light coming on and off on A drive.
Resol: still having problem - drive A: actively searching for something????
 o.k. now

4936 02/13/98 HARDWARE 02/13/98

Descr: PC extremely slow. Cannot send file through banking program
Resol: Turbo button had to be off

4976 02/16/98 HARDWARE 02/16/98

Problem #	Opened Date		Closed Date
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Descr: monitor on pc in boardroom - does not work
Resol: was not connected properly

4987 02/16/98 **HARDWARE** 03/30/98

Descr: Got a burning smell from computer room at Topsail Road. Please check.
Resol: Time Spent to Complete Call

5009 02/17/98 **HARDWARE** 03/04/98

Descr: Surge protector is burning. Would like a new one.
Resol: done

5020 02/18/98 **HARDWARE** 02/18/98

Descr: has a Sona 200 PC - Drive A: not working properly. When using seems to halt for long periods of time. He uses quite often and need checked A.S.A.P.
Resol: request withdrawn

5026 02/18/98 **HARDWARE** 04/08/98

Descr: Toshiba laptop (mini) for Phillip Hughes not keeping time. have service call placed.
Purchased at J.W.Allen's
Resol: repaired by paragon, warrenty.

5043 02/18/98 **HARDWARE** 02/23/98

Descr: PC is constantly getting page faults and locking up.
Resol: Celia going to setup a P120 Vtech for him.
When I checked out Wayne's computer, the errors were caused by a piece of software that he had loaded on his computer.

5072 02/19/98 **HARDWARE** 03/05/98

Descr: battery for his Eurocom not charging.
Resol: replaced

5077 02/19/98 **HARDWARE** 03/10/98

Descr: Pentium 90 (Empac) locking up and fatal exceptions. CPU fan?
Resol: only has problem when using large spread sheetsa

5105 02/19/98 **HARDWARE** 03/05/98

Descr: Just got PC back. On startup, getting floppy and HDD failure.
Resol: Sending PC back to us. - corrected

Problem #	Opened Date		Closed Date
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5207	02/23/98	HARDWARE	02/23/98
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Descr: System locked up.

Resol: Had her shut down the pc and start up again.

5188	02/23/98	HARDWARE	03/05/98
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Descr: Austin - from Paragon called - need a 15' certified network cable made up and connected for Elaina Janes' PC.

Resol: done

5194	02/23/98	HARDWARE	02/23/98
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Descr: Hard drive problems

Resol: Space problems. Clean up hard drive

5216	02/24/98	HARDWARE	02/24/98
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Descr: Getting a burning smell from her PC

Resol: Nothing to worry about, if her monitor or CPU dies, we can replace it rather quickly do to the backup.

5263	02/25/98	HARDWARE	03/05/98
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Descr: Coming back to Kenmount tomorrow, would like PC moved back this afternoon.

Resol: moved

5307	02/25/98	HARDWARE	02/27/98
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Descr: switch location of the scanner pc and Internet Pcc with each other.

Resol: Moved the PCs

5304	02/25/98	HARDWARE	02/26/98
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Descr: computer keeps locking up. just locked up saving a word document

Resol: possible network slowdown caused problem

5323	02/26/98	HARDWARE	03/05/98
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Descr: Would like her PC moved to Arlene Coates area. Arlene's moved to Rose Keough's area.

Resol: done

5345	02/26/98	HARDWARE	03/05/98
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Descr: Needs his PC moved over to Kenmount Road for monday.

Resol: done

Problem #	Opened Date		Closed Date
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5382	02/27/98	HARDWARE	02/27/98
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Descr: pc locked up - doing scan disk - prompted for undo disk because of changes being made to harddrive

Resol: She was concerned about the messages that appeared after Windows shutting down concerning save lost clusters to a file and creating an undo disk. Explained what it was and it was acceptable.

5403	03/02/98	HARDWARE	03/10/98
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Descr: PC locking up when booting. Had this problem before and it was the CPU fan.

Resol: fixed

5411	03/02/98	HARDWARE	03/02/98
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Descr: Hard drive space problems.

Resol: Delete old files

5416	03/02/98	HARDWARE	03/02/98
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Descr: Cannot save files to harddrive

Resol: Memory problem.

5420	03/02/98	HARDWARE	03/02/98
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Descr: Getting "Insufficient memory" when running applications.

Resol: Only had 4 Mbs free. Cleared up 90Mbs to use.

5432	03/02/98	HARDWARE	03/02/98
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Descr: Cannot connect to LAN

Resol: LAN connection disconnected from PC

5446	03/02/98	HARDWARE	03/02/98
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Descr: System disk failure on startup.

Resol: Had a floppy disk in her drive.

5453	03/02/98	HARDWARE	04/17/98
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Descr: Noisy fan. Not causing any problems.

Resol: dusty power supply fan. cleared dust.

5454	03/02/98	HARDWARE	03/05/98
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Descr: Trying to open Lotus Notes - error messages re conventional memory - does not have any other applications open.

Resol: Error was caused by low memory and low disk space. John Norris has been assigned the task to upgrade both of those items.

Problem #	Opened Date		Closed Date
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5468	03/03/98	HARDWARE	03/10/98
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Descr: Would like 32 Mbs in Michelle Warr's and Carol-Ann Poole's PC.
Resol: done

5494	03/03/98	HARDWARE	03/03/98
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Descr: need to borrow power pack for Eurocom for Earl.
Resol: borrowed Glenn Moores power pack and power cord from John Norris

5506	03/03/98	HARDWARE	03/20/98
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Descr: Unable to access network from laptop
Resol: Was using a telephone cable instead of a network cable to attach to the network.

5510	03/03/98	HARDWARE	03/03/98
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Descr: turned on laptop - red light and beeping sound
Resol: battery low - did not have completely plugged in.

5529	03/04/98	HARDWARE	03/04/98
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Descr: Has a Sona PC being noisy recently and this morning it is locking up constantly and it also rebooted on its own while he was working
Resol: replaced cpu fan

5536	03/04/98	HARDWARE	03/04/98
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Descr: new IBM PC - when she turns on pc getting errors:
RPL-ROM-CCC - numbers rolling up screen. Press home jey to cancel remote program load.
s/n 78zzfz1
Resol: placed call to paragon

5537	03/04/98	HARDWARE	03/04/98
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Descr: need new surge protector.
Resol: john N replaced

5549	03/04/98	HARDWARE	03/04/98
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Descr: surge protector not working properly. this morning when he had power dips the pc rebooted each time.
Resol: john n replaced

5565	03/04/98	HARDWARE	03/10/98
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Descr: Missing some laptop components. Call Paragon to place service call.
Resol: Paragon has the parts over in stores to upgrade the laptop

Problem #	Opened Date		Closed Date
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5621	03/06/98	HARDWARE	03/06/98
Descr: Monitor goes black will he is working, and he cannot get display back. Resol: There is an option under screen saver that says to power off the monitor. This was set to be the same time as when the screen saver cuts in.			
5624	03/06/98	HARDWARE	03/09/98
Descr: has a Card Reader attached to her pc for Royal Bank Software - having problem reading cards Resol: Annette called back - working now - cancel request Contacted Annette and let her know John would be down this afternoon.			
5627	03/06/98	HARDWARE	03/12/98
Descr: Getting error messages related to Network Card on PC Resol: Put another NIC in. Ran softset2 to reinitialize the card and Windows 95 picked it up.			
5661	03/06/98	HARDWARE	03/06/98
Descr: Trying to add external mouse Resol: Explained			
5662	03/06/98	HARDWARE	03/06/98
Descr: Error logging in to NP1 Resol: Paragon notified			
5755	03/10/98	HARDWARE	03/10/98
Descr: had a compaq laptop. constantly lock up since yesterday. In excel serveral time and just a few minutes locked up twice on start-up. Resol: replaced docking bay			
5766	03/10/98	HARDWARE	06/26/98
Descr: Hard drive full. Talked to Glenn Moores for an hour. PC to be sent in. Resol: Never recieved pc.			
5779	03/11/98	HARDWARE	06/26/98
Descr: Has an Empac pc. Locking up quite often in Excel. When this happens mouse stops working and sometimes keyboard - had to ctrl-alt-del and restart his PC. Resol: KEYBOARD AND MOUSE LOCKED UP AGAIN THIS MORNING. Problem is with old pc, suggest call Keith Perry about getting replacement.			
5827	03/12/98	HARDWARE	03/12/98

Problem #	Opened Date		Closed Date
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Descr: New IBM not working properly.
 S/N 78zzgm7
Resol: PARagon called

5828 03/12/98 HARDWARE 03/26/98

Descr: need classroom setup for training (CSS) on March 20 and April 17th
Resol: complete

5878 03/12/98 HARDWARE 03/18/98

Descr: VT terminal display is wavy. Not sure if they can connect to the LOCAL> prompt.
Resol: Comm speed was set to 9600. set to 19200, saved settings, test ok.

5936 03/16/98 HARDWARE 03/18/98

Descr: has pc on computer table in her office that she wants removed so she can put her laptop there. Can this be done today or tomorrow?
Resol: Removed by Paragon Staff.

5971 03/16/98 HARDWARE 04/16/98

Descr: PC very noisy starting up. It is a Sona 200
Resol: sona replaced fans

5980 03/16/98 HARDWARE 03/16/98

Descr: Bernoulli Box not working on new PC.
Resol: Hooked it up on another P120. The SCSI card will not work on a bus speed faster than 40-50 Mhz.

5993 03/17/98 HARDWARE 04/08/98

Descr: System locking up. Locked up twice this morning
Resol: System checked ok.

6004 03/17/98 HARDWARE 03/18/98

Descr: Getting harddisk failure when starting. Already had a new HD and CPU fan replaced.
Resol: He is going to send in the PC
 PC had cpu fan off, had Mick reinstall, test ok.

6007 03/17/98 HARDWARE 03/17/98

Descr: Needs a cable for a 3com PCMCIA NIC.
Resol: Got a cable from John Norris.

Problem #	Opened Date		Closed Date
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6046	03/18/98	HARDWARE	03/18/98
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Descr: System locked up S/N 78zaf83

Resol: Paragon called

6059	03/18/98	HARDWARE	03/18/98
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Descr: System locked up

Resol: reset pc. All ok

6060	03/18/98	HARDWARE	03/18/98
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Descr: need the wires in the boardroom tied up

Resol: done

6061	03/18/98	HARDWARE	03/18/98
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Descr: need longer printer cable

Resol: provided

6071	03/18/98	HARDWARE	04/17/98
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Descr: Request to have old PC (MAC) removed

Resol: remove as requested.

6093	03/19/98	HARDWARE	04/08/98
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Descr: Request for a longer network cable. Moved PC

Resol: AS requested.

6126	03/19/98	HARDWARE	03/24/98
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Descr: Laptop locked up on screen saver-power save?

Resol: Powered off her PC and it restarted. Asked her to call me back if it ever happened again.

6137	03/20/98	HARDWARE	03/30/98
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Descr: monitor settings fooled up - hugh letters - cannot even login.

Resol: Someone had changed desktop settings fonts.
reset to windows default. test ok.

6145	03/20/98	HARDWARE	04/17/98
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Descr: screen keeps blurring out - could there be a problem with his video card?

Resol: Client Called Again re. Status of Call
replaced monitor

Problem #	Opened Date		Closed Date
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6187	03/23/98	HARDWARE	03/23/98
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Descr: Missing win.com file. Cannot start windows

Resol: John Norris to look at PC

6208	03/23/98	HARDWARE	03/23/98
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Descr: Looking for a laptop for 1 week

Resol: We do not supply laptops to other departments

6215	03/23/98	HARDWARE	05/11/98
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Descr: Existing pc was stored for past year and is now required for new employee. Please check PC and re-configure as required for use with MSOFFICE, MSMAIL and Minicom. SEE CHRIS FOR DETAILS

Resol: Client Called Again re. Status of Call. CMOS battery has been replaced and the computer has been returned and setup for user at Fortis.

6220	03/24/98	HARDWARE	04/08/98
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Descr: Has Empac Pc. Turned on his pc last night and got error Sector Not Found Reading Drive C. Abort or Retry. PC like it this morning also. Only thing done different on his PC was he installed Capture Eze yesterday afternoon.

Resol: Recieved new pc

6223	03/24/98	HARDWARE	03/25/98
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Descr: has NEC Multisyn Monitor - and IBM PC when she logged in this morning noticed login screens were distorted saw a message re: unknown monitor. when she got to her login screen and logged in everything looked o.k. - if over that way sometime can you check setup for monitor etc.

Resol: Checked back with Diane. Problem occurred only once. Has shut down and rebooted several times and all was ok.

6245	03/24/98	HARDWARE	03/30/98
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Descr: PC not starting correctly.

Resol: PC dead, Placed service call, replaced main board. test ok.

6253	03/24/98	HARDWARE	04/15/98
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Descr: Terminals in Whitbourne have been replaced with a 486. It takes 6 to 8 minutes to call up Fasbe. System considered too slow.

Resol: all ok

6264	03/24/98	HARDWARE	03/24/98
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Descr: system locking up.

Resol: deleted the qnc.exe file

6270	03/25/98	HARDWARE	04/08/98
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Descr: PC locking up. Empac pentium. Possible cpu failure

Problem #	Opened Date		Closed Date
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Resol: Checked pc, reseated i/o card. test ok.

6282	03/25/98	HARDWARE	03/26/98
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Descr: Using a Dell Laptop at home for awhile. last night mouse fell apart - can it be fixed or another one obtained. if not, how can she get the Microsoft mouse setup to work on the laptop.

She is sending over the Dell Mouse to see if you can fix it.

Resol: TI notebook n Dell case. John gave her another mouse from TI

6292	03/25/98	HARDWARE	03/26/98
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Descr: need a mouse to attach to laptop he is using

Resol: mouse delivered to Kevin

6359	03/26/98	HARDWARE	03/26/98
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Descr: question on using partitioned drive

Resol: answered

6339	03/26/98	HARDWARE	03/30/98
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Descr: need her pc moved in to the IS boardroom for first thing tomorrow morning. Can move late this evening or before 8:45 in morning

Resol: Moved and removed as requested.

6349	03/26/98	HARDWARE	04/02/98
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Descr: data entry pc locking up. Please provide a new pc

Resol: Setup a new VTech. Copied the key entry program over to her new PC.

6356	03/26/98	HARDWARE	04/20/98
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Descr: left pc for approximately 10 min. when she came back to her desk pc was rebooting!!!!!!!!!!

Resol: Replaced PC with a new one.

6459	03/30/98	HARDWARE	06/16/98
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Descr: Needs a power bar for her PC.

Resol: Install surge protector, moved power cables etc.

6467	03/30/98	HARDWARE	04/02/98
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Descr: system really slow

Resol: Gerard archived Outlook and this improved performance.

6476	03/31/98	HARDWARE	05/11/98
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Problem #	Opened Date		Closed Date
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Descr: needs someone to install modem
Resol: Will use modem pool, instead of attached modem.

6482 03/31/98 HARDWARE 03/31/98

Descr: screen flashing
Resol: set up correct monitor information and refresh rate

6490 03/31/98 HARDWARE 03/31/98

Descr: losing printer settings
Resol: passed to c seary with other names

6493 03/31/98 HARDWARE 04/08/98

Descr: receiving network error
Resol: Rebooted, network ok.

6533 04/01/98 HARDWARE 04/06/98

Descr: continuing problems with pc. fatal exceptions, locking up etc. - problems with her Royal Bank Software.
 Glenn suggests backing up pc and reformatting and reinstall operating system and programs.
Resol: System formatted and installed standard desktop software. Glenn will install the Royal Bank Software.

6537 04/01/98 HARDWARE 04/01/98

Descr: getting a beeping noise on her laptop. she has it plugged in and battery is charging at 78%. She is wondering if there is
 somekind of setting in control panel - can you take a look when you get a minute
Resol: Nora cancelled call

6566 04/02/98 HARDWARE 04/02/98

Descr: having trouble getting laptop to work with external monitor
Resol: check out equipment to make sure it is securely attached

6570 04/02/98 HARDWARE 04/02/98

Descr: cannot read from cd rom
Resol: cd is a copy and can't be read from greater than 16x cd rom

6574 04/02/98 HARDWARE 04/08/98

Descr: has a program he uses that requires 800x600 resolution. He can select this resolution of his monitor - someone mentioned he
 may need drivers installed. Can you check this out?
Resol: In display properties, changed display type to standard svga.

Problem #	Opened Date		Closed Date
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6590 04/02/98 HARDWARE 05/07/98

Descr: Occasionally new pc takes a long time to shut down - 3-5 minutes. Has to turn if off.

New IBM - Keith said maybe we should look at it first in case problem is result of software that was installed after IBM installed the PC.

Resol: all ok

6633 04/03/98 HARDWARE 04/20/98

Descr: Could you check the display settings on Karen's new PC? She said the words under her Icons are a little distorted and some letters seem to be missing at times.

Resol: Another call logged on a more serious problem with her PC.

6638 04/03/98 HARDWARE 04/08/98

Descr: has Vtech PC - not booting up.

Resol: Client Called Again re. Status of Call
lost cmos settings, reset all settings.
oops, forgot to disable power saver mode in cmos.

6647 04/06/98 HARDWARE 04/08/98

Descr: pc hanging on login screen - continuing problem with this pc. he is schedule for replacement on 21st. can this be speeded up?
if not would like this one working until then.

Resol: Recieved new pc 98/04/07

6650 04/06/98 HARDWARE 04/13/98

Descr: Requesting a pc or terminal for M Stapleton who has returned to work today.

Resol: as requested

6652 04/06/98 HARDWARE 04/06/98

Descr: Needs a laptop setup with DB Textworks, Outlook, MS Office and WordPerfect.

Resol: Configured the laptop with the various applications.

6665 04/06/98 HARDWARE 04/06/98

Descr: question on network connections in the training room

Resol: answered

6677 04/06/98 HARDWARE 04/13/98

Descr: problems with laptop

Resol: no drivers available from reflection for AMS notebook.

6707 04/08/98 HARDWARE 04/23/98

Problem #	Opened Date		Closed Date
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Descr: need three network connections on Topsail Road in old purchasing office for testing of the CSS Disaster Recovery. One is need for next week 2 more over next couple of weeks.
Resol: Complete as requested.

6716 04/08/98 HARDWARE 04/13/98

Descr: Daewoo monitor doesn't come on. Light switches from green to orange on start up.
Resol: Reseat video card. reconnect monitor. test ok.

6717 04/08/98 HARDWARE 04/08/98

Descr: Screen went black. Cannot get display to come back.
Resol: The cable was loose in the back.

6752 04/09/98 HARDWARE 07/07/98

Descr: since he got the docking bay for his laptop he has been unable to use his microsoft external mouse. only the laptop mouse pad works.
Called again June 12, 1998.
John, Trevor called this morning and mentioned that his external mouse doesn't work.
Resol: Laptop was sent in and settings changed in CMOS. All ok

6770 04/09/98 HARDWARE 04/09/98

Descr: Computer started up in safe mode
Resol: Shut down and restart

6771 04/09/98 HARDWARE 04/09/98

Descr: problem logging on to P Ryans pc
Resol: Susanna's login script causing problem. All ok.

6782 04/09/98 HARDWARE 04/09/98

Descr: System locked up while creating a major file.
Resol: Celia had her shut down the computer and restart. The file was there as a tmp doc.

6792 04/13/98 HARDWARE 05/12/98

Descr: PC very slow starting up. Please check
Resol: PC checks ok.

6795 04/13/98 HARDWARE 04/17/98

Descr: Monitor not coming on again
Resol: placed service call to triware.

Problem #	Opened Date		Closed Date
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6798	04/13/98	HARDWARE	05/11/98
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Descr: Getting not enough memory error when trying to open a wp file. Says nothing else is open on his pc.

Resol: Checked ok.

6804	04/13/98	HARDWARE	04/14/98
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Descr: looking for a connector to connect her laptop to the network

Resol: User already has a DLINK.

6827	04/13/98	HARDWARE	04/16/98
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Descr: Ray as well as Roger Conway and Dave Hopkins have called re the slow movement of server today

Resol: sms error

6831	04/14/98	HARDWARE	05/12/98
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Descr: When starting up in the morning, Karen frequently receives messages login to your server has been denied or there is no server to validate....

Resol: PC checked ok.

68924	04/16/98	HARDWARE	04/16/98
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Descr: problem with space

Resol: explained how to clear up.

6936	04/16/98	HARDWARE	04/16/98
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Descr: system hanging on start up

Resol: made changes to autoexec.bat and winini

6941	04/17/98	HARDWARE	06/11/98
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Descr: Needs data connection at topsail rd.
notified Rich Howley 98/04/16

Resol: As requested. test ok.

6967	04/17/98	HARDWARE	04/17/98
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Descr: Cannot access external floppy drive on her laptop.

Resol: Laptop had to be restarted after plugging in the floppy. Restarted and could access it fine.

6969	04/17/98	HARDWARE	04/22/98
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Descr: Constant lock-ups on her new IBM.

Resol: If problem occurs again, PC will be replaced.

Problem #	Opened Date		Closed Date
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6979 04/17/98 HARDWARE 05/11/98

Descr: Needs a new keyboard sent out to him. One of the keys are broken off. PC in the Customer Meeting Room.

Resol: As requested.

6980 04/17/98 HARDWARE 04/23/98

Descr: Windows locked up. Did a reboot and is now getting "Hard Disk failure 80".

Resol: reseal hd controller, test ok.

7004 04/20/98 HARDWARE 04/20/98

Descr: pc will not start up

Resol: celia made changes

7012 04/20/98 HARDWARE 04/24/98

Descr: Getting keyboard error on startup.

Resol: Took her harddrive and put it in another PC.

7036 04/21/98 HARDWARE 06/15/98

Descr: has a Daewoo monitor and Vtech pc. rows of dots going across screen

Resol: Red Light on Monitor this morning. Still need video card checked
video card replaced, main board replaced.
Problem with file, not consistent.

7042 04/21/98 HARDWARE 06/26/98

Descr: Scanner and Zip drive not working.

Resol: Configure and test.

7061 04/22/98 HARDWARE 07/27/98

Descr: Computer getting memory failure on start up. Celia went up and believes it is the cmos battery. Please check

Resol: Client Called Again re. Status of Call
Completed by jdb, replaced memory.

7062 04/22/98 HARDWARE 04/23/98

Descr: Sound not working on his laptop.

Resol: The device was showing an error in System/Device Manager. Needed the updated drivers for the ESS1688 Audio Card. These drivers are located in \\np-ken-net1\support\ess1688.

7066 04/22/98 HARDWARE 07/27/98

Descr: requesting a head cleaner for the server tape drive

Problem #	Opened Date		Closed Date
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Needs it for a 4mm dat drive.
Resol: Sent cleaning tape

7083 04/22/98 HARDWARE 04/23/98

Descr: Would like external keyboard for new laptop.
Resol: Bernie from Paragon will setup keyboard for me.

7122 04/23/98 HARDWARE 05/11/98

Descr: Having trouble reading from the datatrend reader PCMCIA card.
Resol: Windows 95 will pick up the card. It was prompting him for a filename. This was the file that the information when downloaded from the card would be stored in.

7126 04/23/98 HARDWARE 05/12/98

Descr: Needs a new CAT5 network connection setup in accounting.
Resol: AS requested.

7149 04/24/98 HARDWARE 07/28/98

Descr: Needs a mouse extension cable.
Resol: as requested

7173 04/24/98 HARDWARE 04/24/98

Descr: Has a hardware lock that is used to TL Cad. The application does not recognize it.
Resol: He had the lock on his COM port. It was supposed to go on the printer, or LPT, port.

7182 04/27/98 HARDWARE 04/27/98

Descr: when his screen saver cuts in stays for few seconds and disappears and pc makes noise.
Resol: chose flying windows screen saver and its o.k.

7188 04/27/98 HARDWARE 05/12/98

Descr: need a network cable to connect from his laptop to cubicle next to him. the one he is using is too short and is being disconnected occassionally.
Resol: AS requested.

7189 04/27/98 HARDWARE 04/27/98

Descr: laptop locking up
Resol: remove the vshield on start up.

7223 04/27/98 HARDWARE 04/27/98

Problem #	Opened Date		Closed Date
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Descr: display adapter not working properly

Resol: Had him remove display adapter then reinstall. All ok.

7237 04/28/98 HARDWARE 06/11/98

Descr: has a Eurocom laptop. The bottom plate cover for the Fan warped when battery was activated and overheated. Need a replacement cover.

Resol: Keith Perry forwarded this request.
Replace bottom cover.

7262 04/28/98 HARDWARE 05/14/98

Descr: just got a refurbished pc (Empac with Dell Monitor). Having problem changing settings - fonts seem much larger (Paragon rep. told him he may need a new video card)

Resol: Paragon replaced monitor.

7294 04/29/98 HARDWARE 04/29/98

Descr: Question on Thermo scan equipment

Resol: explained

7318 04/30/98 HARDWARE 07/02/98

Descr: has new laptop. Does not need the external monitor that is in his office. You can pick it up when you get a chance

Resol: remove as requested

7334 04/30/98 HARDWARE 05/28/98

Descr: Looking for a power cord for his laptop. He has Lisa Hutchens old laptop.

Resol: Gave user power cord and long phone cable

7355 05/01/98 HARDWARE 05/11/98

Descr: screen turned black couple of times and had to turn of pc

Resol: possible advanced power management setting in setup.
Disabled the Power management setting.

7416 05/04/98 HARDWARE 05/04/98

Descr: Monitor is gone.

Resol: Sent to SHL for repair

7425 05/04/98 HARDWARE 06/02/98

Descr: move pc (Dell) from Gordon Mayo's office to Jai Burton

Resol: done

Problem #	Opened Date		Closed Date
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7442	05/05/98	HARDWARE	05/05/98
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Descr: finding his pc slow this past couple of weeks

Resol: removed reference to SMS from Autoexec file and win.ini

7451	05/05/98	HARDWARE	05/05/98
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Descr: System appears slow when processing information

Resol: Glen Moores handled the situation.

7463	05/05/98	HARDWARE	05/05/98
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Descr: Computer not starting up correctly.

Resol: Removed vshield from start up.

7477	05/06/98	HARDWARE	05/06/98
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Descr: system locked up

Resol: control alt delete restarted pc

7478	05/06/98	HARDWARE	05/08/98
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Descr: Received a new laptop but no communications cable

Resol: has cable

7483	05/06/98	HARDWARE	05/06/98
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Descr: Needs to connect her MAC to NP1 server

Resol: ron clark checked connections Chris checked configuration

7487	05/06/98	HARDWARE	05/06/98
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Descr: system extremely slow

Resol: sms problem. All ok

7488	05/06/98	HARDWARE	05/06/98
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Descr: Monitor shutting down

Resol: Changed bios to remove sleep mode

7507	05/07/98	HARDWARE	08/14/98
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Descr: System locking up in word. Please call Peter before going down; Still locking up; when she hits ctrl-alt-del it says all programs are not responding; she is using a VTECH;

Resol: Reinstalled Office. Also, some of her display settings were off. Removed and reinstalled her display driver.

Problem #	Opened Date		Closed Date
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7509	05/07/98	HARDWARE	05/07/98
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Descr: System looking for a boot disk. Cannot startup

Resol: Provided a boot disk

7520	05/07/98	HARDWARE	05/11/98
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Descr: Student Gerard Foley using a 486 Empac. Locked up and when rebooted disk boot failure - insert system disk. tried this got to A but could not access C.

Resol: PC lost cmos settings. reset, test ok.

7539	05/07/98	HARDWARE	05/11/98
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Descr: has a Dell PC - (refurbished one) find it slower than the 486 he had - can we check it out.

Resol: Paragon checked out - monitor had to be replaced. speed is ok

7568	05/08/98	HARDWARE	05/08/98
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Descr: system won' boot.
Getting a network error

Resol: done

7570	05/08/98	HARDWARE	05/12/98
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Descr: has a Vtech PC - Drive A not working

Resol: Checked pc , Drive "a" ok.

7580	05/08/98	HARDWARE	05/08/98
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Descr: Computer locking up

Resol: Change memory setting in printer option

7609	05/11/98	HARDWARE	05/11/98
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Descr: diskette stuck in drive

Resol: all ok

7636	05/12/98	HARDWARE	05/12/98
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Descr: network adapter not working

Resol: John Norris repaired the problem

7638	05/12/98	HARDWARE	05/28/98
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Descr: Keyboard error keeps reoccurring

Resol: still having keyboard errors. took keyboard from another pc today - need a new one. replace keyboard.

Problem #	Opened Date		Closed Date
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7641 05/12/98 HARDWARE 05/12/98

Descr: system locked up

Resol: reboot

7664 05/13/98 HARDWARE 05/28/98

Descr: Need a modem for Baie Verte Office. Needs to be programmed before being sent out. Needed A.S.A.P.

Resol: Gave modem to glenn m. to program.

7714 05/13/98 HARDWARE 06/11/98

Descr: CHECK OUT CDROM DRIVE ON HIS LAPTOP . WHEN HE PRESSES THE BUTTON TO OPEN THE DRIVE IT CAN SEVERAL TRIES AND SOMETIME 5 MINUTES BEFORE HE CAN GET THE CD TO EJECT.

Resol: Suggest use right click/eject,
setup shortcut on desktop, user pleased

7676 05/14/98 HARDWARE 05/15/98

Descr: has a compaq laptop. trying to setup the cd rom drive.

Resol: John called Jerry - problem resolved

7682 05/14/98 HARDWARE 06/03/98

Descr: has a PCMCi reader he need to have installed on a Sona Pentium Pro PC

Resol: John Norris installed for him

7703 05/15/98 HARDWARE 06/30/98

Descr: hardrive failure on server. booted off other drive.

Resol: Planned upgrade will protect against further disk problems.

7746 05/19/98 HARDWARE 05/28/98

Descr: PC (Vtech) not booting up. Just gets a clicking noise

Resol: hd dead, replace pc with one from spare.

7816 05/21/98 HARDWARE 05/21/98

Descr: Needs an adapter for his portable to attach to the network card; Type: Eurocom;

Resol: Brian Malone provided the adapter

7847 05/22/98 HARDWARE 05/28/98

Descr: has an Empac 90mhz PC that is getting alot of hardware errors. errors reading drive C: Darrin Jeans reported call. (Mary Smith called again to say it was desperately needed for Monday); Hard Drive crashed

Resol: restored system files. test ok.

Problem #	Opened Date		Closed Date
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7897 05/25/98 HARDWARE 05/25/98

Descr: monitor problems

Resol: Had him remove the display adapter and restart pc so system could pick up the display adapter again. All ok.

7903 05/25/98 HARDWARE 05/25/98

Descr: trying to reinstall win95. Requires drivers

Resol: J. Norris provided information

7961 05/26/98 HARDWARE 05/26/98

Descr: windows protection error on boot up

Resol: service call placed. Sona installed new com3 drivers

7962 05/26/98 HARDWARE 05/26/98

Descr: windows protection error on boot up

Resol: Sona responded to service called and upgrade the Com3 drivers

7991 05/27/98 HARDWARE 05/27/98

Descr: question on drive mapping

Resol: explained

8074 05/29/98 HARDWARE 10/21/98

Descr: maurice has a security pc that has to be cleaned up.

Resol: Visited Client...ran file archive, the log file is split into 6 different files, 22.af, 23.af, 24.af, 25.af, 26.af, and 27.af

8127 06/01/98 HARDWARE 10/21/98

Descr: fan on power supply making 'weird' noises on the computer located in the spare cubicle next to Dave Oakley's on the 2nd floor in Power Systems

Resol: Visited Client...replaced power supply and test.

8148 06/01/98 HARDWARE 06/26/98

Descr: HP Scanjet 1600C, New, no power seems to be getting to the scanner, no power light comes on. Plugged in and socket has been tested for power

Update: will be shipping the scanner to John for repairs

Resol: Sent scanner for repair, recieved new one, forwarded to Gord.

8157 06/01/98 HARDWARE 07/27/98

Problem #	Opened Date		Closed Date
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Descr: problem getting an external monitor to work on a laptop with docking bay.
Resol: User fixed.

8193 06/01/98 HARDWARE 08/17/98

Descr: Having the same problem as before with Sona PC: When running intensive reports, spreadsheets, etc. The computer can't add. Ex. He ran 1+1 and got 1041. Ran the same reports 3 times and only got the right number the 3rd time. Already replaced chip, memory, fans, fan on chip, processor but problem still occurs. Everything runs fine on the IBM PC
Resol: Visited Client... vendor had many questions, had user contact vendor, vendor scheduled service call, replaced main board. User was on vacation for 2 weeks also.

8256 06/02/98 HARDWARE 06/03/98

Descr: keeps getting keyboard errors - has an Empac pc.
Resol: done

8283 06/02/98 HARDWARE 06/11/98

Descr: Pent. 90 pc in Computer Room has burning smell coming from the CPU.
Resol: replace CPU fan, test ok.

8324 06/03/98 HARDWARE 06/15/98

Descr: COM 2 is not working under Windows 95 on my Sona Pentium Pro machine. The problem occurred after a PCMCIA reader was installed in the machine. Please note the com port works under Windows NT. However the software I am using only works under Windows 95.
Resol: reinstalled pcmcia reader, com2 ok

8340 06/03/98 HARDWARE 06/03/98

Descr: replace harddrive on his pc
Resol: replaced

8339 06/03/98 HARDWARE 06/03/98

Descr: replace harddrive in PC
Resol: done and sent back

8346 06/03/98 HARDWARE 07/23/98

Descr: PC in research centre used for Scanner and CDWriter only showing one CD ROM drive should be able to see drive D & E as CDROM - E not showing.
Resol: I found the jumper setting. Enabled the 2nd IDE and windows picked up the CD ROM.

8411 06/04/98 HARDWARE 06/17/98

Descr: Just received a new keyboard and the shift bar and num lock doesn't work; can we get that replaced?
Resol: keyboard replaced and tested. All ok

Problem #	Opened Date		Closed Date
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8461	06/05/98	HARDWARE	06/08/98
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Descr: would like to get his laptop checked out - some weird problems occurring recently. Yesterday and last night when using outlook after he had closed a message the button showed on bottom of screen when he clicked on the button there was nothing there. This also happened using the internet from home.

Resol: Gerard's computer has performance problems for quite awhile. Ran Wintune, which recommended doing scandisk, defrag as the drive was very fragmented, and changing the file system to allow for more buffers and caches since it is recommended for computers with 24 or greater Mb of ram. Checked back with Gerard on Monday, June 8, he is very pleased with the results.

8475	06/05/98	HARDWARE	06/15/98
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Descr: Requires a new mouse; having problems clicking and dragging; Button automatically release when dragging

Resol: replace mouse

8500	06/08/98	HARDWARE	06/26/98
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Descr: Has Sona Pentium Pro PC - harddrive making grinding noise would like it checked out.

Resol: Not a cause for concern, hd is located under power supply, pretty tight spot.

8507	06/08/98	HARDWARE	06/15/98
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Descr: Having difficulty opening cd rom drive please investigate

Resol: suggest use right click / eject
use happy. created short cut.

8561	06/09/98	HARDWARE	06/10/98
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Descr: request for a new mouse. Current one gives problems from time to time

Resol: Dropped off new mouse All ok

8574	06/09/98	HARDWARE	06/09/98
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Descr: problem savings files to harddrive

Resol: request logged for harddrive replacement and memory upgrade. suggested moving files from harddrive to netowrk

8592	06/10/98	HARDWARE	07/02/98
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Descr: Only 15M space left on his hard drive on his laptop

Resol: replace hd and test
test ok.

8624	06/10/98	HARDWARE	07/02/98
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Descr: PC locking up occassionaly. No particular program
IBM PC S/N 78ZZGR9

Resol: bugs bugs bugs
pc checked ok.

8628	06/10/98	HARDWARE	10/19/98
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Problem #	Opened Date		Closed Date
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Descr: Batteries on Eurocom are bad. Glen Moores suggests that you can send them to Telecommunications, have them drained and recharged. They did it for him some time ago.

Resol: Replaced the two batteries he had..... user will open another call when things slow down

8656 06/11/98 HARDWARE 11/12/98

Descr: Eurocom screen has streaks through it. Ok when connected to a monitor. Has to arrange a time for John Norris to take it in to be fixed.

Resol: Work done on problem to date..... contact user, she will have to open a new call when she is ready to get notebook fixed.

8704 06/12/98 HARDWARE 06/12/98

Descr: System locked up when ejecting from replicator.

Resol: Gerard was concerned that the work he had done in Outlook was lost because he had not synchronized with offline. Since he was connected when he did the work, it was all saved on the Exchange server.

8715 06/12/98 HARDWARE 08/12/98

Descr: getting an illegal operation message and cannot open system. Please arrange to give him a new hard drive.

Resol: Visited Client... user was out of town for ever-so-long.He will be recieving a new notebook, save upgrade for new user.

8720 06/12/98 HARDWARE 06/12/98

Descr: keyboard not working

Resol: cord was knocked out.

8727 06/12/98 HARDWARE 06/12/98

Descr: A message stating that the computer is shared keeps coming up when he logs off. How to get rid of it?

Resol: removed file & print sharing option

8731 06/15/98 HARDWARE 07/06/98

Descr: PC lock up occuring. Tom tried to reinstall win95 and now cannot run the network client.

Resol: Talked Charlie J. through win95 setup.

8735 06/15/98 HARDWARE 06/15/98

Descr: John lost his network adapter for his Eurocom laptop computer. Please send another to him.

Resol: John found a replacement and brought it to him

8743 06/15/98 HARDWARE 07/28/98

Descr: Keith;
Betty would like a monitor and keyboard for use with her laptop.

Resol: As requested.

Problem #	Opened Date		Closed Date
8761	06/15/98	HARDWARE	07/29/98
Descr: Requesting a regular keyboard to use with his laptop Resol: As requested.			
8794	06/16/98	HARDWARE	06/16/98
Descr: system locked up. Resol: Used control alt delete to end task and all ok.			
8802	06/16/98	HARDWARE	08/18/98
Descr: Has a Pentium PC (Generic) hard drive has been noisy starting up. Resol: Visited Client...checked system, cleaned power supply fan, both fans were very dirty. cleaned cpu fan, ran scandisk, ran defrag. system checked ok			
8805	06/16/98	HARDWARE	07/07/98
Descr: Has an EMPAC PC loud noises from CPU. Has been getting alot of error messages this morning since it got worse. Resol: CPU fan was falling off, replace cpu fan, test ok.			
8818	06/17/98	HARDWARE	07/21/98
Descr: The screen in flickering a lot. It is a Dell 575 PC with a G72 IBM monitor; Thinks it's the refresh rate and needs a monitor utility to fix. Resol: Anew video card is here and has to be installed Switched back old monitor and there appeared to be no problem. Tried changing resolutions and color, but still could not recreate the problem.			
8839	06/17/98	HARDWARE	06/18/98
Descr: Modem not working. Resol: John Bagss checked on it and reported that it was working ok when he stopped by. Not sure of what actually happened.			
8858	06/17/98	HARDWARE	07/02/98
Descr: Needs a PC moved and monitor removed in the computer room Resol: as requested			
8864	06/18/98	HARDWARE	07/27/98
Descr: past few days her Eurocom laptop has been making alot of noise on startup. it goes away after awhile, but it never happened before. can you check it out. she is wondering if there is a problem with the fan or harddrive. Resol: Juliet called again this morning. She says the fan has stopped. She has a Eurocom. Very concerned. Replaced cpu fan, replaced screen.			
8866	06/18/98	HARDWARE	06/26/98

Problem #	Opened Date		Closed Date
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Descr: Screen on computer is pink; tried resetting properties of screen and removing display adapter; still pink
Resol: Shut down later turned it on, checked monitor and everything was fine.
Monitor was replaced by Paragon. New serial number: 23HDL99

8876 06/18/98 HARDWARE 06/18/98

Descr: pc locked up. when he rebooted he got errors that the intel adapter was not setup properly and then a message to retrieve the Registry from backup
Resol: Restored registry. Removed network card, restarted , shut down, added network card - Windows 95 found the card and Loren was able to login.

8877 06/18/98 HARDWARE 10/19/98

Descr: John Baggs was installing the HCA program for Keith. There were Floating Point Error messages in DOS mode. Maybe a Co-processor failure.

Called again June 30, 1998

Resol: Visited Client...Replaced PC, copied data back, test ok

8883 06/18/98 HARDWARE 08/04/98

Descr: CD Drive not working; computer not recognizing it

Resol: The CD ROM was setup on the secondary IDE controller, and there was a problem with this. I setup the CD ROM as a slave to the harddisk and windows picked up and could access the drive.

8895 06/18/98 HARDWARE 06/26/98

Descr: Using a laptop Compaq 5000 lte; can't get a connection to the network from the docking bay but he can obtain a connection if he plugs it directly into the socket; is sending it over for you to have a look

Resol: Replace docking station.

8920 06/19/98 HARDWARE 06/19/98

Descr: System hanging in excel

Resol: Control Alt Delete and end task did the trick

8927 06/19/98 HARDWARE 06/19/98

Descr: Wanted to install a free mouse with his laptop other than having to use the tiny built in mouse

Resol: Walked hi through the add new hardware in control panel; mouse works fine now

8941 06/23/98 HARDWARE 07/08/98

Descr: having problems dialing in

Resol: Problems with configuration of Betty's Laptop. Rechecked configuration and installed a Dialup Networking Patch, which corrected the problem.

45 06/23/98 HARDWARE 06/26/98

Descr: Needs a computer and a network connection setup in the training room at Duffy asap for visiting people (hear for 10 days) to

Problem #	Opened Date		Closed Date
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use
Resol: Completed before call was placed.

8953 06/23/98 HARDWARE 06/23/98

Descr: System locked up.
Resol: Control Alt delete end task and all ok.

8964 06/23/98 HARDWARE 06/23/98

Descr: System locked up.
Resol: Did a control alt delete and all ok.

8969 06/23/98 HARDWARE 06/23/98

Descr: system locked up
Resol: Used control alt delete and reset

9003 06/24/98 HARDWARE 08/07/98

Descr: would like diskcopy performed on one computer to move all files from one computer to a new one; then would like the old one removed
Resol: Taken care of by paragon, They installed new pc.

9006 06/24/98 HARDWARE 06/24/98

Descr: still having problems with the monitor; black screen when he returned from his break
Resol: Removed the display adapter and installed it again; working now, will monitor for continueing problems

9013 06/24/98 HARDWARE 07/02/98

Descr: Just about every night the clock his PC loses several hours, and has to be reset every morning. Is that anything he should worry about? This has been happening since this new unit was installed
Resol: Placed service call to triware.

9027 06/25/98 HARDWARE 06/25/98

Descr: mouse not working
Resol: Sent her a new mouse

9035 06/25/98 HARDWARE 06/25/98

Descr: was working in CSS when the screen went black; couldn't get it back
Resol: Had him reboot; removed display adapter and installed again; working fine for now

9042 06/25/98 HARDWARE 06/25/98

Problem #	Opened Date		Closed Date
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Descr: system locked up
Resol: control alt delete All ok.

9076 06/26/98 HARDWARE 06/26/98

Descr: screen went black when exiting an application
Resol: ctrl-alt-del to exit screen; then reboot; this is a recurring problem with Daphne's computer; she has moderator on her machine and this causes conflicts

9059 06/26/98 HARDWARE 07/08/98

Descr: looking for a SCSI Port; needs to transfer 500000 blocks on VAX; needs the port to download
Resol: K. LeFeuvre transferred the files

9075 06/26/98 HARDWARE 06/26/98

Descr: Getting a qnc error
Resol: Uninstalled qnc

9062 06/26/98 HARDWARE 07/06/98

Descr: Turned on computer today errors: no CMOS settings and Please insert bootdisk; hard drive crashed
Resol: Recieved PC, booted ok, office programs worked ok. rebooted 5 times, power on/off. test ok.

9063 06/26/98 HARDWARE 07/07/98

Descr: sona200 crashed. Turned it on and cannot find BIOS. Run emergency disk still nothing
Resol: Restore bios settings, test ok.

9124 06/29/98 HARDWARE 06/30/98

Descr: IBM Thinkpad 770; Mouse works intermittently;
PS2 Serial Mouse; Serial # 78-AA239
Resol: Paragon said it appears to be user error

9091 06/29/98 HARDWARE 06/29/98

Descr: Getting a qnc error
Resol: did an uninstall at c:\notes all ok

9102 06/29/98 HARDWARE 06/29/98

Descr: Computer locked up.
Resol: Had to reboot. All ok

Problem #	Opened Date		Closed Date
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9111	06/29/98	HARDWARE	07/07/98
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Descr: replacing Nellie Moss's computer with the new one that Cindy West was supposed to get, Cindy will get the replacement PC for Nellie's Existing machine; (Nellie's VTECH 120 was causing numerous problems and should be replaced)

Resol: Sent vtech replacement.

9162	06/30/98	HARDWARE	07/07/98
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Descr: Ron McCabe's laptop will not turn on. Annette PC has lost part of the screen.

Resol: Peter Collins em'd Ron McCabe with Part # and directed to order from DELL

9189	07/02/98	HARDWARE	07/06/98
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Descr: requesting a network card for a printer they have in Port Union; they already have one installed on network however whenever they have problems with it they can't print anything until problem is resolved

Resol: Sent jetDirectEX

9202	07/02/98	HARDWARE	07/15/98
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Descr: Paul's laptop COMPAQ LTE5000 is losing time.

Resol: Aux battery had to be recharged. All ok

9203	07/02/98	HARDWARE	07/07/98
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Descr: Unable to access windows on his pc getting an explore.exe error

Resol: Replaced explorer.exe, old one was 604 mgs
Ran scandisk, ran defrag.

9243	07/03/98	HARDWARE	07/07/98
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Descr: Please refer to Blair's email re fan on his pc.

Resol: Placed service call to SONA, replaced power supply fan, did not fix problem, replace CPU fan test ok.

9264	07/06/98	HARDWARE	07/08/98
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Descr: Glenn Jim Lea is doing a presentation at the Dieta Salon B on Thursday morning at 9:00 He needs the LCD unit set up and ready to roll by that time. PLEASE see me for more info

Resol: Work to be done by outside company

9267	07/06/98	HARDWARE	07/07/98
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Descr: looking for a longer communication cable

Resol: Darreen Jeans provided a cable for her

9273	07/06/98	HARDWARE	07/06/98
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Descr: Request to have Office 95 installed on Board members laptop

Problem #	Opened Date		Closed Date
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Resol: completed.

9313 07/07/98 HARDWARE 07/27/98

Descr: locking latch broken on his Eurocom notebook; can this be fixed - he believes it is covered under warranty

Resol: Placed service call, ordered part, replace latch.

9314 07/07/98 HARDWARE 07/27/98

Descr: monitor is dying in Materials Management; Samsung 3NE, can this be replaced

Resol: Replaqce monitor

9328 07/07/98 HARDWARE 07/08/98

Descr: can you send him over a 10ft long (blue) network cable.

Resol: Cable dropped of July 8, 1998

9330 07/07/98 HARDWARE 07/14/98

Descr: Finds her computer too high for working; can her hard drive be moved to the floor so that her monitor will be at a more comfortable height (It is not a tower)

Resol: completed

9335 07/07/98 HARDWARE 07/07/98

Descr: getting a keyboard error# 301, keyboard will not work

Resol: Plug was out of back;, plugged back in error gone

9336 07/07/98 HARDWARE 07/07/98

Descr: Moved her workstation, now her printer will not print and there are no lights, it doesn't seem to be plugged in

Resol: Frank checked on it; it wasn't plugged in

9384 07/09/98 HARDWARE 09/25/98

Descr: need registry/modem etc. moved from Wanda McLellan's PC to Sharon Stone's PC. Sharon will be using the Creditel and Dun & Bradstreet Software.

Resol: Everything has been setup to work with the redirector, and all but Creditel work. I was in contact with their support people, but they say that we cannot get it to work. Wanda Brown is going to put the ball in their court. There is nothing wrong with our modems, as they say. We can dial out to other services fine. The vendor of creditel is doing testing based on our Lantronix software.

9407 07/10/98 HARDWARE 07/22/98

Descr: PC bombed out. Error message re the network adapter came up on screen. John; Lorne has ben having troubles for a while. John Norris took a P200 up and has it next to Lornes desk. You have to transfer the hard drive and cd Rom. He would like this today.

Resol: Removed 2 harddrives and CD ROM from old PC, and installed them in new one. Installed modem and 32 MBs RAM in new PC as well. Configured and installed drivers for the new detected hardware. Ensured all applications worked ok.

Problem #	Opened Date		Closed Date
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9408 07/10/98 HARDWARE 08/07/98

Descr: getting windows protection errors on his vtech
Resol: Visited Client... no more problems or questions from user.

9420 07/10/98 HARDWARE 11/09/98

Descr: She has a TI laptop that has been cutting out and rebooting quite often.
Resol: Visited Client...After call was placed, the client had not needed the notebook anymore.

9490 07/17/98 HARDWARE 07/28/98

Descr: Has an Empac Pc in the back of Stores - won't boot up.
Resol: Frank had Ralph Mugford check it out - he mentioned that it may be a possible hard drive failure.
The PC is working fine. BUT, I cannot get a network connection. Will try switching the NIC and check the connection through the wall.
replace patch cables, systems booted ok.

9492 07/17/98 HARDWARE 09/21/98

Descr: Having a problem getting a network connection on his Compaq Laptop when in Docking station. Docking bay was in previously (a couple of weeks ago) and was sent back. Don is wondering if the problem could be with the connector on the laptop to docking bay? Please call him when you are back from Vacation. He said he could wait until then.
Resol: Called...Dave manning from CRB got docking station working. conflicts.

9463 07/17/98 HARDWARE 08/20/98

Descr: Cannot get a connection to the network on his Compaq laptop using a docking bay. Tried a different docking station - same problem
Resol: SHL in Halifax replaced the main board.

9614 07/23/98 HARDWARE 08/11/98

Descr: Has a Pentium 75 PC that he cannot get booted up. Getting Windows95 screen then black screen with C: prompt and all kinds of error messages one being file not found. He had PC boxed up when he called so I could not get any other error messages.
Resol: Advised client... Taken care of by JDB

9624 07/23/98 HARDWARE 07/23/98

Descr: Display is cut off. Cannot see the full display.
Resol: Had to use the monitor's menu to adjust the display size.

9636 07/23/98 HARDWARE 07/30/98

Descr: When setting up S. Duke's new PC they had to take the cable running to the Internet PC for Susan because she had a coaxial cable at her location. A new cable has to be installed for the Internet
Resol: Rich Howley has to run a cable for me. Susan is going to ask him when he returns. I ran two patch cables to connect the PC

Problem #	Opened Date		Closed Date
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9705	07/28/98	HARDWARE	08/03/98
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Descr: Can't access excel. Can't access his email. System extremely slow

Resol: New fans installed by local dealer (Microtech). Tested and OK!

9720	07/28/98	HARDWARE	07/29/98
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Descr: Hp Laser jet 5 printer needs cleaning - toner coming out on paper and a Toshiba fax machine that has blobs of ink on the paper

Resol: Placed service call, cleaned printer, test ok.
Drum unit gone in fax machine. suggest call vendor.

9728	07/29/98	HARDWARE	08/03/98
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Descr: Monitor went black. Has a new IBM PC.

Resol: Monitor was in power safe mode. Changed settings in setup and all o k.

9778	07/30/98	HARDWARE	07/30/98
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Descr: Problem with one of the Cash Machine

Resol: Settings were changed. Screen font was changed to 6 X 9(set to auto), windows was set to Max instead of min. changed setting, edge software worked ok. started pcanywhere. system check ok.

9830	08/03/98	HARDWARE	08/03/98
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Descr: Rose Kehoe called to say that Earl cannot get his laptop working this morning. He just returned from vacation. He requested for someone to go see him.

Resol: Earl's passwords had expired. Chris reset and all ok.

9827	08/03/98	HARDWARE	08/03/98
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Descr: Laptop started in safe mode.

Resol: Had him restart and allwas ok.

9845	08/03/98	HARDWARE	08/06/98
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Descr: problem with their 486 PC.

Resol: Visited Client...Upgrade/install hd with new image file. test ok.

9851	08/03/98	HARDWARE	08/06/98
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Descr: Continuously getting general protection errors. Module kernal 32 errors. Please see her ASAP.

Resol: Disabled Advanced Power Management. This prevents the monitor and harddrive from powering down when the PC has not been used for a while.

9873	08/04/98	HARDWARE	08/04/98
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Descr: Fortis router is down

Resol: Total Time Spent to Complete Call

Problem #	Opened Date		Closed Date
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9886 08/04/98 HARDWARE 10/27/98

Descr: Has Eurocom laptop - lines running down side of monitor. getting worse (unable to see scroll bars) .
Resol: Visited Client...took users notebook out for repair

9946 08/07/98 HARDWARE 08/12/98

Descr: Wanda was using Carl chafes new think pad. It does not have a manual or an AC adapter
Resol: Bernie from Paragon talked to Wanda. She has the manual and he is dropping of the adapter today.

9979 08/10/98 HARDWARE 08/10/98

Descr: Her PC was relocated and her mouse don't work.
Resol: Had her check the connection for the mouse. Connection was reversed. Changed it and all ok.

10054 08/13/98 HARDWARE 08/14/98

Descr: Compaq Ite5000 needs to have a new image installed. To be sent in to be repaired
Resol: Visited Client... finally found proper drivers on internet, loaded new drivers, test ok. rebooted and logged in 4-5 times, user will have to load MSoffice

10053 08/13/98 HARDWARE 08/14/98

Descr: Hard drive crash on vtech. Sent in to be repaired.
Resol: Visited Client... installed new hd, loaded image file. could not get network connection to work, replaced nic, works ok.

10052 08/13/98 HARDWARE 08/17/98

Descr: Problem with PC. Not booting. To be sent in for repairs
Resol: Visited Client...installed new drive test ok will send back 98/08/14

10045 08/13/98 HARDWARE 08/13/98

Descr: George called to say his Eurocom battery is dead.
Resol: Visited Client... replaced battery with new one, advised user that the new battery will need to be charged.

10104 08/14/98 HARDWARE 08/14/98

Descr: PC locked up
Resol: Control Alt del didn't work. Shut down PC and restarted All ok.

10118 08/17/98 HARDWARE 08/18/98

Descr: System will not boot.
Resol: Placed Service Call to Vendor. Paragon reimaged the hard drive

Problem #	Opened Date		Closed Date
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10119 08/17/98 HARDWARE 08/17/98

Descr: Computer will not boot up.

Resol: Power was not on the power bar. Reset power bar all ok.

10182 08/18/98 HARDWARE 08/19/98

Descr: has a card reader he uses to connect to Royal Bank - he is giving this to Tony White - please check install this on Tony's PC

Resol: Installed the software from z:\apps\rbwin\setup\setup.exe, and the card reader. Installed the lantronix port redirector and setup the modem. Testing a EFT that Tony could approve, and he could do this ok.

10218 08/19/98 HARDWARE 08/25/98

Descr: some of the keys on his keyboard are not working. he has sona pc.

Resol: Visited Client... user was not there, replaced keyboard. test ok.

10198 08/19/98 HARDWARE 08/27/98

Descr: Dave has been having problems with his pc locking up in word and reflection since yesterday.

Resol: Visited Client...no problems since call logged.

10250 08/20/98 HARDWARE 08/20/98

Descr: Not loading network adaptors for NT - Think Pad.

Resol: updated BIOS - deconfiguration.

10433 08/28/98 HARDWARE 08/31/98

Descr: Karen is trying to start up Corrin'e PC and it hangs at the windows 95 screen. It is a dell

Resol: Visited Client...Pc working ok. Corrine was using it. user was busy with another person, showing them files on the pc, did not interrupt.

10434 08/28/98 HARDWARE 09/10/98

Descr: Hard drive crashed. Sona PC. Dropped off a John Norris's desk

Resol: Work done on problem to date pc was a vtech, ran scandisk, no errors, ran defrag, test ok, system checked ok, very dusty inside, cleaned(shipped via al and sherina

10489 08/31/98 HARDWARE 09/15/98

Descr: need data wire punched for Mechanical Room

Resol: completed by telecom personal

0520 09/01/98 HARDWARE 09/24/98

Descr: has an EMPAC PC in office that has a noisy cpu. He thinks it could be the CPU Fan - could you send him out a CPU FAN

Problem #	Opened Date		Closed Date
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Resol: Called... sent cpu fan, user called back, system ok.

10593	09/02/98	HARDWARE	09/09/98
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Descr: battery for his Eurocom laptop dead

Resol: Visited Client...Had a battery recycled at the telecom shop. gave to John

10635	09/03/98	HARDWARE	09/04/98
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Descr: PCMCIA card reader not working.

Resol: Installed the reader on a windows 95 PC. Tested to ensure that a drive letter was assigned, and you could copy to and from the memory card

10714	09/09/98	HARDWARE	09/09/98
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Descr: cannot get network connection

Resol: started in safe mode - mouse would not work. ctrl-alt-del and shutdown and pc would still not boot. had him check all the cables and was able to get a connection - loose cable.

10740	09/10/98	HARDWARE	09/15/98
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Descr: Has a noisy Dell Laptop - is bring in for repair

Resol: Work done on problem to date...checked notebook for a full day, did not hear any noise coming from notebook.

10812	09/11/98	HARDWARE	09/11/98
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Descr: Error 08611 when he started his Think PAD

Resol: powered off and turned on again and was ok.
I asked him to call if it occurred again.

10827	09/14/98	HARDWARE	09/18/98
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Descr: Need battery for Eurocom laptop

Resol: Spare battery fine

10828	09/14/98	HARDWARE	09/21/98
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Descr: need battery for Eurocom laptop

Resol: Visited Client...put battery on her desk, she was not in her office.

10853	09/14/98	HARDWARE	09/15/98
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Descr: Needs cabling installed to use lcd viewer in training room. Spoke to John Norris on this.

Resol: Visited Client... installed three video extension cables and test

10869	09/15/98	HARDWARE	09/28/98
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Problem #	Opened Date		Closed Date
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Descr: when he turns on pc - he is getting drive failure on C:
- rebooted - prompted for boot disk
Resol: Work done on problem to date.... replaced pc, installed image reconfig pc, test ok.

10910 09/16/98 HARDWARE 09/30/98

Descr: Unable to get a connection to the network from his PC. Uses laptop ok, but when switches to PC using the same cable he cannot access network.
Resol: Advised client...talked client through network setup, and hardware install.

10916 09/16/98 HARDWARE 09/16/98

Descr: PC locked up in css.
Resol: Had her do control alt del and end task. All ok.

10918 09/16/98 HARDWARE 09/23/98

Descr: PC doesn't recognize floppy drive
Resol: Visited Client...checked pc, windows looking for floppy driver, installed , test ok.

11049 09/21/98 HARDWARE 10/01/98

Descr: Memory upgrade for VTech
Resol: Visited Client...installed and test

11015 09/21/98 HARDWARE 09/21/98

Descr: Pat Ryan is in the 3rd floor boardroom and cannot get the monitor to work. Requesting help ASAP.
Resol: Problem resolved by user

11056 09/22/98 HARDWARE 09/23/98

Descr: Power button on his pc is not working.
Resol: Visited Client...power button was bent down, straightened button, test ok, client happy

11061 09/22/98 HARDWARE 09/22/98

Descr: Dave is requesting a 10BaseT hub
Resol: Called...Sent user a 8 port hub

11062 09/22/98 HARDWARE 09/22/98

Descr: Dave is requesting a cpu fan for a P90
Resol: Ordered a Part from a Vendor... cpu fan. sent to dave.

11070 09/22/98 HARDWARE 09/23/98

Problem #	Opened Date		Closed Date
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Descr: Greg Frenches PC is making a noise. He has a SONA
Resol: Visited Client...pc checks ok, had not been used for a while,

11093 09/23/98 HARDWARE 10/07/98

Descr: Coriine has a dell which is extremely slow. Can you check this out.
Resol: Visited Client...upgrade mem and test, removed mcafee from system, pc boots a lot faster.

11113 09/24/98 HARDWARE 09/24/98

Descr: Has a Eurocom laptop. Monitor not working. colored stripes up and down screen
Resol: Visited Client...took notebook out for repair, had screen replaced.

11118 09/24/98 HARDWARE 09/25/98

Descr: Pc locking up. Over the past few days it is locking up continuously.
Resol: Visited Client...ran scandisk, defrag, and did a backup.client said system seems ok.

11171 09/25/98 HARDWARE 10/01/98

Descr: has an IBM PC that keeps locking up.
Resol: I called Betty to follow-up. Has not experienced any problems since visit from Paragon - will call again if problem reoccurs

11208 09/28/98 HARDWARE 10/05/98

Descr: Refer to email from Faith. Cynthia Noel will be here on Wed Spet. 30. Apparently a network connection is required.
Resol: Visited Client...office was pre-connected

11225 09/28/98 HARDWARE 10/09/98

Descr: PC not workinh properly. Dave dropped it off at the Help Desk
Resol: Work done on problem to date... pc ready to ship, nothing on old drive to restore.

11306 09/30/98 HARDWARE 10/01/98

Descr: John, I gave you a key board to be replaced for Bev Pollett.
Resol: Ordered a Part from a Vendor... picked up a new keyboard, shipped to client.

11308 09/30/98 HARDWARE 10/01/98

Descr: Lester is in the regulatory board room and his network connection is not working.
Resol: Visited Client...installed data cable in data closet. could not test, because use was unable to move pc at that time.

11358 10/01/98 HARDWARE 11/20/98

Problem #	Opened Date		Closed Date
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Descr: Can you install a new video card in my machine which can use the capability of the monitor/machine. The home made computer is a Pentium 200 with a monitor capable of 1024 X 800 but the video card is only capable of 640 X 480.

please advise

Resol: Visited Client...replaced video card and test.

11359 10/01/98 HARDWARE 10/13/98

Descr: Apparently we (mailroom) broke a monitor belonging to NIS. Lets order one to replace it. The model is HP Ultra VGL 1280 (17"). Place the order through Paragon.

Resol: Visited client,..... installed new monitor and test.

11398 10/05/98 HARDWARE 10/16/98

Descr: Having problem with Drive A: and also PC freezing up.

Peter believes she has a VTECH - will need to confirm

Resol: Visited Client...Vendor hasn't arrived yet to fix, I called, vendor was on the way to replace drive.

11402 10/05/98 HARDWARE 10/05/98

Descr: has a VTech PC. cannot get win95 to load. just getting a blue screen. came up in safe mode once with illegal operation and then clicked close and screen turned blue again

Resol: Visited Client...setup outlook, test ok

11413 10/05/98 HARDWARE 01/07/99

Descr: More problems with her VTech. Lost a file she was working on this morning. Apparently 2 defrags and some other things have been done with it but still problems.

Resol: Visited Client...PC seems stable

11513 10/07/98 HARDWARE 10/14/98

Descr: They have a desk jet printer they would like to have connected locally to Stan Collins PC.

Resol: Visited Client...installed printer and test.

11559 10/09/98 HARDWARE 10/13/98

Descr: pc hanging on start up. when he left yesterday he did shutdown and close all programs and logon as different user. this morning there was a message that an application was not shutdown properly and windows will restart. Would not restart

Resol: Visited Client...using pc ,

11579 10/09/98 HARDWARE 10/14/98

Descr: Eurocom laptop - screen turned black - hour glass

Resol: only a one time occurance. Shut down the laptop and restarted and everything ok.

11596 10/13/98 HARDWARE 10/16/98

Problem #	Opened Date		Closed Date
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Descr: Please arrange to have my PC moved to the IS boardroom in prep. for a meeting 9 am tomorrow morning. This can be done either late today or first thing in the morning. John Norris says he will have the network connection done before this meeting as well.

Any problems with this please let myself or Bob know today.

Thanks,
Barb

Resol: Visited Client...moved as requested, test ok..... completed by JDB

11606	10/13/98	HARDWARE	10/13/98
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Descr: PC locked up when she was in outlook.

Resol: HAd her try control alt delete but it didn't work. Rebooted PC and all was ok.

11671	10/14/98	HARDWARE	10/14/98
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Descr: Pc will not start up Windows. It starts up and goes through a number of error messages and asks the user to press any key to continue. When she does the system just hangs there.

Resol: Virus datafile were corrupt. Bypassed the DOS scan on startup, then copied over a new version of these files.

11677	10/14/98	HARDWARE	10/19/98
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Descr: Serial mouse defective on hi sEurocom. Please send another.

Resol: Work done on problem to date... sent replacement

11718	10/15/98	HARDWARE	10/15/98
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Descr: embedded keypad is on , on her thinkpad. How do you turn it off.

Glenn Moores is talking to her

Resol:

11738	10/16/98	HARDWARE	10/22/98
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Descr: Jon Seary was working on Geooffs Compaq for the Y2k thing and was at the BIOS. Now his PC takes over two minutes to start up and is continuously locking up.

Resol: Had to put an older version of the BIOS SoftPaq on his PC.

11785	10/19/98	HARDWARE	10/20/98
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Descr: Shirley's PC on the 2nd. has been disconnected a number of times over the past week. Is this being done by IS or someone on the 2nd. floor.?

Resol: Visited Client...winipcfg--- release/renew

11790	10/19/98	HARDWARE	10/19/98
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Descr: PC locking up just after windows starts up.

Resol: Her Angela do a control alt delete and all seemed ok. She restarted the laptop and all worked fine.

Problem #	Opened Date		Closed Date
11807	10/20/98	HARDWARE	10/20/98
Descr: Has a Eurocom laptop. Battery only stays charged for 10-15 minutes. Requesting a new battery Resol: Visited Client...Dropped a new battery off to user, it was fully charged			
11839	10/21/98	HARDWARE	10/21/98
Descr: Memory problem on her laptop. Unknow Device. S/N: 78-AB162 IBM ThinkPad 01/98 Resol: Paragon came in and fixed the many driver problems that were on the laptop.			
11926	10/23/98	HARDWARE	10/23/98
Descr: System hanging Resol: Had her do a control alt delete.			
11902	10/23/98	HARDWARE	10/23/98
Descr: Cannot get a network connection on her Eurocom laptop. She is having a problem getting the network cable plugged in to laptop. Resol: ALSO ASKED TO REMIND YOU ABOUT THE SCREEN REPLACEMENT. Visited Client...took laptop out to have the screen replaced. screen replaced, test ok.			
11915	10/23/98	HARDWARE	11/04/98
Descr: Bottom part of laptop LCD panel turns white. Push in on screen casing and the display come back. Please check. Resol: Work done on problem to date.... user had placed another help desk call, instead of calling me when he is free. JBAGGS 10/23/1998 01:43:11 PM: He has Compaq LTE5000			
11920	10/23/98	HARDWARE	10/23/98
Descr: System locked up. Resol: Had her do control alt delete and go back into css			
11967	10/26/98	HARDWARE	10/29/98
Descr: Carl has moved back to his old area and when he set up his PC it would not start up. PLease contact him. Resol: Visited Client...replaced power supply and test.			
11971	10/26/98	HARDWARE	10/28/98
Descr: Compaq lte5000 very slow. Talked to Peter. Resol: Visited Client...installed 64 mg ram, test ok.			
11974	10/26/98	HARDWARE	10/26/98

Problem #	Opened Date		Closed Date
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Descr: System locked up.

Resol: Did control alt del and still locked up. Did a reset and all ok.

11997	10/27/98	HARDWARE	11/02/98
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Descr: Edie Gaudot is using a vtech and it has been locking up quite regularly. Should she send it in for a check up?

Resol: Work done on problem to date... shipped replacement.

12015	10/28/98	HARDWARE	10/28/98
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Descr: Getting Windows Protection Error on his PC. Cannot get it to boot up. Has Sona.

Resol: There was a conflict between the NIC and the IDE controller driver. Since all drives on his PC are SCSI, I disabled both the primary and secondary IDE controllers.

12033	10/28/98	HARDWARE	10/28/98
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Descr: Has a 486 , 100mhz PC. Hardrive failure.

Resol: called Triware - pc not under warranty. will have to contact local vendor for repair.

12066	10/29/98	HARDWARE	10/29/98
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Descr: Unable to log on to the network from PAB.

Resol: Had him run winipcfg and all was ok.

12091	10/30/98	HARDWARE	10/30/98
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Descr: System locked up.

Resol: Did a control alt delete and all ok.

12137	11/02/98	HARDWARE	11/05/98
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Descr: I need a battery for an old Dell Laptop Model 320N+. We would like to use this machine for downloading data from some meters which we have installed for a CEA Project. Another option is similar laptop with a good battery. The software is DOS based and should run on anything 386 or better.

Thanks,

Neville

Resol: Work done on problem to date... suggest to send a battery to telecom shop, to have recharged.

12220	11/03/98	HARDWARE	11/12/98
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Descr: Install Memory upgrade on the tecjet inkjet printer in drafting.

Resol: Visited Client...User will order mem from Calcom, will open new call for installation.

1186	11/03/98	HARDWARE	11/03/98
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Descr: Unable to log on to the network with his laptop.

Problem #	Opened Date		Closed Date
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Resol: HAD HIM DO A WINPCFG RELEASE ALL AND RENEW ALL. This worked. Apparently he was in Stv. yesterday with his laptop so winpcfg was required to release stv configuration.

12211 11/03/98 HARDWARE 11/03/98

Descr: Getting a qnc error on Don Snow's PC

Resol: Had him uninstall qnc at the notes directory.

12275 11/05/98 HARDWARE 11/05/98

Descr: Gettig an illegal error message when trying to log in to EDGE

Resol: Had her shut the PC down and restart. All ok.

12280 11/05/98 HARDWARE 01/07/99

Descr: Has Vtech PC -when she turned it on this morning loud noise from CPU. (She said there was trouble with fan last week).

Resol: Visited Client...

12331 11/06/98 HARDWARE 11/06/98

Descr: request for monitor - new 17".

Resol: spoke to John N. - he said Wayne should be request to Keith Perry. I called Wayne and suggested he contact Keith.

12341 11/06/98 HARDWARE 11/09/98

Descr: Anne was trying Gerard Curtis's PC this morning and she is getting post start up errors appearing on the screen. Brian Malone made changes to the PC last night. Please check as this is needed for Gerard when he gets in on Monday morning.

Resol: Brian is gone over to have a look.

12348 11/06/98 HARDWARE 11/06/98

Descr: System locked up.

Resol: control alt delete restarted and all ok.

12349 11/06/98 HARDWARE 11/09/98

Descr: Deanne is having the same problem as Ann Ball had with Gerard Curtis's PC. Post start-up errors. S/N78yzn47 just in case it is not from the upgrades done last night.

Resol: Brian is gone over to have a look.

12374 11/09/98 HARDWARE 11/09/98

Descr: System locked up.

Resol: Had him reboot and all was ok.

12387 11/09/98 HARDWARE 11/09/98

Problem #	Opened Date		Closed Date
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Descr: Getting a dhcp error on login.

Resol: Power was gone and her connection had to be reset. All ok.

12403 11/10/98 HARDWARE 11/12/98

Descr: having problem connecting to the network using docking bay for his Compaq laptop. laptop will boot up undocked.

Resol: Visited Client...Only happened once, (maybe notebook was not seated in docking station properly.

12409 11/10/98 HARDWARE 11/16/98

Descr: has a Mega Image monitor - been cutting in and out since yesterday. If she moves cables a little it will come back on. requesting replacement or check?

Resol: Visited Client...monitor has not acked up since the time she placed the call. I have checked up on monitor several times, checked ok.

12429 11/10/98 HARDWARE 11/10/98

Descr: System error when opening a word document

Resol: Rebooted and all ok.

12439 11/12/98 HARDWARE 11/17/98

Descr: It appears that the wrong version of CSS is on her PC. John replaced the pc yesterday. Please check.

Has Vtech pc - when she logged in this morning and brought up outlook and Css the PC locked up. Ctrl-alt-del would not let her exit. She powered off her PC and when she turned it on again she is getting just a black screen. Two solid green lights on front of PC and two amber lights on back one flashing. She checked cables - they seem secure??

Resol: Run the setup from np-ken-tmig\CSS_Setup. There is no need to do the updates for both switch and CSS anymore.

12535 11/16/98 HARDWARE 11/16/98

Descr: Has a 14.4 modem that has died, looking for a replacement.

Resol: Work done on problem to date.... sent user a 14.4 hayes.

12528 11/16/98 HARDWARE 11/17/98

Descr: Gord has a SONA. Lately he has been getting fatal error messages. Apparently they have become more frequent.

Resol: Called... client said it only happens after he scans a document. He said he will call back next time, and go through error messages with help desk.

12606 11/18/98 HARDWARE 11/18/98

Descr: Unable to get a network connection with his laptop .

Resol: Glenn Moores suggested looking at the hardware configurations . It was noted that the connection to the docking station was loose. Reset and all ok.

627 11/18/98 HARDWARE 11/19/98

Descr: need battery for a Compaq 400C laptop. Will need A.S.A.P.

Problem #	Opened Date		Closed Date
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PLEASE CALL AND LET HER KNOW WHEN SHE MIGHT EXPECT THE BATTERY.

Resol: Called...left message for user to call me back, I sent a replacement battery today in the mail(had one from a broken notebook.

12628 11/18/98 HARDWARE 11/25/98

Descr: NEED MEMORY ON HIS DELL PC UPGRADED FROM 16MG TO 32 MG

Resol: Installed additional 16 Mbs RAM. Also, he had very little disk space left (2.5 MBs). Cleared up an additional 100 MBs of space.

12644 11/19/98 HARDWARE 11/19/98

Descr: How do you check the clock speed on a Dell.

Resol: Called...client called Keith Perry. keith answered question.
The desktop Dells are P75.

12709 11/20/98 HARDWARE 11/20/98

Descr: Computer locked up.

Resol: Hard Cynthia do a control alt delete and all ok.

12753 11/23/98 HARDWARE 11/26/98

Descr: Darren requires a 5.25 drive. If one is not available he has a 486 PC next to his desk and you can take it from there.

Resol: Removed the drive from the 486, and installed in his PC.

12805 11/25/98 HARDWARE 11/30/98

Descr: has a vtech pc. this morning pc rebooted on its own. she had outlook opened and at the time she was not doing anything.

Resol: Called Client...the reboot just happened that once. Will call back if it happens again.

12854 11/26/98 HARDWARE 12/10/98

Descr: ticking noise coming from his pc. Possibly his fan

Resol: Visited Client...PLaced service call to SONA. Should be done on Thur. am

12855 11/26/98 HARDWARE 11/26/98

Descr: Cash scanner not working

Resol: She has to call IBM

12870 11/26/98 HARDWARE 11/26/98

Descr: System hanging while in a test fasbe application

Resol: Shawn talked to her and explained that the system was running. Eventually the file executed.

12877 11/26/98 HARDWARE 11/26/98

Problem #	Opened Date		Closed Date
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Descr: Tab button not working on her keyboard.

Resol: Restarted and the button worked fine.

12935 11/30/98 HARDWARE 11/30/98

Descr: Wanda doyle's pc is locked up.

Resol: Had him do a restart and all was ok.

12967 12/01/98 HARDWARE 12/01/98

Descr: Pc in safe mode.

Resol: Apparently someone had unplugged the pc while it was on. We removed the video driver and reinstaleld it. All ok.

12979 12/01/98 HARDWARE 12/02/98

Descr: Getting I/O error on startup. May need harddrive replaced.

Resol: Default printer was using the wrong driver, had to change it to a HP LJ 5SI. Outlook was not setup to prompt for the work offline option. Installed new harddrive, windows 95 and applications.

13008 12/02/98 HARDWARE 12/02/98

Descr: Melinda Power & Wanda Doyle have both locked up this morning.

Works ok after they reset. But they lose thier phone until they reboot.

Resol: Sent e-mail to clients telling them that we are working on this problem.

13006 12/02/98 HARDWARE 12/02/98

Descr: has a texas instrument laptop cannot get past win98 banner screen - start up disk not working.

Resol: has to call vendor where he bought pc. not our hardware

13002 12/02/98 HARDWARE 12/02/98

Descr: Cannot read from floppy drive. Tried several disks. Getting black streaks.

Resol: Replaced 3.5 floppy. Also, noticed that he was using the wrong display driver. Was using S3, replaced driver with Diamnd Stealth 2000.

13057 12/03/98 HARDWARE 12/23/98

Descr: I have been having difficulty opening my CD drive. It is a push button thing, and the drawer doesn't always open when I push and release the button. I had someone from I.S. put a shortcut on my desktop on which I right-click to eject a CD. This opens the drawer with no problem - but only when there is already a CD in the drawer. When there is no CD, it sometimes takes three or four minutes of pushing the button before the thing opens. It's driving me nuts (I just had to look up something on a CD in a hurry and it took five minutes to get it in the machine). HELP!!!!

Resol: Went to replace PC, but noticed that the CD ROM drive would open fine both hardware and software ways. He said that he would not be sending in the laptop and to close the call.

13070 12/04/98 HARDWARE 12/07/98

Descr: Todd has a dell 75mhz pc. Getting fatal exception erros quite regularly. Bombed 5 times today already.

Problem #	Opened Date		Closed Date
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Resol: Ran CleanSweep to clean up registry,etc... Only has 16MBs RAM will upgrade to 32 MBs.

13208	12/09/98	HARDWARE	12/09/98
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Descr: Frank when Ray Adams turned on his computer this morning he said something went "Crack".

He is right. The computer will not work. I believe the power supply is fried. There is a burnt smell coming from it.

I am sending this in today. Please have this repaired and returned ASAP. If this cannot be repaired quickly, do you have a loaner we can borrow?

Thanks
Brian M

Resol: Work done on problem to date....replaced power supply and test.

13222	12/09/98	HARDWARE	12/09/98
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Descr: Has a 486. Getting configuration error message on startup. PC will not boot.

Resol: Ez Drive was not being used on the drive. A 486 needs this utility in order to access the 1.0 GB drive that was installed in it. Sent out another 486.

13243	12/10/98	HARDWARE	12/10/98
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Descr: Mel cannot print reports from his pc used for the telephone system. These reports are required daily. He has talked to the company that owns the software and they tell him that it is possible his network card is not working.

Resol: He tried logging out, but he was getting an error message when trying to log back in. His network connection must have dropped and that is why he could not print the report. Had him restart Pc a few times and it seems he is getting a network connection ok now.

13251	12/10/98	HARDWARE	12/10/98
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Descr: Was working on another problem, and Pc rebooted. On restart to me to run through check using Scandisk. Found 8 bad disk sectors.

Resol: Replaced harddrive. Copied all files from old disk over to new one.

13323	12/14/98	HARDWARE	01/07/99
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Descr: requires a new battery for his laptop. The computer don't last anytime now without a battery and this is critical sometimes when I'm out downloading information from the datalogger. I have a Compaq, Contura 400C.

Resol: Work done on problem to date.... sent proper battery on today.

13357	12/15/98	HARDWARE	12/15/98
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Descr: System locked up.

Resol: Had him reboot

13358	12/15/98	HARDWARE	12/15/98
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Descr: PC locked up

Resol: Had him reboot

Problem #	Opened Date		Closed Date
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13414 12/16/98 HARDWARE 12/16/98

Descr: Bring defective equipment to Triware.

Resol: Visited Client...As requested

13437 12/17/98 HARDWARE 12/17/98

Descr: Error message on screen when logging out.

Resol: Had him log out and log back in All ok.

13443 12/18/98 HARDWARE 12/18/98

Descr: has a fax machine/printer connect to his pc from Ikon Office Solutions not getting his faxes.

Resol: spoke with Rich Howley - support provided by suppliers
user to call Ikon Magic Solutions at 579-0044 - contract Rich if more information is required.

13446 12/18/98 HARDWARE 12/30/98

Descr: Sean has 4 sound files that came from the control centre message system and cannot play them. Please call to help him set up his pc to play these messages.

Resol: His laptop will play sound files. He said not to worry about it, since it was only a one time thing. Told him to let me know if he will require anything else done on this call.

13510 12/22/98 HARDWARE 12/22/98

Descr: Pc locked up

Resol: Had him reboot and all ok.

13512 12/22/98 HARDWARE 12/23/98

Descr: Trying to install software from a cd and gets a message that it cannot install because it cannot play a mci device

Resol: He had a failed sound card driver installed. Removed this driver and Windows redetected the sound card. Had to download the proper driver from www.opti.com

13534 12/23/98 HARDWARE 12/23/98

Descr: PC locked up

Resol: Had him reboot and all was ok.

13564 12/24/98 HARDWARE 01/07/99

Descr: Mike Richards, a student, in HR has a vtech and it is shutting down during the day, and causing problems on reboot.

Resol: Visited Client...Hd crashing. user logged call, hd had crashed

1795 01/06/99 HARDWARE 01/06/99

Descr: System locked up.

Problem #	Opened Date		Closed Date
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Resol: Had him reboot and all was ok.

13848	01/07/99	HARDWARE	01/20/99
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Descr: Got a message vserver.vdx is missing when starting his pc. It is a Dell

Resol: Removed TCP/IP and Client for Microsoft from network components and reinstalled.

13857	01/07/99	HARDWARE	01/07/99
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Descr: System locked up.

Resol: Had him do a control alt delete and end task

13879	01/08/99	HARDWARE	06/09/99
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Descr: Spacebar on his Eurocom Laptop not working properly.

Resol: Research and Get Back To Client..... User recieved new notebook, old one will be refurbished.

13920	01/11/99	HARDWARE	01/19/99
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Descr: The CD Drive on my computer is not working. It appears that the computer does not know it is there, door will not open and cd not listed under My Computer.

Monty
2819

Resol: Visited Client...user had removed drive, and reinstalled, notebook detected drive, and installed drivers. test ok.

13951	01/11/99	HARDWARE	01/14/99
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Descr: Problem with Clif rose's PC. Will not boot properly. He is sending it in.

Resol: PC Has SCSI harddrive. Disabled both IDE in BIOS.

13956	01/11/99	HARDWARE	01/11/99
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Descr: PC locked u.

Resol: Had her reboot. All was ok.

14045	01/13/99	HARDWARE	01/19/99
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Descr: Jeff Clarke (working in Credit with Diane & Betty), has 486 Empac. Finding it extremely slow (slower than normal) and the clock speed has slowed down - 2 hrs slower today.

Resol: Took drive out of old PC. Put in a Dell 75.

14101	01/14/99	HARDWARE	01/19/99
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Descr: problem getting their scanner to work. has a technician with him who thinks it may be the scanner cable

Resol: Call already logged.

Problem #	Opened Date		Closed Date
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14126	01/15/99	HARDWARE	02/25/99
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Descr: As you know, I spend a considerable amount of training time in the PC training room, using the PCs to demonstrate and instruct new/changes to software applications.

The integrity of the machines has declined now to a point where something must be done in order to be able to offer high quality instruction. I won't go into all of the problems that we experience; Frank Antle, Bob Burke, John Baggs, John Pope have all seen first hand the problems that face us when we try to use these machines.

With this in mind, I'm requesting that the PCs be wiped clean and the fresh installations be performed. I have discussed this with some I.S. resources who indicate that this is the only way that integrity can be restored to the machines. As it stands now, the quality of the machines is unacceptable, creating unnecessary delays and stoppages in training, to the point where any machine at any time can suddenly and without obvious reason, cease to function.

I'm told that this would take about 3 days to complete. I notice that the room is in use until February 9; may be sometime after that it could be booked by I.S. to do the necessary work.

Please get back to me on this.

Terry - I haven't spoken to you about this; if you have any objections or thoughts, please let me know.

Thanks!
Sheri

Resol: Work done on problem to date... created a new pc image, installed on all pc's classroom. test ok.

14110	01/15/99	HARDWARE	01/15/99
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Descr: UNable to minimize screen

Resol: She found the instructions herself. Edge is a dos program.
Alt enter will also minimize the screen.

14130	01/15/99	HARDWARE	01/18/99
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Descr: 2 pc's crashed in the training room this morning please fix by Monday morning.

Resol: Work done on problem to date.....Unable to complete request, Cannot garrantee the pc's would be ready on mon. All pc's will re taken care of in the first week of Feb.

14132	01/15/99	HARDWARE	01/20/99
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Descr: PC crashing frequently. Especially when using Power Point

Resol: He is slotted for a new PC in 99. No need to upgrade. Moved all personal files to home folder. Cleared internet temp files, and cleared the c:\windows\temp folder.

14196	01/19/99	HARDWARE	01/19/99
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Descr: PC hanging on startup

Resol: Used step by step startup option on windows 95 (F8 key) to find what was causing delay. It was the McAfee command line scanner. Remarkd these lines out of the Autoexec.bat file.

14300	01/21/99	HARDWARE	01/26/99
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Descr: A drive not working on her pc

Resol: Visited Client...drive checked ok, gave system a once over, seemed ok.

Problem #	Opened Date		Closed Date
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14383 01/25/99 HARDWARE 01/29/99

Descr: has a sona pc. he is getting a Windows Protection error. has restarted several times.

Resol: Called...Problems connecting to the network. had to reinstall drivers again.Talked user through this process, worked ok.

14406 01/25/99 HARDWARE 01/26/99

Descr: Gary cannot connect to the network. It appears that the cable to the wall jack is defective.

Resol: Visited Client...switch data cables, data jacks were disconnected, when they were reconnected, there were connected backwards, data in telephone jack, phone in data jack.

14549 01/27/99 HARDWARE 02/25/99

Descr: Their EMPac is making quite a bit of noise Probably the fan.

Resol: Work done on problem to date.. installed new cpu fan and test.

14668 01/29/99 HARDWARE 02/03/99

Descr: while Deploying Apps on Glenda Thistle's IBM PC found it to be extremely slow - please check for possible software (Windows) problems.

Resol: John spoke to Glenda. She has not encountered any slowness since Monday.

14697 02/01/99 HARDWARE 02/01/99

Descr: General Protection fault on SONA 200

Resol: Called...had user disable onboard PCI /IDE controller in CMOS.
test ok.

14719 02/01/99 HARDWARE 02/01/99

Descr: This program has performed an illegal operation and will be shut down.

Resol: Restarted PC and all ok.

14820 02/02/99 HARDWARE 02/02/99

Descr: Needs a serial mouse.

Resol: Work done on problem to date..... sent a serial mouse.

14822 02/02/99 HARDWARE 06/09/99

Descr: Eurocom laptop - lines and colors going down sides of monitor - need replaced

Resol: Research and Get Back To Client...user recieved new notebook, old one will be refurbished.

14927 02/03/99 HARDWARE 02/03/99

Descr: System locked up

Resol: control alt del and close task

Problem #	Opened Date		Closed Date
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14982 02/04/99 HARDWARE 02/11/99

Descr: PC running extremely slow.

Resol: Visited Client...PC checked ok, just as fast as the other pc's in the area.

15033 02/05/99 HARDWARE 02/08/99

Descr: when he rebooted today and started to login getting a message that resources are dangerously low and a mcafee virusscan message appears.

Resol: There were many different PATH lines in the Autoexec.bat file. Combined them into a single line and restarted the PC.

15000 02/05/99 HARDWARE 03/05/99

Descr: PC REBOOTING ON ITS OWN.

Resol: Replaced with another VTech.

15001 02/05/99 HARDWARE 02/12/99

Descr: Trying to login and getting a message that resources are dangerously low and a mcafee virusscan message appears.

Peter is gone to see her. He was at her pc last night

Resol: There is a path entry in the autoexec.bat that points to McAfee, ensure that it is getting added correctly.

15009 02/05/99 HARDWARE 02/16/99

Descr: UPS not working properly

Resol: Work done on problem to date.... replace UPS battery and test, Passed along to ron for shipping.

15069 02/08/99 HARDWARE 02/25/99

Descr: John,

Can you check Tom's PC. He will need a memory upgrade possible to 64 MB. Check the hard drive space availability as well.

Help Desk:

Please log this Call for John.

Peter

Resol: Work done on problem to date..... replace PC and test

15049 02/08/99 HARDWARE 02/08/99

Descr: Jon was working on his pc during the weekend Now the settings are mixed up and he cannot change it.

Resol: Jon went up and fixed it.

15097 02/08/99 HARDWARE 02/12/99

Descr: So far today Outlook has locked up three times. Also when you access the computer after screen saver has activated the

Problem #	Opened Date		Closed Date
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computer is extremely slow activating the open program.
 Would you please have checked.
 thanks
 Lorne

Resol: Found alot of lost clusters on harddrive. Getting two errors messages. regarding emalscan.dll and dskapi32.dll.

15145	02/09/99	HARDWARE	02/19/99
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Descr: PC hesitating Please check

Resol: Visited Client...checked ok.

15172	02/10/99	HARDWARE	02/10/99
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Descr: using LCD viewer in meeting in Stephenville - split screen

Resol: suggested shutting down and reconnecting cables and make sure pc connected to viewer before starting.

15190	02/10/99	HARDWARE	02/10/99
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Descr: Bernie is at the Stephenville office and needs help with the LCD viewer. Apparently he says the screen appearance is split. He is there until 5:00 PM

Resol: The display resolution on the laptop has to be set to 800x600 max.

15192	02/10/99	HARDWARE	02/12/99
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Descr: getting errors on his Compaq LTE500 laptop. error is as follows: himem.sys is missing in windows folders. also, himem.sys has detected unreliable memory in xms memory.

Resol: Work done on problem to date.... backup notebook, unit ok.

15199	02/11/99	HARDWARE	02/12/99
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Descr: System locking up when trying to open lotus notes. Getting message this program has performed an illegal operation and will be shut down.

Resol: 365 Mb drive, with about 40 MBs free. Deleted all windows and Internet temp files. Ran scandisk. He now has 100 MBs free.

15206	02/11/99	HARDWARE	03/22/99
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Descr: Computer starting up in safe mode. Please check

Resol: Visited Client...PC boots ok, will be replaced soon,

15207	02/11/99	HARDWARE	02/12/99
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Descr: PC in the mainboardroom is really slow. Please check.

Resol: Visited Client...Replace/loan the boardroom a IBM 300 pl until Wed setup/config..

15213	02/11/99	HARDWARE	03/01/99
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Descr: The PC in his office which is a Vtech and has Daewoo monitor has been locking up and has been shutting off on its own alot past few days. Sometimes the monitor cuts out and pc is still on and other times both monitor and pc shutoff. Need check

Problem #	Opened Date		Closed Date
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asap
Resol: Visited Client...Replaced PC, still happening, told user to remove surge protector, JDB has CALL

15215 02/11/99 HARDWARE 03/03/99

Descr: Having problems with her Vtech PC again
Resol: Visited Client...unit will be replaced in the 1999 pc roll out.

15292 02/15/99 HARDWARE 02/19/99

Descr: ibm laptop f- s/n 78-ab162 network card not working.
Resol: gave temporary replacement card. Ron's card sent to manufacturer for either repair or fix.

15398 02/17/99 HARDWARE 02/17/99

Descr: PC locked up
Resol: Had him reboot

15415 02/17/99 HARDWARE 03/08/99

Descr: PC locked up and making a high squeeling noise
Resol: Visited Client...only happened once. PC is ok since this happened.

15430 02/18/99 HARDWARE 02/18/99

Descr: Getting an application error when she shuts down.
Resol: Was getting a Quincy error when shutting down Outlook. Removed Quincy by running the following:
c:\notes\qnc.exe -u

15465 02/18/99 HARDWARE 02/19/99

Descr: System resources low system locking up continually
Resol: Out of disk space. Moved personal folder to home area. Deleted all system and Internet temp files. Uninstalled PCLS and SLMS that he doesn't use.

15541 02/22/99 HARDWARE 03/08/99

Descr: Karl Smith told him that he could only get the 640 by 480 setting on his pc The area is greyed out so that he cannot change it to 800 by 600. This is his home PC.
The only thing I found was that the driver had to be updated.
Is there anything else. Please inform AL what Karl has to do
Resol: Visited Client...
Spoke to Karl and provided him with a number of items to check on his PC. Karl checked these things, found the problem and changed the driver being used for video. This allowed him to correct the resolution settings to a usable level.

522 02/22/99 HARDWARE 02/26/99

Descr: Since Jon has been there he is getting a message that this machine has performed an illegal operation and will be shut down. Also when he goes into the Internet he cannot open the default page npkenproxy1

Problem #	Opened Date		Closed Date
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Resol: Brian called - Illegal operation problem fixed. STILL Cannot access the home page on the internet.

15561	02/22/99	HARDWARE	02/22/99
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Descr: Question on deleting files

Resol: explained not to delete the exe and dll files if she wants to use the program

15581	02/23/99	HARDWARE	03/03/99
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Descr: Main PC in Computer Room locking up - mostly when accessing windows explorer.

Resol: Replaced with another IBM - NT Workstation installed.

15778	03/01/99	HARDWARE	03/29/99
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Descr: twice in the past week he has lost the network connection on his laptop and would like it checked out; machine always locks up after this; he always has to shutdown the machine and start again

Resol: Visited client...he said she NIC was replaced never had the problem.

15781	03/01/99	HARDWARE	03/01/99
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Descr: finding access to various systems slow.

Resol: Checked with him later and all ok.

15775	03/01/99	HARDWARE	03/02/99
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Descr: Has a Sona PC getting This program has performed an illegal operation quite frequently

Resol: Called...talked Brian through cmos setup, disabled onboard ide controller, seems to have worked

15784	03/01/99	HARDWARE	03/03/99
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Descr: Due to problems we encountered recently when we changed physical locations of a couple of PC's, it appears the PC network wiring in the Carbonear Office may not be up to standard.

We had an IBM PL300 working in a users location and when we replaced it with an older type VTECK P120 the P120 would not log on to the network but the IBM would. The cabling running to this PC is the old Gray telephone type wire that was installed in this building years ago.

Much of the PC wiring in this building is this gray telephone type wiring and many of our PC's and Printers are now running on this wiring. Even though many of our PC's are using this wiring without any apparent problems we were wondering if this should be checked out and possibly upgraded. This is particularly important now, because we will be getting several new additional PC's in the 1999 rollout and if the wiring needs to be upgraded, now is probably a good time to do it.

Also we will need 2 or 3 new network connections ran to locations in the office to accommodate the additional PC's we are receiving. I am also not sure if we have sufficient available ports on our DEC repeaters to accommodate these new units.

We would appreciate it if someone could undertake a review of the existing PC network wiring system in the Carbonear office and advise what steps are needed to bring the system up to par.

Please advise
Thanks
Brian M

Resol: Tony Hancock is going to size up the amount of work to be done. Tony will contact Brian and myself.

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15883 03/03/99 HARDWARE 04/05/99

Descr: Unable to get zip drive to work and needs to get a file to PUB

Resol: Spoke to Katherine. Found she was having the problem as I was there, but also in the middle of a typical 10 minute print job. Explained that this would cause the unit to report an error is she tried printing and saving at the same time. She agreed and upon reflection figured that was the source of her problems all along. She will save then print from now on.

15890 03/03/99 HARDWARE 03/08/99

Descr: Finding system slow and having trouble last few days trying to send to printer

Resol: Visited Client...only slow since McAfee updated.

15891 03/03/99 HARDWARE 03/11/99

Descr: PC not shutting down properly

Resol: Work done on problem to date..... jdb upgraded outlook to 8.03, seems to have cleared up problem.

15868 03/03/99 HARDWARE 03/03/99

Descr: blue screen of death on the pc in telecommunications shop. Have to get security to let you in. Bob and his gang have left to go out of town

Resol: Work done on problem to date.... call already placed in support magic

16019 03/08/99 HARDWARE 03/08/99

Descr: Having space and memory problems with his laptop. Would like to have his outlook archive file on his home area rather than his c drive so that he can clear up some space. Is wondering when the new laptops will be in?

Resol: We created a PST file on his home folder we he can store his messages off the Exchange server. He is going to disable Autoarchiving on all folders and then copy this archive.pst file to his home folder.

16072 03/08/99 HARDWARE 03/08/99

Descr: Battery not holding charge.

Resol: Visited Client...replaced battery. user will test.

16134 03/09/99 HARDWARE 03/09/99

Descr: Pc has a message that mcafee files are missing

Resol: Rebooted and all ok.

16118 03/09/99 HARDWARE 03/09/99

Descr: Improperly shut down PC now getting scan message

Resol: Had her follow the options and all ok.

16078 03/09/99 HARDWARE 03/09/99

Problem #	Opened Date		Closed Date
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Descr: Unable to open outlook.

Resol: Had him reboot He is using a laptop and was not getting a network connection. He is going to check all connections. All ok

16201 03/11/99 HARDWARE 03/17/99

Descr: Tony Hancock's PC is starting in Safe mode. Him and Gerry Walsh has tried to get it working but no go. Please check

Resol: Visited Client...reimaged PC and test,

16202 03/11/99 HARDWARE 03/11/99

Descr: Error on boot up - CMOS Battery Failed. Press F1 to continue.
he pressed F1 and was able to login.

Resol: Visited Client...replaced cmos battery disabled cmos power save mode.test ok.

16338 03/15/99 HARDWARE 03/16/99

Descr: Cannot get a network connection on the pc up where the scanner is on the 3rd floor

Resol: Visited Client...installed network cable and tes ok.

16398 03/16/99 HARDWARE 04/01/99

Descr: PC locks up when she tries to use capture eze

Resol: This problem just happened that once. On most lock-up problems in the Call Center, CARs are suspending too far without resuming back.

16531 03/18/99 HARDWARE 03/30/99

Descr: Computer extremely slow. Seems to be churning away all the time

Resol: Called...it seems that ScreenScan is causing the problem. Will call client to turn off some options.

16498 03/18/99 HARDWARE 03/26/99

Descr: We are having Hard Disk Problems with one of the PCs here at the meter Shop. It is a VTech P120, Serial # 167816. It started out as reporting that it was not properly shut down and suggested to run Scan Disk. After many attempts to get Scan Disk to complete, Windows loaded and reported Registry Problems, but was unable to successfully restore from backup. It seems as if something (drive controller or drive) overheats, machine would not complete scandisk until shut down for about half an hour. Then we had it left with the registry error message on screen for 10 - 15 mins and it reported unable to write to drive c:.

Could you please have someone take a look at it?
Thanks,

Neville

Resol: Replaced and re-imaged the drive. It now has a 2.3 GB drive. Installed CSS and Reflection and configured Outlook profiles.

16537 03/18/99 HARDWARE 03/22/99

Descr: Lost network connection again.

Resol: user had this call already logged, checked with user, it had not happened for days, so I closed call. then it happened again, JW reopened call.

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16555 03/19/99 HARDWARE 03/25/99

Descr: Barb called the pc she is using in Human Resources is extremely slow. She says it takes 5 minutes or more to open applications, emails etc. It is an old PC in the meantime.

Resol: The turbo switch was off. Other than it is a 486 she is pleased with increased performance. Her words were WOW!

16560 03/19/99 HARDWARE 03/19/99

Descr: PC locking up. He only has 50 M free.

Resol: Advised him to clean up at least 200 to 300 M of data from the hard drive.

16577 03/19/99 HARDWARE 03/19/99

Descr: Received a message that this machine has performed an illegal operation and will be shut down.

Resol: Had her restart her PC.

16598 03/22/99 HARDWARE 03/22/99

Descr: Louise's PC will not start. She says everything is plugged in but the PC doesn't start.

Resol: Visited Client...replaced power supply, and test.

16645 03/22/99 HARDWARE 03/24/99

Descr: PC freezing when using Capture eze. Tried rebooting and happens again.

Resol: Has not been a problem since the original call. I will leave open for a few days to see. I went and try to duplicate the lock-up problem, but couldn't. Asked her to call me if it happens again.

16649 03/22/99 HARDWARE 03/23/99

Descr: Getting out of memory errors Rebooted several times. Has approx 150 M of space left on his PC

Resol: He is running very low on space. Sent e-mail asking to copy files to network or to CD.

16660 03/22/99 HARDWARE 03/24/99

Descr: Please generate a call for Jeff Churchill in accounting to have John Norris upgrade his memory to 128Mb from 64 Mb

Resol: Visited Client...installed mem, updated firmware and test

16756 03/24/99 HARDWARE 03/30/99

Descr: Gerry is using the PC in the Boardroom to run Internet. He needs to use it for the Board of Directors meeting He says that it is really slow. Can this be checked to see if it is a hardware thing or if this is the best that this PC can do

Resol: Checked the disk for errors and cleared them up. Deleted all temp internet and system files. Suggested that loading the Internet before hand would help. This will store a local copy of the pages.

16762 03/24/99 HARDWARE 04/07/99

Descr: Cannot see images on screen. Tried to reset screen and is being prompted to insert a cd. This is the duffy place maintenance pc

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Resol: Changed monitor type and rebooted. On reboot, found lost clusters and now getting harddrive errors. Will need to replace.

16747	03/24/99	HARDWARE	03/29/99
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Descr: There is a co-op student next to Paul His name is Jason Whalen and the Empac PC he is using, the CD rom drive will not open
There is a cd in the drive.

Resol: The CD drive wasd not getting power. The power supply for the CD ROM was also the one for the CPU Fan. Disconnected the 5 1/4 drivew and used this power supply for the CD drive.

16843	03/25/99	HARDWARE	03/26/99
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Descr: Getting error messages on start up but does not appear to affect the pc. John Baggs was up to see him

Resol: He was getting a message about Aracada Backup Agent. This was added in network properties and could be removed.

16895	03/26/99	HARDWARE	03/31/99
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Descr: Has a Eurocom Laptop. Needs a replacement Dongle (whatever).

Resol: Sent him up a replacement jon Seary is going to test network connection before he leaves.

16974	03/29/99	HARDWARE	03/29/99
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Descr: PC locked up.

Resol: HAd him do a control alt del and end task All ok

16942	03/29/99	HARDWARE	03/30/99
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Descr: has an Empac PC. having problem starting Pc and shutting it down. This morning it took Ralph Mugford 10 minutes to get it started - receiving insufficient memory errors. when he tries to log out in the afternoon screen goes blank etc.

Resol: Pc was making alot of moise. Removed cover and found something up against CPU fan. Tried shutting down and restarting several times after PC cooled and had no problems.

16950	03/29/99	HARDWARE	03/29/99
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Descr: Getting message that this machine has performed an illegal operation and will be shut down. Rebooted several times and same error Jon Seary was there this morning and installed Switch. There were no problems at that time

Resol: Removed and reinstalled Outlook. Restarted PC and it worked fine.

17015	03/30/99	HARDWARE	03/30/99
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Descr: Said his mouse wouldn't work.

Resol: Tried another same thing. Did a control alt delete and all ok.

17092	03/31/99	HARDWARE	03/31/99
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Descr: PC locked up when in excel

Resol: had him do a control alt del and end task

17133	04/01/99	HARDWARE	04/01/99
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Descr: Connection APPCSSPRD has not been defined yet.
Resol: Had her go to netinfo to see if appcssprd was there. She added it.

17134 04/01/99 HARDWARE 04/05/99

Descr: Apparently there was a contractor in the mech. maint shop this morning runnig wires. Now they cannot get a network connection
Resol: Found a power blip had tripped the surge on the hub at the other end of the building. Corrected, OK.

17190 04/05/99 HARDWARE 04/08/99

Descr: Was talking to Keith Perry about problems with text overwriting. Keith suggested that some one comeup and reinstall win
Resol: Visited Bob, eventually managed to complete a defrag. Rebooted machine, seems to be OK now, but also let him know that this problem had occured in other Eurocoms in the past. He is OK with this.

17321 04/09/99 HARDWARE 04/12/99

Descr: When trying to start pc it tries to do a scan disk and it sounds like the hard drive sticks. The scan just hangs there. Cancelling out doesn't do anything.
SN 78ZZLH4
Resol: replaced harddrive - with one from John Norris - new drive will be given to John to replace.

17360 04/12/99 HARDWARE 04/13/99

Descr: left voice mail message yesterday. he was getting a clicking noise on his pc and got a burning odor also. would like his pc checked.
Resol: Replaced power supply; tested, OK.

17414 04/12/99 HARDWARE 04/22/99

Descr: Eugene is at Port Union 469-2583 and is trying to use his laptop but is not getting a network connection when he logs on. The port is good because there was a pc there that works ok.
Resol: Had Eugene drop off his notebook; installed and configured a PCMCIA NIC in it; tested; OK; tested modem, OK.

17426 04/13/99 HARDWARE 04/13/99

Descr: PC blacks out and reboots No error message comes up. He tried several times It takes him into the desktop before it blacks out
Resol: Ran scandisk and defrag, fixed errors and defraged 4%. Checked with Eugene, determined there may be a power problem in the room; relocated a UPS from the next office to his machine. Seems to have fixed the problem.

17441 04/13/99 HARDWARE 04/13/99

Descr: System locked up.
Resol: Had her reboot.

17476 04/13/99 HARDWARE 04/13/99

Descr: PC locked up when trying to open an excel spreadsheet.
Resol: Had him do a control alt delete and end task.

Problem #	Opened Date		Closed Date
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17549 04/14/99 HARDWARE 04/23/99

Descr: Jon Seary replaced the fan last week but the pc is still crashing

Resol: Checked with Keith P. and client - the machine will be replaced May 11, and has not been giving problems very much since anyway. As the solution seems to be a new mainboard, they are OK to wait until a new one is there.

17568 04/15/99 HARDWARE 04/20/99

Descr: Has a new monitor and no cable.

Resol: Client Called Again Xwave is going to take care of this. Replaced

17624 04/16/99 HARDWARE 04/16/99

Descr: Sean Lacour is in the 3rd floor boardroom and needs a connector and cable for his eurocom so that he can do some work that is required this morning

Resol: One of the techs at Duffy brought over the dongle. I brought him up a patch cable and ensured he could connect to the network.

17684 04/19/99 HARDWARE 04/19/99

Descr: Unable to connect to draco

Resol: The connection was out of the wall jack

17908 04/26/99 HARDWARE 04/27/99

Descr: Contura 400 laptop comes up with Windows Protection Error.

Then it comes up in safe mode and tells him to fix his problem but he cannot find any problems.

Resol: They installed a mouse driver that was conflicting with motherboard resources. Had to remove this mouse driver.

17924 04/26/99 HARDWARE 04/26/99

Descr: CSS hanging

Resol: Did a control alt delete and done an end task on axiant.

17967 04/27/99 HARDWARE 05/06/99

Descr: He has a modem which works elsewhere that he cannot get to work on his pc. He feels it may be that the COMM ports are disabled or the card is bad. Please check

Resol: Port was disabled. Will also need a few modem cables, but he is borrowing one for now.

17997 04/27/99 HARDWARE 05/06/99

Descr: Has a eurocom and it is locking up quite often lately please check

Resol: Checked back with Karen, no problems so far.

18000 04/27/99 HARDWARE 01/01/00

Problem #	Opened Date		Closed Date
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Descr: Ron O'neils pc has a boot disk error Empac PC
Resol: Re-maged a new PC for him. Replaced PC with a VTech P120 and a 15 " monitor.

18050 04/28/99 HARDWARE 04/28/99

Descr: Just got his new NT workstation and his Royal Bank Card Reader doesn't work
Resol: The Com port setting was wrong. His card reader is physically hooked up to COM2, his software setting was for COM3. Go into the RB Platform program group and start the RB Card Editor. Ensure the COM port is set right.

18098 04/29/99 HARDWARE 05/06/99

Descr: 2nd PCMI slot in his laptop is not working. He said John Baggs was helping him before
Resol: Replaced drivers with downloaded ones; enabled power at all times to the PCMCIA slots, cleaned up autoexec.bat and config.sys; tested, OK.

18157 04/30/99 HARDWARE 04/30/99

Descr: Could not create a message in outlook
Resol: Her pc was locked up. Rebooted and all ok.

18233 05/03/99 HARDWARE 05/03/99

Descr: Still having problems with slowness of system, especially when in Word.
Resol: Discussed with client. Duplicate call on problem.

18241 05/03/99 HARDWARE 05/03/99

Descr: Getting a keyboard error
Resol: Cable was loose. Reset cable and all ok.

18323 05/04/99 HARDWARE 05/06/99

Descr: pc just inside call centre - needs network cable.contact Glenn
Resol: Found a dialup adapter had been configured (?), removed it, checked configuration, tested, OK. Re-installed IE 4.0; it had also been removed.

18372 05/05/99 HARDWARE 05/06/99

Descr: Xwave passed along the following informatin when installing Christine Rumsey's new PC.
Network jack should be replaced because it is very flaky
Resol: Emailed....Todd Hynes to get this connection checked. Left a message for Chris Rumsey to let me know if they don't replace it in 2 days.

18391 05/05/99 HARDWARE 06/02/99

Descr: Trying to install a datafab driver for a digital camera. It appeared to install and he rebooted with the floppy still in the drive. He shut down and restarted and now he starts up in safe mode and his monitor resolution is on 16bit and cannot pick out anything on the screen.

Problem #	Opened Date		Closed Date
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Resol: There is an updated driver for the datafab device that was downloaded from their site. Removed the old driver and installed this newer version of the driver. Rebooted the PC and all display issues were resolved, and he could access the memory card.

18411 05/05/99 HARDWARE 05/25/99

Descr: need Ethernet/FDDI/console cygnus cable for topsail road by end of week.

Resol: Visited Client...call canceled, equipment brought back to Kenmount.

18417 05/06/99 HARDWARE 05/06/99

Descr: IBM internal Mouse not working. External mouse will work fine.

Resol: There is a program group called Thinkpad. There is a Thinkpad Configuration program that you can use to enable and disable the internet IBM devices. I checked the mouse settings and the Trackball was set to Auto Disable. Changed this setting to Enabled.

18441 05/06/99 HARDWARE 05/12/99

Descr: Cannot synchronize his NINO with his PCgetting an active synchronization error.

Resol: Visited Client...we got the problem to stop by stopping the calendar sync and then renabling it. Tried it a few time and it would work ok each time. He said to hold off and see if the problem happens again and then we can contact the vendor. He is considering replacing it anyway.

861 05/17/99 HARDWARE 05/17/99

Descr: Getting error 691 when trying to install his modem

Resol: Xwave reinstalled it ofr him

18879 05/18/99 HARDWARE 05/18/99

Descr: PC crashing fatal exception error rebooted 3 times getting general protection error. Has a vtech120

Resol: Installed new 4.2 Gb HDD and 64Mb RAM; imaged HDD, copied over data, setup printers and mailbox. He has gone for the day, but will call if he needs any software installed.

18913 05/18/99 HARDWARE 05/19/99

Descr: has a new laptop with NT Workstation - having difficulty installing the GPIB interface card. He has downloaded the NT drivers and he is part of the NT Admin group

Resol: Visted client.....this card will not work with the 4.1 version of CardWorks for Windows NT. Had to install the PCMCIA.SYS Windows Nt 4.0 generic driver. Manually installed the drivers for the GBIP and NIC PCMCIA cards.

18980 05/19/99 HARDWARE 05/19/99

Descr: No sound on his new pc. Glen Moores is aware

Resol: His cdwriter was plugged into the wrong jack

18998 05/19/99 HARDWARE 05/21/99

Descr: Trying to get a LCD viewer to work properly. Brian Malone talking to him.

Resol:

Problem #	Opened Date		Closed Date
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19014 05/19/99 HARDWARE 05/27/99

Descr: his home computer Sona 200 P, had a virus and he ended up having to reformat and install all software; all he needs now is the soundblaster driver to re-install it; he called Sona and they said that was something special to NFPower and he would have to get it from us - can we help him?

Resol: e-mailed Ken a driver from the AOpen web site
<http://www.aopenamerica.com/tech/download/sound/fx3d.htm>
for his FX3D sound card

19118 05/25/99 HARDWARE 05/31/99

Descr: Ron O'Neils pc won't boot up please check

Resol: Replaced the harddrive in his PC. Re-imaged PC.

19119 05/25/99 HARDWARE 05/26/99

Descr: Need to clean up the PC that is located on Rob Mitchell's desk that is used for logging into the Internet externally. P90 needs to reformat and reload win95

Resol: Replaced PC with a re-imaged VTech PC.

19120 05/25/99 HARDWARE 05/26/99

Descr: Has a eurocom and the screen is flickering.

Resol: Checked with Phonse, John Baggs looked at it and it seems to be OK now; but he can either replace the screen or use an external monitor. He will advise if and when he wants to do either.

19170 05/26/99 HARDWARE 06/03/99

Descr: No power to her PC

Resol: Visited Client...EVERYTHING CHECKED OK.

19180 05/26/99 HARDWARE 06/09/99

Descr: esterday and today when he started his computer it goes into setup. He shuts down his pc and restarts and can log on ok. Glenn thinks it may be the cmos battery or memory. This is a new NT

Resol: All ok.

19184 05/26/99 HARDWARE 06/15/99

Descr: While shutting down my PC today I received the following message:

"The instruction at "0x7032215" referenced memory at "0x7032215". The memory could not be read.

Click "OK to terminate the application".

Fred

Resol: Installed IE4 SP2 on his PC. Asked him to call me if problem returns. I have not heard back from him in over a week so I assume the problem is fixed.

19187 05/26/99 HARDWARE 05/26/99

Problem #	Opened Date		Closed Date
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Descr: John Evans Notebook PC Constantly Crashes, with blue screen, can't send email, logon etc....

Resol: Placed Service Call to Vendor
Took John's notebook and ran Norton on it. A few minor problems found and fixed. Also, found that the NIC dongle had been damaged. Replaced this and I am waiting to ensure that things are OK.

19220 05/27/99 HARDWARE 05/27/99

Descr: Same problem as May 26 Glenn was up and is going back up. PC doesn't start something with the connections

Resol: Checked Sharon's PC; seemed to be OK, power down and up several times. However, the power bar she is plugged into has a circuit breaker that I have seen trip overnight and can be reset with a button on the side.

19239 05/27/99 HARDWARE 05/31/99

Descr: Doug is trying to use his lapto upstairs and cannot get a network connection. He did a release all and renew all It asks for his nfpower domain password but no connection. The green light is on at the connection. It is the same connection he uses for his desktop

Resol: Workgroup name was set to workgroup and not nfpower_domain. The dongle on the network card is loose and he was low on disk space. Not going to replace the PCMCIA network card because the laptop is to be phased out.

19361 05/31/99 HARDWARE 05/31/99

Descr: Stuck in SMS

Resol: HAd her reboot and all ok.

19435 06/01/99 HARDWARE 06/02/99

Descr: crbcash2 pc has been locking up quite frequently. Locked up this morning and when rebooted it locked up during scandisk.

Resol: Mick called ABM and they are going to purchase a harddrive for this PC. It is under warranty with these guys.

19436 06/01/99 HARDWARE 06/01/99

Descr: Pc still locking up . There was someone out to look at it but still locking up

Resol: Duplicate call logged on the problem.

19439 06/01/99 HARDWARE 06/01/99

Descr: PC locked up

Resol: Had her reboot

19489 06/02/99 HARDWARE 06/10/99

Descr: Laptop keeps locking up. He is out of the building until Saturday morning but you can see Angela and she will give you access to his laptop

Resol: Replaced network patch cable. There was a conflict between COM1 and the infrared serial port. Cleared this conflict. Ran scandisk and defrag on the laptop. Asked client to call me directly if the problem reoccurs.

19482 06/02/99 HARDWARE 08/25/99

Descr: Needs screen replaced on his Eurucom.

Problem #	Opened Date		Closed Date
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Resol: Visited Client...Lines on the screen, not in direct view. Only appears on the far right, when you first open lid. If you push it back(the cover 3/4 of the way, and then pull it forward, to be in the line of sight, the lines go away.

19502 06/02/99 HARDWARE 06/02/99

Descr: Finding systems slow and now appears to be locked out

Resol: Had her reboot

19627 06/04/99 HARDWARE 01/01/00

Descr: Getting error when trying to load a program from diskette

Resol: The Eurocom has a removable floppy drive. Replaced with a floppy from a Eurocom that is being sent back for repair

19727 06/08/99 HARDWARE 06/22/99

Descr: no power to his pc and monitor - only one light on power bar - cannot reset it. he moved the cord around for awhile and it finally came on - can he get a replacement?

Resol: Visited Client....replace power bar.(gave user power bar, he was too busy to shut down)

19939 06/11/99 HARDWARE 06/15/99

Descr: 1.Vtech brand keyboard - several keys sticking - would like replacement.
2. There is an Daewoo monitor & keyboard - (older one in his cubicle he would like removed).

Resol: Visited Client....cleint had already replaced keyboard.

20052 06/14/99 HARDWARE 06/15/99

Descr: John, could you please send me a second power supply for my new EUROCOM lapptopp computer.

Thanks

Resol: Visited Client...gave user extra power adapter.

20110 06/15/99 HARDWARE 06/30/99

Descr: Hi,

Please log a call for Kay. She is experiencing some BSoD (Blue Screen of Death) errors on her machine relating to the s3trio3d.dll. I have asked Austin Collins to see if there is a later driver for the vidoe card than the current 3.26.35 version on the 450Mhz machines. I'll update the call when I hear something back

Tanks, luh,

Brian

Resol: Replaced PC as per instructions from Brian. Will monitor her progress.

20165 06/16/99 HARDWARE 06/16/99

Descr: Got a fatal exception error

Resol: Had him reboot and all ok.

Problem #	Opened Date		Closed Date
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20142	06/16/99	HARDWARE	06/18/99
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Descr: Please log a call for Lynn Mowbray She is finding slow response working with files on the network. I suspect it is related to her McAfee setup.

Peter

Peter Collins
Supv. Intel Services
Newfoundland Power
(T) 709-737-5723
(F) 709-737-5832

Resol: Ran through a few VShield settings. There is a scan option called "Network Drives" Disable this feature and performance gets better

20194	06/17/99	HARDWARE	06/17/99
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Descr: Installed a new hard drive and cannot get any sound

Resol: Cd writer plugged into the wrong jack

20315	06/22/99	HARDWARE	06/22/99
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Descr: Request to have her cd writer installed

Resol: Installed CD writer as requested, tested, OK, she will try on her own and call if any trouble. Writer is setup as drive G:, as many files reference other files on F:.

20304	06/22/99	HARDWARE	06/22/99
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Descr: Installing a new pc for R Howley on the 2nd floor and cannot get a network connection

Resol: Needed a patch cable in the media closet.

20287	06/22/99	HARDWARE	06/22/99
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Descr: Looking for a battery for his Eurocom. Battery is dead. The battery does not charge in the docking station.

Resol: Docking station was not locked down.

20324	06/22/99	HARDWARE	06/22/99
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Descr: just had her cd writer installed however, it is not working; John Seary installed it this morning but she didn't have a chance to test it; Just tried using it and it isn't working, giving the error that it is not accessible; Glenn is aware of this

Resol: Problem was the CD she had in the drive.. Looks like the first one that she and Jon were working on got corrupted when they had to reboot the machine unexpectedly. Held her hand through doing it again. All OK now.

20313	06/22/99	HARDWARE	06/23/99
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Descr: Pc locks up when she tries to print. Happening last few days.

Resol: Visited Client... installed 64 mb memory module, ran scandisk, defrag, and test printer.

411	06/23/99	HARDWARE	01/01/00
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Descr: The top slot in his Eurocom doesn't work

Problem #	Opened Date		Closed Date
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Resol: The top slot was working, but could not get a memory card to work; no drive letter assigned when card is inserted. There was an infrared COM2 port that there is no need to have. Disabled this drive in Control Panel/System/Device Manager. Tested dial-up, network connection and memory card when both docked and undocked.

20354 06/23/99 HARDWARE 06/24/99

Descr: PC locked up

Resol: Rebooted PC and problem could not be repeated.

20454 06/24/99 HARDWARE 06/24/99

Descr: Has a compaq laptop How does he get the PCMCIA card to act as a drive

Resol: This was actually a call from Ralph Mugford. Has win95 COMPAQ. Just need to put the card in and restart th PC. Win95 should find new H/W and install driver. Then when he puts the card in the PCMCIA slot in future, he'll see it in Explorer.

20456 06/24/99 HARDWARE 06/24/99

Descr: PC LOCKed up.

Resol: Had him do a control alt delete and all ok

20446 06/24/99 HARDWARE 06/24/99

Descr: Just back from being on the road with his new laptop and cannot get a connection at the office. The green light is not coming on to indicate a connection

Resol: Correction. Thought he had a new TP600E. Wrong. TP from last year but tha's not the problem. John N.calledme. He was using John B's connection in the data closet. All is well now.

20438 06/24/99 HARDWARE 06/24/99

Descr: Black border all around her screen.

Resol: Had her reboot and all ok

20527 06/25/99 HARDWARE 06/25/99

Descr: Dale had his PC moved upstairs and now he cannot get a network connection

Resol: Removed a dial-up adapter and TCP/IP for this adapter from network settings.

20572 06/28/99 HARDWARE 06/28/99

Descr: Has a totally blank screen rebooted and same thing again.

Resol: Visited Client...Screen size was set to 1600 X 1280. The monitor did not like that. Set it back to 800 X 600. test ok, user happy.

20577 06/28/99 HARDWARE 06/30/99

Descr: Jon, at first I thought things were fine, however, as the day progresses my system seems to get slower. Just then as I was closing all of my programs and I tried to shut down my Custom View Screen (this is the one I have the most trouble with) the system locked up at 5:41 pm and when I finally did a CTRL ALT DEL and ended the task the time changed to 5:45 pm. I also noted that in the afternoon when I am bring up my View Screen it takes a long while for it to open.

Problem #	Opened Date		Closed Date
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Thanks.....Blair
Resol: Installed Norton; ran and fixed 30 problems; defraged the drive. Heard from Roger (?) in the next cube that Norton fixed the same types of lockups with the same software on his machine.

20580 06/28/99 HARDWARE 06/29/99

Descr: Keyboard locking up several times. Please send a new keyboard. Sona PC

Resol: Work done on problem to date.....user is in Customer Accounting, not Corporate Accounting. Waisted time by going to Duffy to get a Keyboard,

20596 06/28/99 HARDWARE 07/05/99

Descr: I think my laptop is in the process of self destructing. I get all kinds of error messages when I start up. Virus scan has disappeared from my system. I get a consistent error message saying the system cannot read my E-mail profile and something on explorer.

Has anyone else's Laptop headed down this road?

By the way I couldn't change my modem settings. Had to have Don do it.

John

Resol: When his battery gets low, these error messages appear. His battery life is good so he said not to worry about it. The Internet Mail errors messages when starting Outlook were do to having this service added under Mail and Fax in Control Panel.

599 06/28/99 HARDWARE 06/29/99

Descr: Please open a helpdesk call and a service call.

-----Original Message-----

From: Morris, Brian
Sent: Monday, June 28, 1999 10:46 AM
To: Norris, John
Subject: FW: Defective Monitor

John maybe you can help with this.

Thanks
Brian M
596-9013

-----Original Message-----

From: Morris, Brian
Sent: Monday, June 28, 1999 8:20 AM
To: Perry, Keith
Subject: Defective Monitor

Keith the Monitor with my new system, Asset # 010194, serial #23-CDC-75, appears to be defective.

The screen particularly on the right hand side is shaking and partly pulling in from the side on a regular basis. This only started happening on Friday past and I had Bernie Maher from ten wave, I mean Xwave take a look at it. It felt it was probably a defective unit. He changed some refresh settings but it made no difference. I since swapped monitors and used it over the weekend and the other one worked fine, so it seems its the monitor.

Can I get a replacement ASAP. It is very difficult to use this one.

Thanks
Brian M

Resol: Xwave sent a monitor out to Brian

Problem #	Opened Date		Closed Date
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20667 06/29/99 HARDWARE 06/29/99

Descr: 2 CAR's had their PC lock up
Resol: Control alt delete or reboot will restart the pc

20708 06/29/99 HARDWARE 07/05/99

Descr: Printer is noisy.
Resol: Placed Service Call to Vendor.... vendor will be in on Wed. AM

20751 06/30/99 HARDWARE 06/30/99

Descr: error running CS Axiant32.exe app error.
Same as last week
Resol: Logged back in ok

20822 07/02/99 HARDWARE 07/05/99

Descr: trying to use Dart RTU for in the field with his Eurocom laptop; must use com port 1 but he is getting a conflict with the PCMCIA card; can we visit him and see if we can get it working?
Resol: I have his laptop here. It seems that the settings for COM1 in the BIOS were wrong. Restored BIOS defaults and the proper resources were being used by Windows. There was a conflict with the modem, but the modem was using the wrong driver.

20847 07/05/99 HARDWARE 07/14/99

Descr: PC crashing again. Has crashed quite a bit lately.
Resol: Visited Client...Replaced PC, setup, and test.

20882 07/06/99 HARDWARE 07/06/99

Descr: When he started his Eurocom this morning the screen was fuzzy and it wouldn't start up He is at Duffy Place where Gary Tulk used to be
Resol: Visited Client...Replace notebook, config new notebook for network, and test.

20937 07/06/99 HARDWARE 07/08/99

Descr: A couple of times today she has gotten a message windows could not print to this spool file. Make sure your disk has enough memory
Resol: Visited Client...changed printer spool setting to RAW from EMF. Print test sheet, ok. will check with user in the AM to see if she is having any more trouble.

21033 07/08/99 HARDWARE 07/08/99

Descr: Getting illegal operation when trying to synchronize her palm pilot with her PC. John took care of this
Resol: The problem was caused by a conflict on the COM1 port.

21037 07/08/99 HARDWARE 07/08/99

Problem #	Opened Date		Closed Date
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Descr: PC locked up again
Resol:

21044 07/08/99 HARDWARE 07/19/99

Descr: Eurocm locking up. Also takes an extra long time to start up. Rebooted while I was talking to him. Took over 5 minutes to start up.
Resol: Installed Norton; repaired 17 problems; ran defrag, uninstalled utilities, but left Crashguard for a week's analysis of any further lockups.

22219 08/13/99 HARDWARE 08/23/99

Descr: PC is in safe mode. Message says sector missing from drive c
Resol: Unit replaced. SONA 200 S/N 12NF970623-5931-32 ASSET# 012118

22331 08/17/99 HARDWARE 01/01/00

Descr: BBRA1 ; fault on ch0, disk rebuild
Resol: Work done on problem to date - Investigated the problem by visiting the building at 10:30PM. Determined that a disk in the array had failed and that the raid system was recreating the lost disk using the hot spare. I allowed this to continue and informed Chris and Open Storage of the problem. Open Storage tech arrived in the morning with a replacement disk. Unfortunately, the disk was not the correct type. He will return later with the correct model and perform the installation. Frank from Open Storage returned with a new disk. This was installed and became the new hot spare.

22317 08/17/99 HARDWARE 01/01/00

Descr: John Hynes is trying to login and not getting prompt to login to domain - going directly to windows.
Resol: Work done on problem to date.... will be over to see client at Approx. 1:15.
Changed networking configuration to allow login

22341 08/18/99 HARDWARE 01/01/00

Descr: looking for CD Key that was on their spare cd which was replaced by Xwave
Resol: waiting for response from Bernie

22352 08/18/99 HARDWARE 08/19/99

Descr: A modem card is required for Ray Bartlett's Thinkpad
Resol: Called...Dave Hopkins Showed Ray where the modem, If a Modem card is needed for someother reason, He will call back.

22423 08/20/99 HARDWARE 08/24/99

Descr: Nellie Moss's PC starts up in safe mode. This happens 2 or 3 times and then it starts ok. NP-010058
Resol: Work done on problem to date... talked user through updating the bios.it was at ver 14. updated to ver 22.

22434 08/20/99 HARDWARE 08/24/99

Descr: His cd rom is labelled e and he would like it to be d He does not have a d drive. He has a cd and it keeps prompting him for d as well. Also check and see what Asset # is on the CD writer in PAB.

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date.... client advised that problem has been corrected.

22537 08/24/99 **HARDWARE** 08/24/99

Descr: Melinda is using Dianna Ryan's PC (NP010921). It won't boot up this morning. It is just giving her a hard drive error message

Resol: Visited Client...System was setup to boot from the network. changed startup sequence to A:, Drive 0, and cdrom. Update the bios to ver # 22, system was at ver #11. test ok.

22554 08/24/99 **HARDWARE** 08/26/99

Descr: Pc not starting properly. When he starts up the pc and it runs the logon script it comes back with This machine has performed an illegal operation wand will be shut down.

Resol: Visited Client...re-install SMS several times. finally installed ok. the error was caused by a corrupt net.exe file. replaced net.exe in C:/windows. test ok. also found a PC that had a bad install of SMS, had to smsnuke, and reinstall. test ok.

22578 08/24/99 **HARDWARE** 08/25/99

Descr: swap CD ROMS from P-450 in 3rd floor boardroom

Resol: Swapped CD-ROMS as requested.

22663 08/25/99 **HARDWARE** 08/25/99

Descr: Screen went black after the power dip.

Resol: Removed battery, removed from docking station; put it back, unplugged from AC, replugged, powered on, logged in OK.

22667 08/25/99 **HARDWARE** 08/25/99

Descr: PC will not start up. She reset the surge protector and still nothing.

Resol: Removed battery, removed from docking station; put it back, unplugged from AC, replugged, powered on, logged in OK.

22679 08/26/99 **HARDWARE** 08/26/99

Descr: loaner Prosignia 1600 downed, erased, and packed to swap to compag

Resol: Packed as requested, will get shipping address from him when he drops in on Friday.

22732 08/27/99 **HARDWARE** 09/01/99

Descr: need harddrive of laptop cloned/copied to another laptop

Resol: Visited Client...used laplink to copy the MicroSurvey to the 2nd notebook, test ok.

22748 08/30/99 **HARDWARE** 08/30/99

Descr: PC started in safe mode. John Norris is talking to her on the phone.

Resol: Advised client...checked settings in device manager, reboot PC, Booted ok.

22807 08/31/99 **HARDWARE** 01/01/00

Problem #	Opened Date		Closed Date
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Descr: Error message when trying to log on. Missing dll files. B Malone gone up
Resol: Removed a corrupted version of the SMS client and installed a new one.

22975 09/03/99 HARDWARE 09/03/99

Descr: PC will not start up
Resol: Visited Client...Ran " NT emergency repair", Ran Service Pak 4, reboot, test ok. mapped network drives, user happy.

23018 09/07/99 HARDWARE 09/07/99

Descr: Dave logged on to his laptop and tried to connect to the Capital Budget. He received an error stating incorrect password or unknown user name for \\Ccollier-pc\C. He tried this twice and then I had him type his pename NP010319\C in the connect as box and all was ok. Please check
Resol: Part of the SMS id problem.

23019 09/07/99 HARDWARE 01/01/00

Descr: CWhalen's PC gives a kix32 error and locks up Brian has tried to start it several times and gets the same message. He is sending it in to you.
Resol: Had to reimage the computer. Was getting registry errors on top of the KIX32 error that he was getting when running the login script. Sent the computer back out to them.

23083 09/08/99 HARDWARE 10/08/99

Descr: His Eurocom is not starting up properly tried 3 times before he got the screen to display
Resol: Work done on problem to date.... haven't heard back from user, I guess it is working ok for now..... Will be replaced in the new year.

23115 09/08/99 HARDWARE 09/17/99

Descr: Daytek Monitor (Asset # 011040) getting dull fading out even on maximum resolution can he get this replaced. Also, when he logs in it the pc # shows up as the monitor #. The PC # is 011039
Resol: Work done on problem to date.... sent a 17" IBM on Tues, user very happy.

23170 09/09/99 HARDWARE 01/14/00

Descr: ibm laptop - would like to get a power connector and a lan connector cable (short cable) would also like to get adapter to use with cigarette lighter in van for charging up the battery.
Resol: Research and Get Back To Client.... don't have any spare power supply parts... will replace if his breaks,

23322 09/14/99 HARDWARE 09/16/99

Descr: Ken Strathie's pc will not do a normal shut down. The message "please wait while Windows shuts down" comes up and stays on the screen
Resol: Visited Client...Upgrade system bios to V22A, from 11A. check startup file, system checked ok.

23351 09/15/99 HARDWARE 09/17/99

Descr: Needs two stands for the IBM PC's
Resol: Emailed...Shipped today

Problem #	Opened Date		Closed Date
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23334 09/15/99 HARDWARE 09/17/99

Descr: Cannot get any sound from his laptop. Checked sound in control panel and nothing.

Resol: He leaves his laptop on over night. When he came in the next morning he could not get any sound. I think it is a hardware issue, but he cannot send it in right now.

23390 09/16/99 HARDWARE 09/17/99

Descr: She had some troubles with her pc, shut it down and got a message about configuration settings and selected reset. She is talking to John Baggs on the phone.

Resol: When the computer restarted she hit F1 and went into the BIOS. Mentioned she did not need to do this on a restart, let it load on it's own.

23419 09/16/99 HARDWARE 09/17/99

Descr: Missing dll files when running TLIS

Resol: Tnsnames.ora and sqlnet.ora files were not in the c:\orawin95\network\admin folder.

23427 09/17/99 HARDWARE 09/17/99

Descr: Laptop not working.

Resol: Visited Client...No lights on, only made a beep when AC was disconnected. Disconnect from Palm V, network, and AC. still unable to boot, black screen, no noise from power on/off, etc. Took unit down to IS, booted ok. Brought back to user, connected Palm V, network, and AC. Booted ok. Must have been GREMLINS again!!!!!!

23428 09/17/99 HARDWARE 09/30/99

Descr: PC in mechanical room locking up

Resol: Visited Client...Visited PC last week, Tery O'neil was using it, it was working ok.

23474 09/20/99 HARDWARE 09/21/99

Descr: his surge protector won't reset. would like a replacement.

Resol: Visited Client...replace surge protector with new unit.

23491 09/20/99 HARDWARE 09/20/99

Descr: PC Patch Cable clips are broken, causing Network connection to be non-reliable.

Resol: Dropped off the cable for her. She was not there.

23564 09/21/99 HARDWARE 01/01/00

Descr: Cannot start his pc. He is getting a kix 32 not found error message

Resol: Removed the registry entry for nnp.exe. Restarted the computer and deleted the c:\ms\sms\bin\nnp.exe file.

23606 09/22/99 HARDWARE 09/22/99

Problem #	Opened Date		Closed Date
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Descr: Pc showing a scan disk message
Resol: select l to delete and s to skip undo

23609 09/22/99 HARDWARE 09/22/99

Descr: questions on anti glare screens for IBM monitors
Resol: referred him to Keith Perry

23661 09/23/99 HARDWARE 09/23/99

Descr: - getting error messages starting applications - out of memory and low on system resources. at one point had an SMS error IBMP233 Win95.
Resol: Only happened this once, and she has not had the problem since. If it happens again she is going to write down the error message regarding SMS she got first.

23687 09/23/99 HARDWARE 09/24/99

Descr: Can not get his laptop to recognize the mouse. Had been using the mouse before with no problems, and had just used it for a presentation (using the machine's mouse). When he re-attached the mouse, it would not work at all.
Resol: His computer was not correctly plugged into the docking station. This can be seen in the System Event Log.

23776 09/27/99 HARDWARE 10/04/99

Descr: finding pc slow since SMS was installed.
Resol: He installed RealPlayer around the same time as he started to have the problems. When I tried to run this program it seemed to lock-up on me as well. I removed this program and asked John to call me if he still had these slow-downs. I haven't heard from him since so I assume the problem has been fixed.

23756 09/27/99 HARDWARE 09/27/99

Descr: Pc not booting up .Says missing files please install NT cd.
Resol: Work done on problem to date... call already opened.

23757 09/27/99 HARDWARE 09/28/99

Descr: Space problem on his PC. Cannot save files, cannot shut down.
Resol: Visited Client...Ran scandisk and defrag. Notebook seems ok, client said it was working ok since he placed a call to the helpdesk.

23856 09/29/99 HARDWARE 09/29/99

Descr: Unable to get a reflection session on one of her 3 pc's this morning. Message connection failed TCP/IP connection not properly installed
Resol: Called client and talked her through changing TCP/IP settings. Some computers at Duffy had an IP address specified. It should have an IP address automatically assigned. Also check for DHCP and disable DNS

23853 09/29/99 HARDWARE 11/17/99

Descr: Eurocom laptop - monitor has colored lines down both sides.
Resol: Visited Client...replace screen and test, clean laptop, it was very dirty....

Problem #	Opened Date		Closed Date
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23888 09/30/99 HARDWARE 11/01/99

Descr: Went to G Carrol's PC to remove SMS as requested and Gerald has a not on it saying it is broken It is a P90 and it is on its way in to John Norris

Resol: Work done on problem to date..... PC was wiped out by Xwave.

23918 09/30/99 HARDWARE 10/15/99

Descr: John I have to send this PC back in again. Asset Tag # 010863.

It still does not work properly. It looks like it has been dropped. There is some external Case damage visible. This was not there when I sent it in.

The problems are;

Windows does not load up properly. The task bar and Start button never appears on the screen.

There is a message saying the system could not detect a mouse connected to the system.

There is a message on bootup stating Disk Drive failure.

Machine is Un-useable.

Maybe we should send it to the "Place where Old SONA's go to die" Ha Ha

Thanks
Brian M
596-9013

Resol: Work done on problem to date..... Reconnect floppy cable, and test. PC has been on Test since it came in, it has not lockedup or failed in any way. Will be shipping back Today.

24020 10/04/99 HARDWARE 10/05/99

Descr: The ups that is on the T1 scada modem is dead.
Please fix ASAP.

Resol: Work done on problem to date.....replace batteries, charge/test

24022 10/04/99 HARDWARE 04/19/00

Descr: The Alpha UPS in the call center data closet is dead,
Investigate and fix.

Resol: This UPS is no longer required, now that the Powerware UPS is online.

24036 10/05/99 HARDWARE 10/05/99

Descr: In the board room and needds help setting up the projector to the laptop. John Baggs gone up

Resol: The cable they were looking for was connected to the PC up there.

24029 10/05/99 HARDWARE 10/15/99

Descr: Three IBM PC's (233's) that have experienced the same problem intermittently over the past few weeks. When they power up

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pc it comes up in safe mode - they click on start-shutdown and restart the computer - the pc restarts and they getting an error that there is a problem with display settings. he checks and the display settings are ok. clicks apply change and is prompted to restart pc. selects ok and the pc hangs - he has to power off the pcs'. starts up again and then has to run scan disk etc.

Resol: Advised client...all systems are ok, PC's have not locked up since he placed call.

24070 10/05/99 HARDWARE 10/26/99

Descr: Sending in 010493 to be cleaned and reimaged.

Resol: Work done on problem to date.... complete as requested.

24090 10/06/99 HARDWARE 10/13/99

Descr: A PC was moved and he needs a longer patch cable

Resol: Visited Client...Gave user a 25 ft cable, also installed ie401sp2, test ok.

24170 10/07/99 HARDWARE 10/12/99

Descr: Laptop is locked up and he cannot turn it off. Please call ASAP

Resol: Took out battery and all ok.

24157 10/07/99 HARDWARE 10/07/99

Descr: Noel is in Gander? and cannot get his ppt presentation to come up and cannot change the settings on his laptop John Baggs was talking to him

Resol: We got the presentation copied to another computer to see if the laptop was a problem. Tried opening it in MS Office 2000. Tried importing it into a blank presentation. He had a copy on CD that required some modifications. He used that one.

24205 10/08/99 HARDWARE 10/08/99

Descr: Unable to login to the cash machine

Resol: Removed her from phase 2

24187 10/08/99 HARDWARE 10/08/99

Descr: Screen goes black

Resol: Screen was on 1280 x 760

24315 10/12/99 HARDWARE 10/13/99

Descr: Vtech slow booting up.

Resol: he is going to reboot and try again. I called him back and he said it started up ok after reboot.

24227 10/12/99 HARDWARE 01/01/00

Descr: Problem with drive

Resol: Called vendor and they replaced drive. I made a backup of his old drive. Installed MS Office 2000.

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24314	10/12/99	HARDWARE	11/17/99
Descr: Problem with video card. changed monitors, still has problem. update video card drivers, did not fix. Resol: Work done on problem to date.... sent user a video card, ASU will install			
24329	10/13/99	HARDWARE	11/17/99
Descr: Getting message WINNT could not start because the following file is missing or corrupt. /winnt/system32/config/systemhardwareprofile/lastknowngoodmenu You can attempt to repair this file by starting WINNT setup using the original setup floppy disk or cd rom. Select R at the first screen to start repair Resol: Work done on problem to date.... joined PC to the Domain, test ok.....			
24363	10/13/99	HARDWARE	10/13/99
Descr: power button won't come out when she pressed it Resol: pc was on its side layed it flat and button popped out - she will call again if it reoccurs			
24417	10/14/99	HARDWARE	10/19/99
Descr: would like the PC in research centre with the scanner and cd writer changed to a workstation and have icons for the dbsearch works databases added. These should be available for users who logon to the workstation. Resol: Created a "rescenter" account for her to use.			
24395	10/14/99	HARDWARE	10/14/99
Descr: Screen goes black. Rebooted and came up in safe mode. Does not shut down properly Resol: Visited Client...Updated bios to V22A from 11A. shutdown/reboot ok.			
24428	10/14/99	HARDWARE	11/17/99
Descr: Losing network connection. Happened twice in less than 30 minutes. Resol: Work done on problem to date.... has not locked up since, upgraded notebook with an extra 64 mg of ram.....			
24487	10/18/99	HARDWARE	10/18/99
Descr: PC not getting network connection - must have been disconnected when doing the wiring. 2nd floor. IBM PC. Resol: Visited Client...Data/telephone wires were cut off.. reterminated wires, and test.			
24546	10/19/99	HARDWARE	10/26/99
Descr: John: Needed today - I should have made this a Priority 2 - Sorry - Celine. Would you please make up 2 console cables (like the ones for Corvus) for Tuesday? They are needed to assemble the new Alpha. Can you let one of us know if the timing is a problem. we'll try to work out something... I need Ethernet cables as well. Resol: Work done on problem to date..... complete as requested.			
24609	10/20/99	HARDWARE	11/26/99

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Descr: Ken Walsh needs a CD cleaner, please log a call and forward to John Norris.
Resol: Work done on problem to date.... user cleaned CD drive, and returned cleaning kit...

24660 10/21/99 HARDWARE 10/21/99

Descr: Unable to login to the network. John Baggs and Ron Clarke are aware of this
Resol: Visited user, he was logged in and working. No action required.

24661 10/21/99 HARDWARE 10/21/99

Descr: Dale is unable to log on to the network
Resol: Please see Help Desk Call # 24658

24674 10/21/99 HARDWARE 01/01/00

Descr: Angela says her PC is doing the same as yesterday. It is locking up and it appears to be this time of the day.
John BAGgs was up to see her yesterday
Resol: Duplicate call logged.

24689 10/21/99 HARDWARE 04/26/00

Descr: The IBM PC in the main boardroom should be positioned to lie flat instead of upright. Problems with CD loading when PC is in this position.
Perhaps place PC under VCR.
Peter
Resol: Set the PC up flat

24705 10/22/99 HARDWARE 10/22/99

Descr: cannot get lcd viewer to work
Resol: called back and cancelled call

24715 10/22/99 HARDWARE 10/29/99

Descr: Needs someone to install a new driver on a drafting PC for the scanner (Large format). That's the one that can't be used on Doug's NT machine. This needs to be done today.
Resol: Visited Client...Moved large format scanner next to PC, just for the Y2K compliency test. setup/configure PC. and test.

24756 10/25/99 HARDWARE 10/26/99

Descr: Screen went fuzzy and was getting a memory error. Rebooted twice and now memturbo is running and virus scanner is running. This needs to be done ASAP
Resol: Visited Client...System booted ok 3 times, however system is slow to boot because of the amount of programs in "startup", sometimes the mouse does not work ---while starting up programs. once programs are started, mouse works.

783 10/25/99 HARDWARE 10/28/99

Descr: Betty Babstock's PC requires re-imaging to resolve a problem with an Office 2000 template. Best time for her is Tuesday Oct

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26th.

Full backup is required. Please notify Peter Collins BEFORE starting.

Log this call to Keith Perry.

Peter

Resol: Work done by vendor Xwave re-imaged the PC

24794	10/25/99	HARDWARE	11/01/99
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Descr: Sona PC - making loud noises on start-up. John, he said you are aware of the problem

Resol: Work done on problem to date..... power supply replaced by SONA.....

24926	10/27/99	HARDWARE	10/27/99
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Descr: Pc locked up and when she restarted it just beeps There is nothing on the screen.

Resol: Visited Client...Error caused by bad memory, removed memory, user still has 64 mgs of ram.

25024	10/29/99	HARDWARE	11/03/99
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Descr: Pc won't come on. Xwave was there about a month ago and replaced the power supply.

Resol: CDrom was taking out the power supply; replaced the cdrom, tested and system fine

25070	11/01/99	HARDWARE	11/01/99
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Descr: Pc will not come on. He has had trouble with the power button for a few weeks and now this morning he cannot get it to start.

Resol: Visited Client...remove and re-install power cord, PC powered on ok.

25074	11/01/99	HARDWARE	11/04/99
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Descr: Sherina was talking to Wayne. He said that when he started up he got a message about a dll file missing. Also ethernet is missing

Resol: None of those error messages were coming up as was stated in the call. He was unsure what I meant. However, his modem failed and XWave replaced.

25079	11/01/99	HARDWARE	01/01/00
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Descr: When starting up gets a message at least one service or driver failed NP010185

Resol: Reinstalled McAfee for Windows NT on his computer

25087	11/01/99	HARDWARE	11/01/99
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Descr: Unable to get a network connection. His PC was moved on the weekend

Resol: Visited Client...install network cables at workstation and data closet.. test ok.

25159	11/02/99	HARDWARE	11/10/99
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Descr: Laptop is making a noise. Friday he will be out so that will be a good time to check it out. Al passed this along if you want to

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touch base with him on it.
Resol: Ran some diagnostics on Friday. No trouble found. Can you close the call.
 Peter

25182 11/02/99 HARDWARE 01/04/00

Descr: When booting up he gets a dos box giving him an error 6118.
 The system then goes and logs in ok
Resol: Work done on problem to date.... errors associated with Scada system, user logs into both,

25187 11/02/99 HARDWARE 11/04/99

Descr: Dianne Murphy's PC locks up continuously. NP010948. Please check
Resol: Reimaged the computer with NT

25235 11/03/99 HARDWARE 11/17/99

Descr: 2 pc's in the training room not working. np010064 nt machine could not logon.
 np010089 Error on startup last known good menu file is missing or corrupt. Repair from nt setup
Resol: Work done on problem to date... all PC's working now.....

255 11/03/99 HARDWARE 01/01/00

Descr: Max Jones PC is now in St. John's Region. Please set up . It needs a cable to connect to the network as well
Resol: Got a patch cable. Removed Carbonear printers and installed sjnhp5s1. Removed the SMS client that had CAR site and reinstalled. Configured Outlook.

25335 11/04/99 HARDWARE 01/04/00

Descr: Cliff's machine is crashing again. He will bring it in early next week.
Resol: Work done on problem to date... have not heard from user, he was made aware that I was waiting for PC, he will have to open another Helpdesk call when his PC arrives.....

25308 11/04/99 HARDWARE 11/04/99

Descr: remove PC NP01066 from network
Resol: user server manager to delete. he is reconfiguring it for network

25354 11/05/99 HARDWARE 11/30/99

Descr: His VTech is locking up and shutting down constantly.
Resol: Work done on problem to date.... discussed with Gord Martin, computer on it's way in...

25489 11/10/99 HARDWARE 11/22/99

Descr: Maureen called with her pc in safe mode. I had her go in and change the display properties and then she logged on ok. SHE wanted to find a file and I had her right click the start button to do a find and system hung. Tried several times and same thing. Will need to have her pc looked at .
Resol: Visited Client...PC checked ok....

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25557 11/15/99 HARDWARE 11/23/99

Descr: Power button sticking on Maureen Nofle's PC

Resol: Visited Client...Bernie M said that if it still sticks to place a call to XwaveWorked fine for the past week

25626 11/16/99 HARDWARE 11/30/99

Descr: Dave and Sherry Maher have been getting errors in different applications that system resources are low.

IBM PCs - Windows 95.

Resol: Research and Get Back To Client... users scheduled for NT, Tues/wed

25628 11/16/99 HARDWARE 11/16/99

Descr: John Evans Palm Pilot is truncating messages

Resol: The default truncation size of a message is 4K, increased this setting to 8K. This setting can be changed on the Palm unit.

25668 11/17/99 HARDWARE 11/22/99

Descr: due to intermittent problems over time - need to have his PC re-imaged and NT installed

Resol: Visited Client...Advised client, due to a moritorium, PC will not be reimaged unless it is totally dead.... Client ok with that, (Lockups occur 1-2 a week)

25678 11/17/99 HARDWARE 11/30/99

Descr: Getting message low memory when accessing excel and word

Resol: Research and Get Back To Client.... user scheduled for NT ... Fri.

25722 11/18/99 HARDWARE 01/01/00

Descr: Sending a job to the printer at 2:59 went from the queue at 3:08, It was 49k by the time it went out of the print queue,

Resol: Downloaded the latest HP Laserjet 4 print driver from the HP site. Changed the driver that is installed automatically to Windows NT Workstations on the npstvbdc server. This new driver caused problems in AutoCad Lite, had to change back to the original version of the driver. He was only having a slowdown when printing this one excel file, so it was not really a problem to start with.

25765 11/19/99 HARDWARE 11/19/99

Descr: pc shutdown during power dip last night - has it plugged into a regular surge protector - wondering if it should be connected to UPS

Resol: Advised client...disconnect from surge protector, plug into a power bar..... all power circuits are on ups, surge protector may have tripped prematurely

25781 11/22/99 HARDWARE 11/22/99

Descr: remove pc #010110 from the server so he can set it up

Resol: spoke to John Norris and he was able to get the pc logged in - this particular # was not showing in Server Manager to remove. John N checking on #s NP010110 & NP0101102

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25826	11/22/99	HARDWARE	11/22/99
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Descr: in conference room in purchasing - need assistance to get the LCD view connected

Resol: Visited Client...Changed video settings, connect computer to network, and test

25880	11/23/99	HARDWARE	11/29/99
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Descr: Button sticks on her pc a new case is needed.

Resol: Bernie replaced the case

25856	11/23/99	HARDWARE	01/04/00
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Descr: 1. Cindy Weste's PC is a V-Tech 120 with 850 megs of disk space.
There was not enough space to load Office 2000.

2. Ganprt3 is not working properly. It prints a second image in the background when performing print jobs.

Bill

Resol: Work done on problem to date....Pc not in, closing call, user has been advised to send in, I guess they would rather put up with the problems.....

25889	11/24/99	HARDWARE	11/24/99
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Descr: Dave Northover's PC will not start up comes up with OSL Loader ver 4.01 message and states that the file for last known is corrupt or damaged. Asks for winnt start disk.

Resol: Visited Client...Ran NT rescue, rebooted, would not boot, Rean NT rescue again, booted ok, joined to the domain, test ok,,,,,,,,Also before I did anything, I updat Bios to level 49A from 41A

25927	11/25/99	HARDWARE	11/25/99
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Descr: Black border all around the monitor about 2 to 2.5 inches.

Resol: Visited Client...Reinstall drivers, adjust screen setting, also install the most current version of McAfee

25956	11/25/99	HARDWARE	12/01/99
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Descr: Tom's Eurocom has been acting up . Seems like memory. He has trouble opening files that he could always open. I opened the files or so it is not the file or the system

Resol: Visited Client...Problem has not occurred since....

26003	11/29/99	HARDWARE	01/01/00
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Descr: consults on Duffy Place having problem getting network connection

Resol: Bernie Maher had a Toshiba 4090CDT that has the same type of power supply as the consultants laptop. Lent them this one for them to use for the day.

26004	11/29/99	HARDWARE	11/29/99
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Descr: Pc is booting up in safe mode

Resol: Work done on problem to date.... system rebooted ok

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26251 12/06/99 HARDWARE 12/06/99

Descr: when she turned on her pc this morning she is getting a message cannot find winnt/system32/ do not get prompt for login.

Resol: Had to reimage PC. Bernie ran diagnostics and found no errors or hardware problems.

26449 12/13/99 HARDWARE 12/29/99

Descr: PC in computer room keeps locking up.

Resol: Visited Client...Checked PC several Times, seems ok.....

26448 12/13/99 HARDWARE 01/01/00

Descr: Pc not booting up getting a medssage re novel network firmware and the system starts counting up.

Resol: Had to reimage the computer. Most of the files/folders were corrupt and there was second 2 GB partition. Reinstalled the corporate applications and Gerry said he can do the rest.

26966 01/04/00 HARDWARE 01/04/00

Descr: Cannot get Nellie Moss's PC to boot up.

Resol: Work done on problem to date... advised client to change cmos settings for booting up sequence.....first boot option was set for network, should be set to drive a, second option should be drive c, third option should be cd rom.....

27110 01/06/00 HARDWARE 01/10/00

Descr: When he booted up he got a message no os found. He tried again and got on ok. Please check

Resol: Work done on problem to date.... system ok

27094 01/06/00 HARDWARE 01/06/00

Descr: Getting a message that there is a problem with the display adapter

Resol: Visited Client...video settings were set for 16 colors, set for 24-bit true colors. test ok....

27096 01/06/00 HARDWARE 01/14/00

Descr: Maintenance moved their PC and now they get a missing dll message.

Resol: Visited Client...setup users for email, they will know be using the HVAC PC.....

27101 01/06/00 HARDWARE 01/06/00

Descr: Last week John called and said that while logging in he got a message that there was no domain controller available. He tried 3 times and got in. It is happening again this morning. He can;t get logged on now.

Resol: Visited Client...Appears to be software related, uses different network dongles, and gets the same result.... if it happens again he will let IS know so someone can have a look

27114 01/06/00 HARDWARE 01/06/00

Descr: PC locked up and gave a notes.rip error

Resol: Had him uninstall qnc.exe from c:\notes

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27161 01/07/00 HARDWARE 01/07/00

Descr: Moved his pc to a new cubicle It trips outs when he tries to start it up. Presently going to try to plug it into another outlet
Resol: Apparently it was a faulty outlet. Works ok at another outlet

27178 01/07/00 HARDWARE 01/07/00

Descr: Getting a low on virtual memory message
Resol: Had her reboot her PC All ok

27220 01/10/00 HARDWARE 03/30/00

Descr: PC # 011177 continuously getting Out of Virtual Memory errors. Has 64M RAM and virtual memory is 75M
Resol: Work done on problem to date.... shipped user a 64 meg memory module... user installed, test ok....

27219 01/10/00 HARDWARE 03/21/00

Descr: Getting memory problems Needs more memory and NT installed. Check with peter
Resol: Visited Client...She's getting new PC so we will avoid NT installation. We will go ahead with memory upgrade.

27242 01/10/00 HARDWARE 01/17/00

Descr: PC crashed needs a replacement sent out. PC message reads one area of drive c has damaged caused by a power failure. The breaker that Roger's pc was on tripped a number of times this morning.
Resol: Work done on problem to date.... replace HD, re-image, setup/test, ship back.....

27279 01/11/00 HARDWARE 01/13/00

Descr: Since orgplus has been installed she is getting illegal operations message wen she tries to open the orgplus files
Resol: Installed the older 3.0 version that Greg Murphy said was more reliable. This seems to be working alot better.

27280 01/11/00 HARDWARE 01/11/00

Descr: Kitty Barker has a Vtech and this morning she cannot get a network connection She was on for a while and then she got messages indicating that she had lost her network connection Shiela rebooted the pc several times and tried to login NFPower_Domain is showing but she cannot get loggewd on It says no domain controller available She checked the connection from the pc to the wall and they appear ok.
Resol: called to follow up - Ivan is in office if he can help

27283 01/11/00 HARDWARE 01/20/00

Descr: was conducting training on duffy place. there are now 8 pc's there. the pc in front row behind the console pc is not connected and all the pcs need to be check to see that Reflection is installed for All Users. Jeff noticed that some had reflection installed under a specific user profile. It needs to be installed for all users.
Please contact Jeff when complete
Resol: Work done on problem to date..... checked all PC for reflection, installed reflection where needed..... also updated McAfee where needed..... also installl office 2000 where needed.....also re-installed SMS where needed..

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27309 01/12/00 HARDWARE 01/12/01

Descr: VTech Pc being used by Linecrew not booting up. Getting a couple of beeps only. Asset tag #010456.

Resol: Work done on problem to date.... recieved PC, Replaced memory and test...sent back to user....

27337 01/12/00 HARDWARE 01/19/00

Descr: The student Dianne Durnford is using NP010621 and is getting the message the system is low on resources

Resol: Work done on problem to date.... get in line, call already placed by user....

27354 01/13/00 HARDWARE 01/13/00

Descr: Has a kodak dc 240 the card reader light is on all the time. The image reader runs on a parallel port. Tries to run the software and the pc locks up

Resol: The parallel cable also has a place to hook up the keyboard and then you can access the pictures through windows explorer or the Kodak software under a folder called DCIM on the card.

27372 01/13/00 HARDWARE 01/14/00

Descr: Console PC in the training room getting error on start up
1962 no operating system found

Resol: Visited Client...there was no mouse on PC.... install mouse, start overhead projector, test ok....

27383 01/13/00 HARDWARE 01/13/00

Descr: PC locked up

Resol: Had her do a reboot ALL Ok.

27394 01/14/00 HARDWARE 01/18/00

Descr: asset tag #NP 010139 - IBM 450PL - locking up past couple of days - slows down and hangs after several minutes comes back with programs not responding - explorer, other any other app he is working in. This morning one of the functions not responding was battery meter. left it at one time and took 15 minutes to shutdown and power up again.

Resol: Called...had no problems yesterday.... if anything happens again, he will call the helpdesk...

27398 01/14/00 HARDWARE 01/17/00

Descr: Can I arrange to get the following for my Eurocom:

1. An additional power pack- the one I have is plugged into my docking station and I need a second for portability.

2. An additional mouse- as above

Resol: Visited Client...gave user parts as requested

27440 01/17/00 HARDWARE 01/20/00

Descr: John Evan's Palm Pilot won't reset to current date

Resol: There was an article on the 3COM site that say that a low battery condition will cause the date not to advance. John had the unit out for 5 days and noticed the date problem during this time. Performed a hard reset that erased all data on the unit the date rolled over. Replaced all the data using a sync and the date rolled over. I believe that the low battery still caused the problems

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from the start.

27453 01/17/00 HARDWARE 01/17/00

Descr: Unable to open outlook, Some programs that are minimized will not open properly when he clicks on them

Resol: Had him reboot and all ok.

27530 01/18/00 HARDWARE 01/18/00

Descr: PC locked up

Resol: Had him reboot

27501 01/18/00 HARDWARE 01/20/00

Descr: Kafren Noffle's PC is making a loud noise Please check

Resol: Xwave replaced fan

27487 01/18/00 HARDWARE 01/20/00

Descr: Needs a power supply for a Eurocom

Resol: Visited Client...user not in, put new power pack on his desk...

27531 01/18/00 HARDWARE 01/18/00

Descr: pc hanging

Resol: Had her do an end task on the application and all ok

27526 01/18/00 HARDWARE 01/19/00

Descr: she had a modem she used to have connected to her pc - she does not need it anymore. - said she could send it to John N.

Resol: Work done on problem to date..... recieved modem, and disposed of it....

27537 01/18/00 HARDWARE 01/18/00

Descr: PC locked up

Resol: Had her reboot

27546 01/19/00 HARDWARE 01/19/00

Descr: Please check the connections to the equipment in the main board room There is a meeting there at 10 this morning and Angela said that yesterday some of the onnections were loose

Resol: Visited Client...checked all wires, power plug was almost out,setup icon on desktop for user, test ok....

556 01/19/00 HARDWARE 01/26/00

Descr: Monitor not coming on . It is connected to the laptop. Only the amber light is on. Using an IBM Thinkpad 600e It is in the

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docking station. Logs on fine. Turns key on docking station to make sure it is locked in. Glen Moores is working on this with her. On the keyboard FN key toggles through the options. Michelle said it appeared to try and do something

Resol: There was a loose connection to the docking station All ok now.

27565 01/19/00 HARDWARE 01/20/00

Descr: PC NP011019 won't validate login, getting illegal operations, windows protection errors. Can ping server and get reply

Resol: Work done on problem to date... user has determined that it may be bad cabling, he has thre data jacks in the past two days, that has stopped working..

27570 01/19/00 HARDWARE 01/31/00

Descr: John has to try 2 or 3 times to log on to his laptop. It keeps telling him that it cannot find a domain controller

Resol: In system log was showing duplicate computer names on the network. Change name from no01316 to np01316js to see if the problem comes back. He never had a problem logging in since.

27574 01/19/00 HARDWARE 01/26/00

Descr: Asset tag #10899 - Sona 200 PC. - Pc Locking up frequently. Usually when accessing network applications.

Resol: Visited Client...re-image PC, install office 2000, etc, test ok.....

27582 01/20/00 HARDWARE 01/25/00

Descr: monitor for the pc in the time room (linemen area) has green light but screen is black - been like it for a day or two. It's an IBM monitor Asset Tag #NP010534

Resol: New serial numbre 23KTP56 installed

27584 01/20/00 HARDWARE 01/24/00

Descr: when she turned on her pc this morning she got an error 1962 no operating system found. press F1 to repeat boot sequence. Asset Tag #010126 - IBM 450.

Resol: Work done on problem to date.... user had not complained since.....

27591 01/20/00 HARDWARE 06/05/00

Descr: his pc sent to John Norris this morning - John was asking if there are data files there he needs to keep - he has emails that he save to folders setup for the different plants.

Resol: Work done on problem to date.... PC had power save mode set to Max.... thus when it kicked in, a mouse movement would not bring image back, but a key strock would, sometimes..... ran scandisk/defrage system test ok....

27654 01/21/00 HARDWARE 01/21/00

Descr: pc went blank when she was using it

Resol: John Baggs visited her and disable power management saver

27712 01/24/00 HARDWARE 01/24/00

Descr: Not getting the LCD viewer to focus properly in the training room Checked resolution and it appears ok.

Resol: moved the focus settings and all ok

Problem #	Opened Date		Closed Date
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27684 01/24/00 HARDWARE 01/25/00

Descr: Having Video Display problems on his PC. Asset Tag #NP010046.

Resol: Visited Client...Ran NT rescue, removed from the domain, changed computer name, joined to the network, reboot and test...

27760 01/25/00 HARDWARE 03/28/00

Descr: PC is locking up continuously. John was there and replace a card? NP010005 IBM PC

Resol: Work done on problem to date.... haven't heard from client since I looked at the PC Feb. 2/2000.....He was advised to let me know if it was still acting up....

27798 01/26/00 HARDWARE 01/31/00

Descr: Screen is blue and all that come up is the amount of Ram

Resol: Work done on problem to date.... JDB setting up a replacement P C

27821 01/26/00 HARDWARE 02/08/00

Descr: On start up gets an error message load wc.exe application error on start up. Selects ok and it closes and he continues on ok.

Resol:

27918 01/31/00 HARDWARE 01/31/00

Descr: When he logs in he cannot access anything. Keeps getting error message that no domain is available. Apparently he was trying to reinstall dial in access and something is not right. I went into network in the control panel with him but I can't see anything wrong.

Resol: Visited Client...Installed TCP/IP for the NIC, login ok.....

27919 01/31/00 HARDWARE 01/31/00

Descr: In the boardroom in purchasing next to Lynn Mowbray there is a PC - asset tag #NP011193 which can be removed. there is also a couple of keyboards, & monitor.

Resol: Work done on problem to date.... remove as requested....

27925 01/31/00 HARDWARE 01/31/00

Descr: Called Friday night Pc is still locking up

Resol: Work done on problem to date.... call already logged, 27760, was waiting to hear from client, he is the only one having problems.....

27965 02/01/00 HARDWARE 02/15/00

Descr: Sherina was talking to the Maintenance men and they are concerned about the 2 PC's on Duffy Place. They would like to have NT installed as soon as possible

Resol: Work done on problem to date.... PC's will be going behind locked doors, only the maintenance men will have access

27966 02/01/00 HARDWARE 02/01/00

Problem #	Opened Date		Closed Date
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Descr: Frank Walsh's PC is available for reimagining and reallocation
Resol: Work done on problem to date... PC has been removed, it will be moved to duffy Today...

27969 02/01/00 HARDWARE 02/02/00

Descr: would like to get an ergonomic keyboard - can contact him at 2817
Resol: Visited Client...installed a ergonomic keyboard....test ok....

27977 02/01/00 HARDWARE 02/01/00

Descr: left network cable for her laptop at home - do we have another one she could use today?
Resol: There are extra IB Cardbus NIC dongles in the Delay Room.

27979 02/01/00 HARDWARE 02/04/00

Descr: she is using her pc from energy supply which has to be returned. her supervisor in St. John's region says she could probably get Pat Hannaford's - she is wondering if this is a possibility? Please call her on what is planned
Resol: Work done on problem to date.....transferred data,setup programs/shortcuts/printers, etc

28003 02/01/00 HARDWARE 02/15/00

Descr: having problem installing a modem on his pc
Resol: Work done on problem to date... haven't heard from client, installation went ok.....

28038 02/02/00 HARDWARE 02/10/00

Descr: Nick Aylward has a Sona and it is crashing constantly. Would like an upgrade as soon as possible
Resol: Work done on problem to date... advised Nick to call Keith

28118 02/04/00 HARDWARE 02/07/00

Descr: Getting a message that msvbvm50.dll was not found when he tried to open his attachment
Resol: Had him install the dll file that I sent to him.

28117 02/04/00 HARDWARE 02/04/00

Descr: Unable to open her mailbox getting a message that your msexchange server is unavailable.
Resol: Currently checking it out and waiting for her to return from a meeting. Lynne checked things out and they all work.

28103 02/04/00 HARDWARE 02/04/00

Descr: PC not booting up Does the bios check and stops. Sharon is rebooting to check
Resol: Visited Client...Darren had scandisk going when I got there.... when scandisk was finished, I deleted 2453 files from the temp directory, cleared temporary internet files, ran defrag.system test ok

28155 02/07/00 HARDWARE 02/07/00

Problem #	Opened Date		Closed Date
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Descr: Getting an illegal operation message on login
Resol: Had her reboot the PC and all was ok.

28227 02/08/00 HARDWARE 04/05/00

Descr: Karen is having problems with her pc. She cannot open files from the network. These are small files. She cannot print some documents. Please check ASAP
Resol: Work done on problem to date.... user will be getting a mem upgrade and NT on Fri. April 7/00

28231 02/08/00 HARDWARE 02/10/00

Descr: PC is acting up. First he had problems access his files in word, then outlook started crashing, then he would log in and have no printers, all kinds of crashes
Resol: Called Client, PC seems ok now, he noticed that there was a permission problem with some .DLL files. had the permissions chaged to all users, from administrator, working ok now.....

28238 02/08/00 HARDWARE 02/14/00

Descr: 've had to go to task manager and end task about 10 times so far today. My system seems to get hung performing simple tasks like accessing drives, moving to web sites, etc.

Can someone check this out.

Thanks,
Colleen Combden
Communications Coordinator

Resol: She was scheduled to have her notebook replaced with a new desktop PC, so we moved up the date for this to be done to now. John Baggs set her up.

28249 02/09/00 HARDWARE 02/09/00

Descr: On bootup gets the following errors 1762 config change has occurred. 162 config error has occurred. Rebooted again got 1962 error.
Resol: Advised client...check cmos, boot sequence was diskette drive "a", the cdrom, had user set system boot sequence to A, C, cdrom, boot ok....

28267 02/09/00 HARDWARE 03/06/00

Descr: Evaluate ibm laptop for 2nd hard drive
Resol: Work done on problem to date... ordered a second drive, Glenn installed,,

28280 02/09/00 HARDWARE 02/15/00

Descr: Looking for cables to connect her radix to a new piece of equipment
Resol: Work done on problem to date... replacements ordered form Radix

28282 02/09/00 HARDWARE 02/15/00

Descr: PB belonging to Clyde Moss (Asset tag - 010433) Sona 200 - CD rom drive does not seem to work - getting in accessible whenever he tries to install from a CD
Resol: Work done on problem to date.... Cdrom cable was on backwards, thus system would not boot (SCSI) also moved hd to the back of the PC so the client can install a card reader in the PC.....

Problem #	Opened Date		Closed Date
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28303	02/10/00	HARDWARE	02/10/00
Descr: No o/s found when she starts up her pc Resol: Work done on problem to date... user powered off/on, booted ok...			
28322	02/10/00	HARDWARE	02/16/00
Descr: NP012101 Locking up constantly Please check Resol: Visited Client..... PC has been ok since user placed call, PC is a P233, running win 95, NT & memory upgrade would help this PC tremedeously			
28299	02/10/00	HARDWARE	02/10/00
Descr: Has a VTech and it will not boot up this morning Resol: Visited Client...Got system up in safe mode, deleted a whole %\$&# load of TMP files, reboot ok....			
28352	02/11/00	HARDWARE	02/21/00
Descr: pc locking up constantly Resol: Work done on problem to date.... user will converted to NT during the rollout!!!!			
28361	02/11/00	HARDWARE	02/11/00
Descr: Cannot open outlook. He had an error message on login Resol: Had him reboot and all ok			
28374	02/11/00	HARDWARE	02/14/00
Descr: getting error logging in - system cannot log you on because the NFPOWER_Domain not available Resol: Glenn had been working on his pc. spoke to Glenn and he seems to think the problem could be there needs to be updated driver for network card. He will go up and install this as you would have to be logged in as Administrator			
28356	02/11/00	HARDWARE	02/18/00
Descr: Looking for an ethernet card and connector for a dell laptop. He says to send it today Resol: Work done on problem to date... shipped client a 3com PCMCIA NIC....			
28364	02/11/00	HARDWARE	02/15/00
Descr: Glen samms called to say there needs to be 2 patch cords installed in the Transformer Shop for the printer and the monitor. Also a PC needs to be hooked up in the downstairs area, as well, one of the monitors there do not work, and it needs to be replaced Resol: Visited Client...install new patch cables and test, install monitor and test...			
28476	02/15/00	HARDWARE	03/23/00

Problem #	Opened Date		Closed Date
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Descr: PC locking up
Resol: Visited Client...Jeff is getting a new PC and can live with the occasional lockups he is currently experiencing

28497 02/16/00 HARDWARE 02/17/00

Descr: cannot get his pc booted up - gets far as the blue screen and then hangs - tried rebooting several times and left it on this screen for 5-10 min. This is an IBM450 pc with NT. Asset tag #NP010061
Resol: Visited Client...setup Printer/and setup icons/reinstall office 2000

28543 02/17/00 HARDWARE 04/13/00

Descr: John is trying to run corel 5 and is getting an out of memory error. Rebooted his pc and still the same.
Resol: Visited Client... John said he is not going to use Corel 5 for a while so he will wait for his new pc which is on order

28558 02/17/00 HARDWARE 02/17/00

Descr: Hit control alt del and nothing happened
Resol: HAd him reboot and everything was ok

28554 02/17/00 HARDWARE 02/17/00

Descr: remove PC NP010018 from the network - he is re-imaging pc
Resol: used server manager to remove this from the network.

28580 02/18/00 HARDWARE 02/22/00

Descr: Colleen's machine is running OK except she is having consistent trouble running Corel 9. It has locked up 4 or 5 times today alone. Help desk, please enter a call on this.
Resol: Reinstalled Corel. This was also a duplicate call logged on the same problem.

28586 02/18/00 HARDWARE 02/21/00

Descr: They are doing pretty big scada drawings on thier pc's now and would like more memory for their machines
Resol: Work done on problem to date... getting new pc's

28595 02/18/00 HARDWARE 02/18/00

Descr: Request to remove np010018 from the system
Resol: Removed in server manager

28639 02/21/00 HARDWARE 02/22/00

Descr: Getting physical dump errors on her pc
Resol: Had been working on her PC last week. Before I could finish she grew impatient and I had to stop because she had work she had to catch up on because of fixing her PC. I returned on Monday and completed the repair in a half hour. Her NT profile was corrupt. created a new one. OK now.

Problem #	Opened Date		Closed Date
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28623 02/21/00 HARDWARE 02/24/00

Descr: More hard drive problems. Looking for boot sequence error. Went thru this on Friday with Jennifer. Same errors again

Resol: Work done on problem to date... updated McAfee, test ok....

28634 02/21/00 HARDWARE 02/22/00

Descr: Sona PC Win95 - Asset tag #011127 continuously locking up since last week - has to power off completely. (several times a day).

Resol: Work done on problem to date....called client, client had removed a screen saver, PC has been working ok since....

28628 02/21/00 HARDWARE 02/21/00

Descr: Getting a blue screen when he turns on his pc nothing else

Resol: Work done on problem to date... while talking with client, system booted ok.....

28665 02/21/00 HARDWARE 02/22/00

Descr: PC appears to be acting up. There are times when he double click on explorer on an email attachment and nothing happens He reboots and it may work or he was to reboot 3 or 4 times to get it to work

Resol: Work done on problem to date...advised client he will be getting a replacement....between march - may..... will hold out until replacements arrive...

28674 02/21/00 HARDWARE 02/21/00

Descr: In task manager and appears to be locked up

Resol: Had him do a power off and on and all ok

28677 02/21/00 HARDWARE 02/25/00

Descr: getting an error popping up on his screen clsvcl.exe initialization failed C:\winnt\system32\user32.dll failed The process is terminating abnormally He checks ok and it goes away for a while

Resol: Nothing in the event log to indicate a problem. This problem could not be duplicated.

28773 02/23/00 HARDWARE 02/23/00

Descr: require assistance setting up LCD viewer in HR boardroom

Resol: Glenn was going up to help her

28755 02/23/00 HARDWARE 02/23/00

Descr: nec monitor that was connected with new laptop yesterday - the green light is on but nothing displaying

Resol: undock and redock the laptop. this worked

28758 02/23/00 HARDWARE 03/28/00

Descr: Brought in PC (spare - common use) from Grand Falls Office. Asset tag #010482 and Monitor Asset tag #011080. He left this with Gary Tulk for pick up.

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date... got PC from service building....

28765 02/23/00 **HARDWARE** 03/06/00

Descr: Sona200 PC - Asset Tag 011094. Getting a Windows Protection error. He had tried to instal AutoCad Lt yesterday and after reboot got the error.

Resol: Advised client...change settings in Cmos, disable IDE ports, PC is SCSI based

28858 02/25/00 **HARDWARE** 02/25/00

Descr: need a power bar

Resol: Work done on problem to date..... gave user a power bar....

29061 03/03/00 **HARDWARE** 03/06/00

Descr: Hi,

I've installed the Statement of Account add-in for Microsoft Word 2000 on 6 of the 8 required PC's in the call centre. However, two of the PC's are still running Windows 95:

Michelle Saunders PC Asset #: NP010990 Office 95
Glenda Hayes PC Asset #: NP012108 Office 2000

Can you look into putting Windows NT and Office 2000 on both of these machines? Thanks...

Have a great day!

Application Analyst
Information Services
Newfoundland Power Inc.
Tel: (709) 737-2921
Email: bmurphy@newfoundlandpower.com

Resol: Work done on problem to date..... call already logged....

29040 03/03/00 **HARDWARE** 03/23/00

Descr: Sharon Andrews is still having a problem with network connection on her pc - it was reported awhile ago and it was determined it was the cable. She was told she was due to get a new PC. Can the cable be replaced? That would take care of the problem until new PC arrives? PLEASE CALL MONTY

Resol: Work done on problem to date..... PC will be replaced in PC rollout, ok's with Monty by KPerry....

29076 03/03/00 **HARDWARE** 03/21/00

Descr: Kay's Pc is locking up constantly

Resol: The PIII update mentioned was for Adobe Photoshop and this update has been applied. The biggest problem was available harddisk space was very low. Compressed some of the older folders and cleared up about 2.6 GBs. Informed the client to keep an eye on this and mentioned a few technics she could use for file management. such as, delete c:\temp files, etc....

29086 03/06/00 **HARDWARE** 03/17/00

Descr: The Help Desk PC will not start. Suspected power supply problem

Resol: Visited Client...replace PC

Problem #	Opened Date		Closed Date
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29103 03/06/00 HARDWARE 03/06/00

Descr: Lost power to her PC

Resol: The ups had gone down. She had to reset the power bar.

29104 03/06/00 HARDWARE 03/06/00

Descr: She just lost power to her computer - why?

Resol: There was a power bump and the UPS was down; need to reset the power bar and she will then be able to turn on the power

29106 03/06/00 HARDWARE 03/06/00

Descr: She just lost power to her computer - why?

Resol: There was a power bump and the UPS was down; need to reset the power bar and she will then be able to turn on the power

29107 03/06/00 HARDWARE 03/06/00

Descr: She just lost power to her computer - why?

Resol: There was a power bump and the UPS was down; need to reset the power bar and she will then be able to turn on the power

291122 03/06/00 HARDWARE 03/06/00

Descr: remove np012246 from network

Resol: used server manager to remove this workstation for server

29124 03/06/00 HARDWARE 05/17/00

Descr: PC locking up

Resol: Work done on problem to date... talked to Ivan S. he will check PC, and get back to me....

29128 03/06/00 HARDWARE 03/14/00

Descr: has an IBM PC - would like to get the stand to put it on. With Monitor on pc it is too high so he would like to have cpu in stand away from monitor.

Resol: Delivered stand to Dave

29138 03/06/00 HARDWARE 03/13/00

Descr: pc locked up in Outlook would like someone to drop up

Resol: Visited Client...replace notebook with a P233

29330 03/13/00 HARDWARE 04/05/00

Descr: Sona PC - Win95 - asset tag #NP011127 - belonging to Barry Martyn. continuously getting fatal exception errors - most times cannot get into windows at all. He is sending PC in today to have checked (reimaged)

Resol: Research and Get Back To Client... client to be getting a replacement soon, he is currently using a Vtech PC , it will do until the

Problem # Opened
Date

Closed
Date

new one arrives.....OK'd by Mich Ellsworth 00/04/04

Problem #	Opened Date	Category	Closed Date
29360	03/13/00	HARDWARE	03/28/00
Descr: Charlie has only 64 Mb RAM. He needs an upgrade to 128Mb total RAM. Please create a call for John Norris. Keith Perry Supervisor, Desktop Services, IS Newfoundland Power			
Resol: Work done on problem to date.... user installed memory, test ok support magic updated			
29371	03/13/00	HARDWARE	08/04/00
Descr: IBM-300PL - Windows NT - Asset Tag # NP010741. He has been getting memory errors this past week. He also got a couple of error in Word that the memory referenced@ could not be written - and the application terminated - he lost the document he was working on.			
Resol: Reviewed...the issue with Darren several times. We have offered a different machine, but Darren prefers not to have downtime at this point. After the third offer, I am closing this call			
29379	03/13/00	HARDWARE	03/21/00
Descr: Please enter a call to Desktop Services to have Monty's TP 600 converted to NT 4.0. Keith Perry Supervisor, Desktop Services, IS Newfoundland Power			
Resol: Approved...Work is transferred to xwave bulk work			
29396	03/14/00	HARDWARE	03/14/00
Descr: Request a cpu stand			
Resol: Dropped of the stand to him			
29388	03/14/00	HARDWARE	03/20/00
Descr: IBM PC - Asset Tag 010974 - Mena Fardy's PC - tried to shut it down after getting errors, but the Power Button won't work. Cannot press in on the button. s/n 78yzn98			
Resol: called Mel to follow up = he checked again and the button worked			
29393	03/14/00	HARDWARE	03/23/00
Descr: Screen goes black during startup, unknown hardware driver, problem with captureeze performs an illegal operation. His hard drive is full. Running out of memory errors. wants to work offline in outlook			
Resol: Bernie called - only one of three parts arrived. I called Jim to update Replaced screen and system board			
29448	03/15/00	HARDWARE	03/15/00
Descr: Pc locked up when trying to open a ppt file of a cd It worked yesterday			
Resol: Had her reboot the pc to see if it worked and also asked her to try and open it on her pc			

Problem #	Opened Date		Closed Date
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29460	03/15/00	HARDWARE	03/23/00
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Descr: Car's have experienced problems with the Fax Server for the last couple of months. When they attempt to use the fax the status of the job remains pending for an extended period and the Car is unsure if it ever actually gets sent. I believe a rep from IS was over here and fixed a couple of individual PC's however Doreen is still experiencing this problem.

Please update on status previously reported.
Kevin

Resol: This fix is scheduled for all CARs when they get their new computers in early April.

29515	03/17/00	HARDWARE	03/20/00
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Descr: Getting message WINNT could not start because the following file is missing or corrupt.
/winnt/system32/config/systemhardwareprofile/lastknowngoodmenu You can attempt to repair this file by starting WINNT setup using the original setup floppy disk or cd rom. Select R at the first screen to start repair

Resol: when Bernie of XWave arrived the PC was into an NT repair screen; he rebooted the PC and it worked fine

29567	03/20/00	HARDWARE	03/20/00
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Descr: Pc started in safe mode

Resol: Had him change his settings option and reboot All ok

29554	03/20/00	HARDWARE	04/10/00
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Descr: is moved into Randy Belooos position. He has his laptop with him to use, but may need to access the Sona PC that is there also - is there a way to get another connection there? or does he have to disconnect and reconnect? We will get him to move any files he needs from Randy's PC etc. were you informed of this move? Please call Darrell at 2862

Resol: Work done on problem to date... all data has been moved off of randy's PC, The PC has been removed from office.. The PC will be kept for 1 week.....

29617	03/21/00	HARDWARE	03/21/00
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Descr: install extra RAM in the three drafting PCs. Contact is Doug Jackman.

Resol: Installed an additional 64 MBs of RAM in each of these computers.

29586	03/21/00	HARDWARE	03/21/00
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Descr: Has pictures on the screen from the digital camera and they will not print

Resol: Getting memory error Had him reboot

29618	03/21/00	HARDWARE	04/04/00
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Descr: install CD Writer for Lewis Greenland and Wanda Brown. Keith has the writers in his cubicle.

Resol: Done.

29596	03/21/00	HARDWARE	03/21/00
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Descr: getting a message the system cannot logon to this domain because the systems computer account in its primary doamin is missing or the password of that avccount is missing

Resol: Glen Moores had roger conway log in as Admin and remove the pc from the domain glen removed the account here and

Problem #	Opened Date		Closed Date
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recreated it and then we had roger connect the pc to the domain

29663 03/22/00 HARDWARE 03/23/00

Descr: Pc locking up

Resol: Work done on problem to date..... keith is to schedule xwave to re-image PC.....

29682 03/22/00 HARDWARE 03/22/00

Descr: office2000 not installed on Basil Butt's PC

Resol: Neville said its a VTECH with 2.2 gbytes free.Neville is going to do the to do the install

29686 03/22/00 HARDWARE 03/22/00

Descr: Getting message your machine is dangerously low on resources

Resol: Had her power down and back up

29722 03/23/00 HARDWARE 03/23/00

Descr: Request to remove np010005 from the system

Resol: Deleted in server manager

29730 03/23/00 HARDWARE 06/19/00

Descr: Starts up pc logs in icons appear on desktop and pc just hangs goes to task manager and it shows that msgsrv is not responding We removed net from his startup and still not working. John Norris asked to see if you might know of something Glen

Resol: Has new PC now.

29733 03/23/00 HARDWARE 03/31/00

Descr: Irene is using Kay's pc and it is crashing Now it won't restart. Getting the same message that John McGuires was gettig about running restore.

Resol: Work done on problem to date..... jdb upgraded pc.

29766 03/24/00 HARDWARE 03/24/00

Descr: need com port changed on Dave Oakley's pc - conflict between com port and modem

Resol: Enable the COM port in Thinkpad configuration. When you then attempt to add a new modem it will pick one up on COM 2. You will need to reconfigure RAS and all phonebook entries to use this new modem.

29757 03/24/00 HARDWARE 04/04/00

Descr: System rebooting on its own Xwave called

Resol: Placed Service Call to Vendor Xwave replaced system board

29855 03/28/00 HARDWARE 04/14/00

Problem #	Opened Date		Closed Date
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Descr: requesting a Bus mouse for his pc

Resol: Visited Client...mice finally arrived, gave to user.....

29861 03/28/00 HARDWARE 04/20/00

Descr: Please create a Help Desk call for John Norris to have Linda Harty's CD Writer installed. I have it at my desk, labelled for her. Thanks,

Keith Perry
Supervisor, Desktop Services, IS
Newfoundland Power

Resol: Work done on problem to date..... completed by xwave

29862 03/28/00 HARDWARE 03/28/00

Descr: Got an memory error emssage and now I find it slow opening files

Resol: Had him reboot and all appears ok

29929 03/30/00 HARDWARE 04/18/00

Descr: Glen needs a connector for his laptop to phone line His is broken

Resol: Work done on problem to date... gave user a dongle....

29930 03/30/00 HARDWARE 04/04/00

Descr: Roddy needs a conenctor for his laptop to the telephone connector. Last week I sent him out one that was lying around here and he called to say that it was the wrong one

Resol: Work done on problem to date.... user had gotten one from mick ellsworth, I had sent mick out two last week....

29958 03/30/00 HARDWARE 04/03/00

Descr: Dyan's PC has to be reimaged on Friday morning before we do the work for the weekend. Glen Moores was looking at it remotely and there have been a number of crashes It is better to reimage than try reinstalling the apps.

Resol: Visited Client...re-image PC, apply patches, setup client, test ok

29961 03/31/00 HARDWARE 04/10/00

Descr: Their 2nd pc has the following errors On startup a mesg appears MDM.exe file is linked ot missing export ole32.dll:ColmpersonateClient

While trying to install Outlook with nothing else open you get The action could not be completed You need more memory or system resources

The system hangs on shut down and you have to power it off which means running scan disk on start up.

Resol: Visited Client...There was a dialup network adapter installed in the network properties..... removed the adapter, rebooted, still got the mdm.exe error, but canceled the window, and logged in ok.... suggest to habitat that they do the same....

29969 03/31/00 HARDWARE 04/14/00

scr: request an IBM mouse to use with her laptop at home.

sol: Visited Client...mice finally arrived, gave one to user.....

Problem #	Opened Date		Closed Date
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30014	04/03/00	HARDWARE	04/03/00
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Descr: Cannot boot up her pc getting error message winnt/system32/config/systemhardware/profile missing
Resol: Visited Client...Ran NT rescue, re-install printers, chek PC onc over, user pleased that PC was restored ok....

30020	04/03/00	HARDWARE	04/07/00
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Descr: Looking for an external card reader. He will email Keith with the details
Resol: Before I could respond, they installed a reader already in their office. I phoned to offer post-installation support.

30068	04/03/00	HARDWARE	04/13/00
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Descr: System hangs when trying to access the network drives.
Resol: Visited Client... Dave is cleaning up the files on the laptop and will report back
All working well since it was cleaned up

30103	04/04/00	HARDWARE	04/11/00
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Descr: When he starts up his pc he gets a F7 error. John don;t know what it is
Resol: replaced system board and hard drive; put anew image on the PC and itis now working fine

30096	04/04/00	HARDWARE	04/05/00
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Descr: PC locking up
Resol: Work done on problem to date.... checked with user, everything seems ok.....

30111	04/04/00	HARDWARE	04/05/00
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Descr: Getting this pc has performed an illegal operation message quite often; happens more when printing and opening messages
Outlook Please check
Resol: Visited Client...rebooted PC, user logged in ok, also was able to print again.... he did not note the error message that came up
when he logged in this morning.... everything working ok for now.....

30112	04/04/00	HARDWARE	04/04/00
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Descr: Getting an error on startup John Baggs talked to him and was looking at the event viewer
Resol: The PC has not been restarted for quite the while. Asked him to restart and the messages did not reappear.

30113	04/04/00	HARDWARE	04/04/00
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Descr: Getting a notes.rip error
Resol: Had her reboot and all ok

30117	04/04/00	HARDWARE	04/04/00
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Descr: Getting error messages on her pc saying illegal operation
Resol: Had her reboot and all ok

Problem #	Opened Date		Closed Date
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30232	04/06/00	HARDWARE	04/06/00
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Descr: IBM PC - Asset Tag NP010962 s/n 78ZAF83 - getting error on boot up - stop! C0000135 - unable to locate DLL the dynamic link library winserv could not be found in the specified path default load path. beginning dump of physical memory. PC has been rebooted at least twice

Resol: Visited Client...install local printer.....and test,

30309	04/07/00	HARDWARE	04/10/00
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Descr: Looking for another DEC card

Resol: Work done on problem to date.... shipped a repeater.....

30437	04/11/00	HARDWARE	04/20/00
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Descr: have Elaine Janes PC brought back into inventory. It should be backed up.

Resol: Work done on problem to date..... as requested.....

30497	04/12/00	HARDWARE	05/17/00
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Descr: says his PC is noisy thinks it is the fan He has a Sona

Resol: Work done on problem to date... PC being replaced...

30537	04/13/00	HARDWARE	04/13/00
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Descr: was locked up in CSS and is getting fatal exception errors

Resol: Had her reboot and all ok

30578	04/14/00	HARDWARE	05/03/00
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Descr: Add 64 Mb RAM to her IBM 233. To be done after hours if possible. Asset # 10679

Resol: Visited Client...installed on the weekend past....

30581	04/14/00	HARDWARE	04/14/00
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Descr: Add 64 Mb RAM to her IBM 233. Located in HRS, 1st floor Kenmount Rd. Asset # 12124

Resol: 64M installed by Scott

30582	04/14/00	HARDWARE	04/14/00
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Descr: Install extra 64 Mb RAM in machine 10779, IBM 233. Located Kenmount 1st floor, south.

Resol: 64 M Installed by Scott

30583	04/14/00	HARDWARE	06/05/00
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Descr: Install extra 64Mb RAM in Disaster Recovery PC, IBM 233 #10667.

Resol: Work done on problem to date.... install and test

Problem #	Opened Date		Closed Date
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30584 04/14/00 HARDWARE 04/14/00

Descr: Install extra 64Mb to IBM 233 # 10740. Located Stores, mezzanine.

Resol: Installed 64 megs of ram.
Asset# np010740.

Bernie.

30585 04/14/00 HARDWARE 04/14/00

Descr: Merv is retired, but his machine remains. Install extra 64Mb RAM in IBM 233 #12104. Located Duffy, 1st floor, customer area.

Resol: 64M of RAM Installed

30586 04/14/00 HARDWARE 04/18/00

Descr: Re: Meter Reading 2 PC, IBM 233 #12027. Install extra 64Mb RAM. Maureen Holden is the contact.

Resol: Xwave insatlled 64M of ram

30587 04/14/00 HARDWARE 04/14/00

Descr: Install extra 64Mb RAM in IBM 233 # 10812. Located 3rd floor Kenmount.

Resol: Scott installed 64M

30589 04/14/00 HARDWARE 08/04/00

Descr: Ray is off on LTD, but his machine needs to have extra 64Mb RAM installed. IBM 233, #10152. Also change machine name from Rpower-300pl to NP010152.

Resol:

30590 04/14/00 HARDWARE 04/18/00

Descr: Install extra 64Mb RAM in IBM 233 #10703. Located Kenmount, 1st North.

Resol: XWAVE installed 64M of memory

30591 04/14/00 HARDWARE 06/05/00

Descr: Install extra 64MB RAM in SJN Cust Walk in PC, IBM 233 #12112.

Resol: Research and Get Back To Client.... PC was replaced....

30592 04/14/00 HARDWARE 04/18/00

Descr: Gary is the contact for the SJN Garage general use PC at Duffy Place. IBM 233 #12060 needs extra 64Mb RAM installed

Resol: Xwave installed 64M of RAM

30593 04/14/00 HARDWARE 04/18/00

Problem #	Opened Date		Closed Date
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Descr: Install extra 64MB RAM in IBM 233 #12181. Do not perform an NT installation
 Resol: Xwave instaled 64M of RAM

30599 04/14/00 HARDWARE 04/14/00

Descr: PC started up in Safe Mode
 Resol: HAd him reboot and all ok

30611 04/14/00 HARDWARE 05/31/00

Descr: NP012195 both batteries are dead
 Resol: Work done on problem to date.... user was given a battery by KP

30613 04/14/00 HARDWARE 04/25/00

Descr: Fan is noisy on her pc.
 This should be a warranty call to MITI.
 Resol: MITI has to ordera fan Replaced it on Monday April 24

30617 04/14/00 HARDWARE 04/14/00

Descr: Laptop locked up
 Resol: Had her reboot and all ok

30634 04/14/00 HARDWARE 04/20/00

Descr: Needs a dongle for her laptops.
 Resol: Visited Client...gave user a dongle for the modem.....

30712 04/17/00 HARDWARE 04/20/00

Descr: Send IBM 450 #10118 and G52 #12260 for loan-out use for CLV Student.
 Resol: Work done on problem to date... ship pc as requested

30739 04/18/00 HARDWARE 04/19/00

Descr: Since he installed the cd writer he cannot use the scanner get interrupt conflicts
 Resol: He was having problems before the CD writer was hooked up. There are events in the event log to indicate that. The scanner cable is rather short and if the scanner was moved (like I did when I was over) that scanner fails to work. Lewis checked the connections and restarted the computer and the scanner worked fine.

30740 04/18/00 HARDWARE 04/18/00

Descr: Request to have a stand put on her printer
 Resol: Went up and installed the stand

Problem #	Opened Date		Closed Date
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30777	04/19/00	HARDWARE	04/19/00
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Descr: PC not working

Resol: There was dirt in the keyboard and it had the numlock stuck

30837	04/20/00	HARDWARE	04/20/00
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Descr: Screen is frozen

Resol: Had him reboot

30872	04/24/00	HARDWARE	04/24/00
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Descr: Request to delete np0100000 from the network

Resol: Removed it in server manager

30897	04/24/00	HARDWARE	05/04/00
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Descr: Cyril Whalen

sending in an NEC Monitor that is not working. (Asset 10615). I do not have a loaner so I have a user who is without a computer. Please check this out as soon as possible.

Resol: Work done on problem to date..... sent replacement

30964	04/25/00	HARDWARE	04/25/00
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Descr: Got a message out of virtual memory

Resol: Had her reboot

30990	04/26/00	HARDWARE	04/26/00
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Descr: The pc in the boardroom the power button is stuck and the pc won't come on

Resol: Bernie took the cover off and fixed the button

31021	04/26/00	HARDWARE	05/02/00
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Descr: We have a student starting with us on May 1 for 4 week. She will be using the IBM laptop computer that is a shared machine among our group. I'm requesting a standard keyboard and monitor for the 4 week timeframe that we can attach to the laptop in order to make a more suitable workstation.

Resol: went up and set up monitor keyboard and mouse No network connection Had Ron set it up in the closet No outlook John Baggs looking into it

31026	04/26/00	HARDWARE	05/05/00
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Descr: I know we are supposed to be getting new PC's fairly soon, however, we have a new CAR here in the Call Centre and the only place for her to sit is in the position occupied by the former edit clerk. The Edit Clerk's position only had a 15" monitor. In the interim, would we be able to get a 17" monitor for Christine Butt's new location which was formerly occupied by Michelle Saunders.

Resol: Called...Instructed Blair to move an existing CPU into the ergonomically correct cubicle for now. This PC will be replaced very shortly during the 2000 Renewal Project

Problem #	Opened Date		Closed Date
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31046	04/27/00	HARDWARE	05/08/00
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Descr: Has an IBM with Win95 getting fatal exception errors.

Resol: Problem is no longer present

31084	04/27/00	HARDWARE	05/12/00
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Descr: Installed the card reader for the digital camera on his NT machine Kodak Camera can see the files but cannot open them worked ok on 95

Resol: HKCR in the registry. Delete the .JPG entry and then you should be able to right-click and set the Open With option. You can then select the application you want to open it with.

31093	04/27/00	HARDWARE	04/27/00
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Descr: Can't get laptop to come on

Resol: The surge protector had to be reset

31260	05/01/00	HARDWARE	05/01/00
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Descr: Put a CD in the drive and making loud grindind noise.

Resol: Took drive out and put in another IBM Thinkpad 600E and had no problems. Put drive back in and tried the same CD again and no problems. It seems that the CD was not inserted properly.

31293	05/02/00	HARDWARE	05/03/00
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Descr: his cd-rom drive not reading CDs - he has tried several and he is getting error drive not accessible. He said this happened before and you sent him a can of air and was able to get dust out of the drive - would like to try this first - can you send him a can? or call him if you think something else may be wrong.

Resol: Sent him a CD drive cleaner to try

31332	05/02/00	HARDWARE	05/02/00
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Descr: PC locked up

Resol: Had him reboot

31361	05/03/00	HARDWARE	05/03/00
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Descr: Pc locked up while in CSS

Resol: Had him do an endtask on css and start again

31402	05/04/00	HARDWARE	05/05/00
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Descr: Needs a hub set up in the old control centre

Resol: Additional hub no longer required

31411	05/04/00	HARDWARE	05/17/00
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Descr: Users on lower floor unable to access the network. 3 to 4 minutes and apparently a switch reset in the closet

Problem #	Opened Date		Closed Date
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Resol: After diagnosing the problem with Cisco, the switch was replaced

31412 05/04/00 HARDWARE 05/04/00

Descr: Unable to access network

Resol: Switch tripped and reset in closet on lower floor 3 - 4 minutes See call 31411 Pri 1

31477 05/04/00 HARDWARE 05/04/00

Descr: cannot access his outlook files

Resol: lost his network connection Had him reboot

31476 05/04/00 HARDWARE 05/10/00

Descr: Val wants a keyboard extension for ergonomic reasons

Resol: gave her the keyboard extension

31513 05/05/00 HARDWARE 05/12/00

Descr: IBM laptop won't come on Says it is in the docking station

Resol: Follow up with client to see if this still an issue. Called Annette and all ok

31650 05/09/00 HARDWARE 05/09/00

Descr: request to delete np012384 from the server

Resol: removed in server manager

31676 05/09/00 HARDWARE 05/11/00

Descr: request for a monitor, stand, and keyboard for his new laptop

Resol: Installed all the above

31723 05/10/00 HARDWARE 05/10/00

Descr: request for a keyboard for laptop

Resol: gave him a keyboard

31755 05/11/00 HARDWARE 05/11/00

Descr: NP012150 Please remove

Resol: Deleted it from server manager

31821 05/12/00 HARDWARE 05/12/00

Descr: Request to remove np010970 from the system

Problem #	Opened Date		Closed Date
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Resol: deleted it in Server Manager

31822 05/12/00 HARDWARE 05/12/00

Descr: Pc is acting strange. Icons not working minimize acting up etc.

Resol: She is getting a new pc in a few days.HAd her reboot and ll looks ok

31976 05/16/00 HARDWARE 05/31/00

Descr: Here at Duffy Pl. we have a DOA Dell system. The #'s are as follows:

Sys. s/n 21BM9 Asset # NP012349

Please advise

Resol: system board replaced

31978 05/16/00 HARDWARE 05/16/00

Descr: Request to remove np010088 from the server

Resol: Removed it

32003 05/16/00 HARDWARE 05/16/00

Descr: Need memory upgrade installed in System Development's on-call laptop.

Resol: Upgrade from 96 to 224 MB RAM.

32026 05/17/00 HARDWARE 05/17/00

Descr: remove pc NP010092 from network

Resol: removed as requested

32027 05/17/00 HARDWARE 05/17/00

Descr: remove pc NP010978 from network

Resol: removed using server manager as requested

32126 05/18/00 HARDWARE 06/30/00

Descr: Requires 2 PC's for main boardroom on 3rd floor

Resol: Visited Client...Installed two PC's and ordered two replacements, which have also arrived.

32069 05/18/00 HARDWARE 05/18/00

Descr: Can you get someone to check on status of the PC in the 3rd floor boardroom? We have a demonstration of hte corporate reporting prototype at 12:30 (Thursday) in that room and will need the PC to be connected to the network. If it has been replaced recently, would the Cognos software have been reinstalled? (it was installed last month for a previous demo)

Thanks,

Problem #	Opened Date		Closed Date
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Resol: Diane
Tucker's Electronic is working on the main boardroom so it will not be available.

32104 05/18/00 HARDWARE 05/18/00

Descr: Request to remove np012156

Resol: deleted from server in server manager

32124 05/18/00 HARDWARE 05/19/00

Descr: Errors starting up explorer and webster looking for odbc driver Got new laptop 2 days ago Xwave to visit her

Resol: All ok now It appears someone was working on the file at the same time

32130 05/18/00 HARDWARE 05/18/00

Descr: remove PC NP010988 from network

Resol: removed using server manager

32139 05/19/00 HARDWARE 05/24/00

Descr: Rebooted his machine and get error message no o/s found.

Rebooted several times

Resol: Rodney called back He kept rebooting and after a number of tries it came back ok. Still should be looked at.

32160 05/19/00 HARDWARE 05/24/00

Descr: Sona PC (Claude Butt). Getting windows protection error.
Asset tag NP011088

Resol: Work done on problem to date.....tried to uninstall IE, still got general protection error, checked install schedule, PC being replaced next week, Ivan says they can get by until then.....

32165 05/19/00 HARDWARE 05/31/00

Descr: s/n 1UH5Q - Dell laptop NP012274 - locking up on config.

Resol: Ed Ryan called from MITI - for call number Replace system board

32211 05/23/00 HARDWARE 05/24/00

Descr: Tried rebooting several times Keeps getting windows protection error NP011085

Resol: Work done on problem to date.... Ivan is checking with user, sill hold out until next week, when new PC's are to be installed....

32212 05/23/00 HARDWARE 08/08/00

Descr: The speed of opening files from the server at times is very slow. On my old computer John Norris corrected the problem by synchronizing the rate of transfer between my computer and the network. I would like to have this reviewed.

2. My computer this morning shows the time to be 5:30 am. The correct time is 8:00 am. The time was correct on Friday. Is this a problem?

Problem #	Opened Date		Closed Date
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Resol: Called client to check status of this call. It was just that one time that he found accessing files from his home folder and departmental share slow. It is no longer a problem with the new server and new computer.

32258 05/23/00 HARDWARE 05/24/00

Descr: Gerard and Ron Crane have the wrong time showing on their systems it is 2.5 hours earlier Sherina spoke to glen

Resol: After much discussion and checking, John Baggs started looking at each of the new servers that were set up recently, and found the culprit to be the new Microtest NPKENCROM2 server. He stopped the Time service at about 8:15AM Wed. morning and Gerard's PC seems OK. Reviewed the setting in the client .INI file and these are correct.

32262 05/23/00 HARDWARE 05/24/00

Descr: power supply not working in docking station and cannot get a network connection Xwave notified

Resol: Xwave replaced the cable

32273 05/23/00 HARDWARE 06/19/00

Descr: Cannot access the network in grand falls with his new dell laptop. worked k in St. john's
He will bring his laptop over when he returns

Resol: Didn't hear from him afterwards. Will be fixed when we receive NIC update from Dell

32275 05/23/00 HARDWARE 05/23/00

Descr: got an external keyboard. should she power off before connecting

Resol: better to shutdown pc and connect the keyboard and then boot up. That will ensure that the operating system detects the new hardware

32291 05/24/00 HARDWARE 05/24/00

Descr: PC locked up

Resol: Had him reboor

32284 05/24/00 HARDWARE 05/25/00

Descr: Getting wrong time on pc

Resol: I have the correct time set on NPKENCROM2. Contacted vendor and they mention a future firmware revision will fix this issue.

32286 05/24/00 HARDWARE 05/24/00

Descr: got a message that no domain controller was found

Resol: Had her reboot. SHE didn't call back to say it was ok Called and left a message

32299 05/24/00 HARDWARE 05/24/00

Descr: recently got new pc, mouse etc. She is wondering if she can get a left handed mouse with the scroll button.

Resol: Reviewed...the issue. Microsoft has two-handed mice available (Intellimouse with Intellieye \$70). Ann will refer this to Glenn fisher.

Problem #	Opened Date		Closed Date
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32304	05/24/00	HARDWARE	05/24/00
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Descr: request to remove np010729 from the network

Resol: removed in server manager

32306	05/24/00	HARDWARE	05/24/00
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Descr: request to remove np010944

Resol: removed from network in server manager

32309	05/24/00	HARDWARE	05/24/00
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Descr: request to remove np010886 from the domain

Resol: removed in server manager

32318	05/24/00	HARDWARE	05/24/00
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Descr: remove the following from the network:

NP010984

NP010464

NP010982

NP010910

Resol: USED SERVER MANAGER TO REMOVE THESE FROM SERVER

32327	05/24/00	HARDWARE	05/24/00
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Descr: laptop locking up

Resol: Rebooted and all ok

32341	05/24/00	HARDWARE	05/24/00
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Descr: request to delete np010920, 968, 012000,002 from the system

Resol: deleted in server manager

32413	05/25/00	HARDWARE	05/25/00
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Descr: remove the following pcs from network

NP010954

NP010950

NP010948

NP010942

Resol: REMOVED USING SERVER MANAGER

32439	05/26/00	HARDWARE	05/26/00
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Descr: removed the following PCs from network

NP010922

NP010930

NP010924

Problem #	Opened Date		Closed Date
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NP010966
Resol: USED SERVER MANAGER TO DELETE THESE

32468 05/26/00 HARDWARE 05/26/00

Descr: remove NP010008 from the network
Resol: removed as requested

32480 05/29/00 HARDWARE 05/29/00

Descr: Unable to get a connection When she boots up she gets to where the memory count is done and it hangs there
Resol: Visited Client...Reimage PC, install Apps, install printers, map network drive, etc...

32484 05/29/00 HARDWARE 05/29/00

Descr: Unable to get the pc to start up properly Gets a message error in SAM database doing a physical dump. Rebooted and same
Resol: Visited Client...tried doing a repair with an ERD but did not work. Reimaged her computer.

32490 05/29/00 HARDWARE 05/29/00

Descr: Request to remove NP012010, 010976, and 010936 from the network
Resol: Removed in server manager

32501 05/29/00 HARDWARE 05/29/00

Descr: request to remove np010928 and 010912 from the system
Resol: removed them from the server

32505 05/29/00 HARDWARE 05/29/00

Descr: finding it slow doing work on the pc
Resol: Checked it out nothing affecting the servers.

32519 05/29/00 HARDWARE 05/29/00

Descr: Request to remove NP010681, 010036, 010777, and 012152 from the system
Resol: removed them in server manager

32541 05/29/00 HARDWARE 06/01/00

Descr: trying to add hisprofile to outlook and gets not enough memory to complete this application. We tried several times ad him restart the pc and still getting the same
Resol: Tried to remote control his computer but the database entries in SMS were not updated yet. We put him in the ntwadmin group and he was able to work ok

32542 05/29/00 HARDWARE 05/29/00

Problem #	Opened Date		Closed Date
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Descr: request to remove np010115 from the system

Resol: deleted it in server manager

32569 05/30/00 HARDWARE 05/30/00

Descr: System hanging while in outlook

Resol: Had him reboot

32579 05/30/00 HARDWARE 05/30/00

Descr: np012187, 010046, and 012185 please remove from system

Resol: deleted on server manager

32583 05/30/00 HARDWARE 05/30/00

Descr: request to delete np010010 and 010350

Resol: deleted them in server manager

32584 05/30/00 HARDWARE 05/30/00

Descr: request to delete np012322 from system

Resol: deleted in server manager

32586 05/30/00 HARDWARE 05/30/00

Descr: PC locked up in HRIS

Resol: Had her reboot and all ok

32587 05/30/00 HARDWARE 05/30/00

Descr: PC locking up

Resol: Rebooted and all ok

32596 05/30/00 HARDWARE 05/30/00

Descr: Has a new laptop and cannot get connected to the network

Resol: Has to select docked when in the docking station

32620 05/31/00 HARDWARE 06/20/00

Descr: John has a new laptop and says it is not shutting down properly 1UH54 He says it should come back with a message saying it is ok to shut down yet it doesn't It appears to be shut down and when he returns in the morning the screen has the message do you want to connect docked undocked or dial in

Resol: Ed from MITI is waiting for John Parsons to return to check if everything is ok Updated the BIOS and reset

32623 05/31/00 HARDWARE 06/02/00

Problem #	Opened Date		Closed Date
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Descr: Paul says that since the nt upgrade his floppy drive is not working He says he was talking to John Baggs but at the time Paul was on the road and John said he would check when he returned

Resol: Paul contacted Micros Solutions and they fixed it; in the control panel there is a bacpack icon, opened it and unticked test for chip set; rebooted and everything returned to normal

32627 05/31/00 HARDWARE 06/08/00

Descr: Logged on and her profile seems to be mixed up. Getting errors for drives, some icons not working, background screen missing

Resol: She had deleted some files the day before when trying to clean up. View options had hidden some files. Got the files back from Recycle Bin

32656 05/31/00 HARDWARE 08/03/00

Descr: When they start up the system is detecting the digitizer and needed to be installed so I put him in the ntwadmin group now when it starts to install it is looking for the winnt cd

Resol: Found machine would not load the driver on reboot as of Friday past. Checked various settings; re-installed driver, eventually set the com ports in the system BIOS from Auto to COM1: and COM2: respectively. Worked immediately.

32675 05/31/00 HARDWARE 05/31/00

Descr: In Sherlock and locked up

Resol: Had him reboot

32702 06/01/00 HARDWARE 06/08/00

Descr: s/n 1UH6H - asset tag NP012280 - not shutting down properly . He says it should come back with a message saying it is ok to shut down yet it doesn't It appears to be shut down and when he returns in the morning the screen has the message do you want to connect docked undocked or dial in

Resol: has been repaired

32703 06/01/00 HARDWARE 06/01/00

Descr: PC in HR - getting error fatal exception

Resol: duplicate

32719 06/01/00 HARDWARE 06/06/00

Descr: IBM-300PL - asset tag NP010429. (used by student in HR) - s/n np010429 - when pc was powered on this morning there was error on screen fatal exception - beginning dump of physical memory - PC was powered off. When it was turned on again there was a fatal system error. Machine was powered off again when powered on last time getting a black screen.

Resol: Reimaged computer and installed MS Office 2000 SR1.

32726 06/01/00 HARDWARE 06/01/00

Descr: pclocking up

Resol: Had him reboot

32783 06/02/00 HARDWARE 06/02/00

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Descr: The Event Mgmt PC at the new System Control Center, Topsail Road, is not producing the color red, either on screen or to the projector in the boardroom. Suspect the video card. Please have MITI go on-site. The contact is Barry Howell.

NP010909 s/n78ZZKK5

Resol: had a faulty cable

32787	06/02/00	HARDWARE	06/02/00
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Descr: pc locking up

Resol: Had her reboot and all ok

32791	06/02/00	HARDWARE	06/05/00
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Descr: George Durnford is getting an error message when trying to access the Employee Self Service system in Webster. The message is "Virtual Directory error, unable to list contents of directory".

Resol: Called... George to follow up and everything is working fine now.

32800	06/02/00	HARDWARE	06/02/00
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Descr: request to remove np010076

Resol: removed in server manager

32801	06/02/00	HARDWARE	06/02/00
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Descr: request to remove np010683

Resol: removed in server manager

32825	06/02/00	HARDWARE	06/02/00
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Descr: PC locked up

Resol: Had her reboot

32844	06/05/00	HARDWARE	06/05/00
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Descr: tried to reset the Syme Program on PC #NP012183 - monitor lights on but screen is black.

Resol: had him power down the PC and start it up again and everything worked ok

32859	06/05/00	HARDWARE	06/05/00
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Descr: request to remove np012349

Resol: remover from server

32874	06/05/00	HARDWARE	06/13/00
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Descr: We have a "spare" machine next to Barry Murphy that most recently Michele Walsh was using for user testing. (NT workstation - asset tag NP010103)

Currently we have Andre Lambert using this machine. He is encountering numerous lock-ups etc. Could someone have a look

Problem #	Opened Date		Closed Date
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and see what can be done?
Resol: Work done on problem to date.... remove PC....

32876 06/05/00 HARDWARE 06/05/00

Descr: NP012391 - no domain controller available to validate your password - you will be logged in with cached information.
Resol: called cathy she rebooted and all was ok

32911 06/06/00 HARDWARE 06/06/00

Descr: request to remove np010777
Resol: removed from server manager

32922 06/06/00 HARDWARE 06/06/00

Descr: got a virtual memory error in css
Resol: suggested closing programs and rebooting pc. asked him to call back if problem re-occurred

32940 06/06/00 HARDWARE 06/06/00

Descr: Getting out of memory and system errors
Resol: Apparently she lst her netwrok connection Had her reboot

32992 06/07/00 HARDWARE 06/08/00

Descr: PC needs to be reimaged. John Baggs is ware of the various problems with vb script
Resol: Reimaged computer and the HR Self Serve page is working. Did not install the Change Management application before we do a full backup of his system.

32958 06/07/00 HARDWARE 07/21/00

Descr: Sharon says that her pc is emitting a high pitch sound when she opens and closes windows, Mel has looked at it and muted the sound, but it is still there
Resol: replaces with 1780RD7DE459; needs a new asset tag; the old tag was # 012513;
 Message from Sharon July 21/00 Acutally . . . I haven't heard a thing since Hopefully, it's fixed.
 Thanks for your support,
 Sharon

32960 06/07/00 HARDWARE 06/07/00

Descr: Getting fatal exception errors
Resol: Had her reboot and all ok

2994 06/07/00 HARDWARE 06/08/00

Descr: Network configuration and Microsoft Office 2000
Resol: Connected to the network. Started the installation of MS Office 2000 SR1.

Problem #	Opened Date		Closed Date
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33008 06/07/00 HARDWARE 06/08/00

Descr: floppy drive is not accessible He checked and it appears ot be in ok

Resol: I tried several diskettes in the drive and both could be read with no problems. E-mailed client for him to call me if he had any questions.

33084 06/09/00 HARDWARE 06/09/00

Descr: requested help installing some hardware and software for the voice logger Talked to John John will arrange a time

Resol: done

33120 06/09/00 HARDWARE 06/09/00

Descr: left message that her pc was dead

Resol: called back and said it was ok Not sure what happened

33125 06/12/00 HARDWARE 06/16/00

Descr: I was on the internet. I logged off but part of the screen stayed up. I couldn't get at my desktop because of this left over screen. I tried to end task but nothing was running. I tried to log off but it kept giving me errors. I finally shut the machine off. When I turned it back on it looked okay - then left me with a blank screen for over 5 minutes. Lots of noise and chugging. Finally I got my desktop back and everything seems okay.

Lynn

Resol: I made some changes to the NIC setting on her computer. Told client that if she continues to have problems to call the Helpdesk back. Monitor the problem for the next few days. She never called back with any problems, so closed the call.

33130 06/12/00 HARDWARE 06/12/00

Descr: Unable to get a network connection

Resol: He didn't have the laptop plugged in

33131 06/12/00 HARDWARE 06/12/00

Descr: PC locked up in word and she did a control alt delete and closed word now when she tries to open thw word file she is told thatthe file is locked by another user

Resol: Needds to do a full shut down to clear the pc's memory

33153 06/12/00 HARDWARE 06/13/00

Descr: The configuration system files are corrupt or missing please use the winnt disk in EGaudon

Resol: Bernie is going to talk to Keith Bernie had to reimage the pc

33171 06/12/00 HARDWARE 06/15/00

scr: no power to his laptop - either laptop, docked or battery.
np0122664, s/n 1UH7c

Resol: Visited Client...Notebook booted ok, determined that it may be a faulty power bar.....

Problem #	Opened Date		Closed Date
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33201 06/13/00 HARDWARE 06/13/00

Descr: remove PC #NP010429 from network

Resol: removed using server manager

33191 06/13/00 HARDWARE 06/14/00

Descr: When starting up pc gets the following: unable to locate the dll. then he gets cannot find the c:\program files\network associates\virusscan nt\fp.exe . then he gets service control manager at least one service or driver failed during system start up. Use event viewer to examine for details. Then the crystal 3d audio control is already running in the task bar please use the task bar notification icon to gain access to this control. After this he can get to do his work
np010060 IBM 300PL

Resol: Jerry reloaded the McAfee software for him and he can now log in with no problems

33208 06/13/00 HARDWARE 06/15/00

Descr: At least service or driver failed during startup In event viewer it shows msi8042 with a number of events

Resol: Visited Client...Earlier I had replaced microsoft intelli mouse with a IBM mouse (helpdesk call) User is left handed..... I had logged in as superjohn, drivers installed ok. when user logged on, he got MSI8042 error. (microsoft intelli mouse error)After talking to client, he did not want the mouse changed, (mel Osmond placed the call)... put back Microsoft mose, have user log in, test ok.....

33209 06/13/00 HARDWARE 06/13/00

Descr: request to remove np010058 and 010113

Resol: removed from server manager

33216 06/13/00 HARDWARE 06/15/00

Descr: Pc starts up ok but no icons come up on the screen

Resol: Work done on problem to date.....Talking to client,laptop ok now

33227 06/13/00 HARDWARE 07/17/00

Descr: Please install a 17" monitor for him.

Resol: Located and setup a 17" monitor.

33228 06/13/00 HARDWARE 07/17/00

Descr: Please install 17" monitor from stock

Resol: Located and setup a 17" monitor.

33255 06/14/00 HARDWARE 06/21/00

Descr: need the DBA PC reimaged

Resol: Replaced the computer with the IBM 300PL 500. The Dell desktop has been placed in the Config Room when it is needed. Installed MS Office 2000 and Reflection. Removed all Axiant applications and MP2.

Problem #	Opened Date		Closed Date
33267	06/14/00	HARDWARE	06/15/00
Descr: trying to use the datafab card reader on his newly installed PC getting the error "media in drive may have changed. retry or cancel" the title of the window is "D:\ is not accessible"; D is the drive letter for the card reader Resol: Work done on problem to date..... client got info from Mick E. Mick suggested to reinstall, but make sure there is a card in the reader.....this solved the problem.....			
33283	06/14/00	HARDWARE	06/20/00
Descr: wants a new surge protector (or something) that will ensure his PC is not shut off when we lose power Resol: Called and left a message on client's voice mail..... all PC's in the bldg are on the UPS.....			
33294	06/15/00	HARDWARE	06/16/00
Descr: High pitch sound from the laptop Too loud to be near actually Resol: Visited Client...no noise, user reports that the noise went away as quick as it came....			
33324	06/15/00	HARDWARE	07/19/00
Descr: Sharon is in the transformer shop, and needs the pc cleaned up She was talking to John Norris Resol: Found another keyboard; replaced the one she was using.			
33343	06/16/00	HARDWARE	06/22/00
Descr: Cash machine in Corner Brook having to reboot constantly IBM 233 with win95 Needs a replacement ASAP Resol: Work done on problem to date.... ship user a p233			
33365	06/16/00	HARDWARE	07/18/00
Descr: Can you log a call for the following in the Duffy Computer Room: I need the Fax modem hooked up to a PC(asset#010675). A 25 -9 serial cable is required. Thanks, Sharon Resol: I checked and the modem was already configured.			
33366	06/16/00	HARDWARE	08/10/00
Descr: floppy drive on his new pc is not working. Disk goes in but drive doesn't close so he can't read from disk Resol: Mark from MITI sent the floppy drive down to day Yes Frank, and everything is working well . Guy			
33372	06/19/00	HARDWARE	06/22/00
Descr: started up his pc this morning and gets to a black screen with flashing cursor in one corner and 7A in the other corner - will not continue with login. - IBM300 - Asset tag NP012008			

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date..... user getting new PC.....

33393 06/19/00 HARDWARE 06/22/00

Descr: Keith Perry to change the computer name on Fred Rowsell's machine from the monitor's asset number to the correct one on the PC?

Resol: Client called and confirmed this was done. Checked SMS database; this has been updated appropriately. Removed "test" account from Fred's PC.

33421 06/19/00 HARDWARE 06/20/00

Descr: Wants to borrow an IBM 233 and monitor for three months

Resol: Work done on problem to date....Gave user an IBM P233,,,,,NP010464, and an IBM G72,,,,, NP010933

33412 06/19/00 HARDWARE 06/19/00

Descr: system hanging

Resol: had her reboot

33435 06/20/00 HARDWARE 07/04/00

Descr: New Dell cannot connect to the network Mike Jardine's laptop

Resol: This call has been forwarded to TeleCommunications because it is their responsibility for Building Wiring.

From Brian

I tried another laptop, IBM 600 and it would not connect to the network either.

I eliminated the Jumper wire in the Data closet as the problem. I replaced it with a known good wire.

I eliminated the Jumper wire from the Data Jack to the Laptop as the problem. I replaced it with a Known good wire.

I eliminated the specific port on the DEC repeater as the source of the problem.

33456 06/21/00 HARDWARE 06/22/00

Descr: Wanda is trying to use a laptop in Carl Chafe's old office and cannot get a network connection. Can you check out the jack s to make sure there is a good connection because they will be using it

Resol: Visited Client...setup port on switch,

33467 06/21/00 HARDWARE 09/18/00

Descr: not getting sound on his pc

Dell PC - Ser#21BM2 - Tag #NP012420

Resol: Talked to Austin. Everything else is working ok so Gord doesn;t want to send it in at the moment to have the sound fixed., Xwave called to say that the sound was now working on this machine

33505 06/22/00 HARDWARE 06/22/00

Descr: Bill cannot get a network connection. When he startes up his laptop a message that at least 1 service or driver failed during startup. Then when he tries to login he gets a message a domain controller could not be found He has checked all cables and is rebooting again

Resol: He has a Thinkpad 600E that does not automatically do an ip release and renew without administrator access to the local computer. I logged in as administrator and did this for him.

Problem #	Opened Date		Closed Date
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33551	06/22/00	HARDWARE	06/22/00
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Descr: remove pc # Np012038 from network
Resol: removed as requested

33566	06/23/00	HARDWARE	06/23/00
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Descr: cannot read from floppy drive
Resol: Had him try a different disk and it worked ok so it must be the diskette

33580	06/23/00	HARDWARE	06/23/00
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Descr: remove pc # NP012302 from network
Resol: removed from network as requested

33584	06/23/00	HARDWARE	06/23/00
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Descr: request to remove 011060 from the system
Resol: deleted it in server manager

33586	06/23/00	HARDWARE	07/24/00
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Descr: Sharon's pc is still losing time. Today she set it at 8:00 AM with the other PC's and now it is 5 minutes behind. Please check
Resol: This is true of Tony B's PC as well; I have a BIOS upgrade that may help; Glenn is going to try it today. It appears ok now

33591	06/23/00	HARDWARE	06/23/00
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Descr: NP010990 please remove from server
Resol: Removed from server manager

33664	06/28/00	HARDWARE	06/28/00
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Descr: remove np010364 from network
Resol: removed as requested

33753	06/29/00	HARDWARE	06/29/00
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Descr: remove np010978 from domain
Resol: used server manager and deleted this pc from network

33756	06/29/00	HARDWARE	06/30/00
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Descr: Install extra 64 Mb RAM to her IBM 233. See Keith Perry for RAM
Resol: Installed RAM as requested; removed 32 Mb DIMM that was not compatible with new RAM, leaving 96Mb. Keith was made aware of the change.

Problem #	Opened Date		Closed Date
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33845	07/04/00	HARDWARE	07/04/00
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Descr: scott thurston - configuring pc for Adrian Walsh - dongle missing

Resol: we took a dongle from ibm thinkpad 660 in the config room to get user up and running.

33880	07/05/00	HARDWARE	07/12/00
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Descr: Doreen Reid back monday need her new pc she was supposed to have.

Resol: John Norris' pc was given and configure by Scott for Doreen.

33911	07/06/00	HARDWARE	07/07/00
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Descr: request for purchase & installation of a Palm V for Barry Perry

Resol: Installed and configured Palm V; did a hotsync. Dropped up manuals to him, will drop by later to ensure he is functional.

33915	07/06/00	HARDWARE	07/06/00
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Descr: remove pc - NP012231 from network - requested by Ed Ryan

Resol: removed from network as requested

33929	07/06/00	HARDWARE	07/14/00
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Descr: Robert and several technician have AutoCad on their IBM Thinkpad laptops. They have problems configuring the scroll button on the external mouse (needed for autocad). There seems to be a conflict due to the track point mouse being enable for the laptop. He is wondering if there is a setting in the BIOS that could be configured to automatically detect the use of the external mouse or the track point mouse on the laptop. Please contact him and discuss, if this is possible he would need to do it for several PC's

Resol: Emailed solution as below.

34171	07/13/00	HARDWARE	07/13/00
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Descr: how to change the display everything looks too big and cannot see every on screen

Resol: changed setting to small fonts.

34192	07/14/00	HARDWARE	07/14/00
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Descr: need pc mounted on stand and monitor moved to desktop.

Resol: Moved PC and mounted as requested.

34251	07/17/00	HARDWARE	07/17/00
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Descr: getting a memory error referencing memory

Resol: Had her reboot all ok

3331	07/19/00	HARDWARE	07/19/00
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Descr: pc locked up while in reflection

Problem #	Opened Date		Closed Date
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Resol: Had her do an end task and restart All ok

34511 07/27/00 HARDWARE 08/31/00

Descr: 1. Requesting use of a laptop while on vacation - from August 22nd - (2-3 weeks - will confirm exact time).

2. Request setup for SecureID for period noted above.

Resol: Installed all software required and setup Peter appropriately.

34612 08/01/00 HARDWARE 08/01/00

Descr: getting Out of Virtual memory error

Resol: adjusted her file paging size by right clicking My Computer, choosing properties and choosing the Performance tab choose Change under Virtual Memory; increased it from 203 to 320; she has over 2 Gbs free so this shouldn't be a problem. Will call if the problem persists

34629 08/03/00 HARDWARE 08/03/00

Descr: getting memory error when in switch

Resol: rebooted and ok

34663 08/04/00 HARDWARE 08/04/00

Descr: bill scanner not working properly.

Resol: Cash machine company from Halifax has to set it up.

34753 08/08/00 HARDWARE 08/09/00

Descr: Asset Tag #NP012416 - trying to install a Scisi Card and scanner. strated to get error messages memory could not be written - remove the card and rebooted pc. now he is getting blue screen and errors in accessible_boot_device.

Resol: The during the scanner software's setup it asks what type of SCSI card the scanner is connected to. This automatically sets up a card in the SCSI Control Panel applet. He selected the wrong SCSI card. Started up with Last Known Good Configuration which allowed the PC to boot and logon. He could then remove the non existent card and install the proper one.

34814 08/10/00 HARDWARE 08/29/00

Descr: getting fatal errors on the Digitizer Tablet in Drafting - he said it was the same problem that occurred last week that you fixed

Resol: Checked with Doug - he configured Autocad and the machine now appears to be working. He will get Levi to digitize a map when Levi returns from vacation.

34939 08/15/00 HARDWARE 08/15/00

Descr: getting virtual memory errors

Resol: had her reboot and all ok

34945 08/15/00 HARDWARE 08/15/00

Descr: remove pc no010116 - Sherina's pc from domain

Resol: removed as requested using server manager

Problem #	Opened Date		Closed Date
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34981 08/15/00 HARDWARE 08/15/00

Descr: getting a memory error
Resol: Had him reboot and all ok

34987 08/16/00 HARDWARE 08/16/00

Descr: Mark Hiller called from Mezz Data to have pc #np010113 removed from the domain
Resol: removed from domain as requested

34993 08/16/00 HARDWARE 08/16/00

Descr: remove PC#012012 from domain
Resol: removed as requested

34995 08/16/00 HARDWARE 08/16/00

Descr: please remove np012004 and 008 from the network
Resol: removed in server manager

35011 08/16/00 HARDWARE 08/18/00

Descr: Austins PC is getting the bluse screen quite oftem NP012112
Resol: Talked to Jerry it is ok at present he will wait and see. Working fine now. If trouble later he will send it in

35017 08/16/00 HARDWARE 10/13/00

Descr: when logging on the system hangs and then he does a ctrl alt del and msgsrv32 is not responding He kills it and then the system continues on as normal
Resol: Removed Norton utilities from his workstation; he has been OK all day.

35025 08/16/00 HARDWARE 08/16/00

Descr: getting lockups on thier VTech
Resol: Ran scandisk and corrected several errors on the hard disk. Defraged from 6% fragmented. Removed several extraneous programs from the start up. Rebooted; they'll try it out.

35028 08/16/00 HARDWARE 08/18/00

Descr: pc locking up quite often over the past few days.
(Jon let me know when you go up I will go too)
Resol: Removed the Application Data directory from the user's profile; he has been perfect since.

35057 08/17/00 HARDWARE 08/17/00

Descr: request to create a share on np011041 to access a data file

Problem #	Opened Date		Closed Date
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Resol: Followed the instructions for creating a share on win95

35064 08/18/00 HARDWARE 08/18/00

Descr: On start up she is getting error messages last ones were gl_8354.tmp file is damaged, then next time she got gl_8365.exe file damaged

Resol: Found she was not logged into the network; ran scandisk and the nrebooted. Logged in OK, tried the oeration under CSS - found she was adding a lot to an address without a subdivision name. Included a subdivision name, tested, OK.

35069 08/18/00 HARDWARE 08/18/00

Descr: finding his system slow

Resol: ad him delete his tmp files

35086 08/18/00 HARDWARE 08/18/00

Descr: called to say that she had a fatal erro message on her screen and was kicked out of CSS

Resol: She has gone back in ok

35108 08/21/00 HARDWARE 08/21/00

Descr: getting low onresources messages

Resol: Had him reboot and all ok

35128 08/21/00 HARDWARE 08/21/00

Descr: looking for virus scan package

Resol: had her go to wanda brown for MCaffee

35153 08/22/00 HARDWARE 08/22/00

Descr: PC is hanging on startup

Resol: Went up with Jon Seary Jon did a defrag and I just talked to Ted and all is ok

35193 08/23/00 HARDWARE 08/23/00

Descr: pc is locking up on start up . He was a win95 system because of software that he is running

Resol: an scandisk and defrag; he rebooted afterwards and has not had any problems since.

35195 08/23/00 HARDWARE 08/23/00

Descr: laptop not working. Getting error messages on start up

Resol: Copied data off of hard disk; re-imaged machine, copied data back. Will check with Jack Caseey when he returns to ensure he has any applications he needs.

35292 08/28/00 HARDWARE 08/28/00

Problem #	Opened Date		Closed Date
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Descr: req to remove np010073 from the server
 Resol: deleted in server manager

35299 08/28/00 HARDWARE 08/28/00

Descr: when she has a program open she cannot see the task bar
 Resol: had her right click the task bar go properties and tick always on top

35304 08/28/00 HARDWARE 08/28/00

Descr: time is incorrect on his pc
 Resol: Put him in ntwadmin so that he could change it

35311 08/28/00 HARDWARE 08/28/00

Descr: getting qnc errors and locking up
 Resol: Had to power off and restart

35308 08/28/00 HARDWARE 08/28/00

Descr: error message when trying to open outlook and word
 Resol: had him do a repair on office and all ok

35365 08/29/00 HARDWARE 08/29/00

Descr: Hi, was wondering if access to Date/Time Properties is always unauthorized? My computer is approximately 5-6 minutes slower than a number of computers in the call centre. Just recently someone else in the call centre had the same problem, however, she was able to access Date/Time Properties and change the time. This afternoon, however, I am not able to do this. Does this access change? And if not, how do I put my computer in sync with the rest of the call centre? Thanks!
 Phyllis
 Resol: added her to ntwadmin group

35391 08/30/00 HARDWARE 08/30/00

Descr: cannot open a file on A drive
 Resol: IN explorer it gave errors Apparently the disk is corrupt

35393 08/30/00 HARDWARE 08/30/00

Descr: looking for his power supply and docking station that he left in the office on the third floor that now has a PC in it - does anyone here have it?
 Resol: It was me! In an effort to return leftover parts to there proper place, I reclaimed them back to Desktop Services. I gave them back to Don when he dropped down.

35395 08/30/00 HARDWARE 08/30/00

Descr: Can you open a call for Shawn K. to re-image two 300PL 450's and assign it to me?

Problem #	Opened Date		Closed Date
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Thanks,

Jon

Resol: Re-imaged PC's as requested, then re-imaged again with last year's image as he needed SP 5 or earlier.

35416	08/30/00	HARDWARE	08/30/00
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Descr: Please remove np010058 from the network

Resol: deleted in server manager

35452	08/31/00	HARDWARE	08/31/00
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Descr: question on digital cameras

Resol: Pointed him to some web pages

35488	09/01/00	HARDWARE	09/06/00
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Descr: Pc crashing again He is off on Tuesday. Can we go then and look at it

Resol: Removed profile and recreated from sctach. Backup and retored any personal settings. He will try it for a while.

35505	09/05/00	HARDWARE	09/14/00
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Descr: ken is looking for the monitor and keyboard that was to go with the pc that is being used for the printer server He has not received it yet He just returned from 3 weeks vacation and thought it would be there

Resol: Shipped the goodies on Friday. He received them Sept 12

35511	09/05/00	HARDWARE	09/18/00
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Descr: Asset tag #Np010924 - ibm pc - possible hard drive failure. Error on boot up disk read error.

s/n - 78YZR94 -IBM 300 pl - 233 . (Cyril Jacobs PC.)

Resol: Updated...Dave Hopkins has shipped the PC to me, and is ready to be repaired. Please contact xwave to have a technician come on site to fix it asap. I'll place the unit in the Config Room. Xwave reimaged and sent back out

35521	09/05/00	HARDWARE	09/05/00
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Descr: her pc locked up and she ctrl-alt-del to end task on her programs. restarted her pc and all she gets is a black screen with grey bar on bottom with start button and the ie. explorer incons. have rebooted. winnt pc Asset tag #np012298

Resol: Removed her profile after backing up documents and shortcuts. Had her login again and recreate her profile; it was OK. Copied back personal info.

35571	09/06/00	HARDWARE	09/06/00
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Descr: unable to log in to the network

Resol: renamed his profile and had him log in again

609	09/07/00	HARDWARE	09/13/00
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Descr: pc locking up again does a control alt delete and there is nothing in task manager cannot close her apps

Problem #	Opened Date		Closed Date
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Resol: She will not have time to spare her PC for a while - she also does not seem to be having the problem for several days.

35611 09/07/00 HARDWARE 11/08/00

Descr: needs a keyboard and mouse for his laptop. Also he needs a stand for his monitor. Occupational Therp. says he needs some changes. PLease call Wanda Brown on this ASAP

Resol: Installe Keyboard and monitor; the monitor is kinda large for his credenza. He indicated a desirefor a flat screen, but either way something different will have to be arranged in his office. Left in Robin Vivian's hands

Temporarily I have put 4 reams of paper under his monitor (about 8") and he will try that height for now.

35637 09/08/00 HARDWARE 09/08/00

Descr: time on pc's is wrong

Resol: problem with server gmoores is aware

35787 09/14/00 HARDWARE 09/25/00

Descr: unable to read data from cd

Resol: Recovered data from CD and will go over some data writing techniques with Linda

35788 09/14/00 HARDWARE 09/14/00

Descr: problem starting up a presentation on pc in Killiam Room - error no signal

Resol: Jon dropped up to Killiam Room

35789 09/14/00 HARDWARE 09/14/00

Descr: req to add JFowler to ntadmin and set password to xwave default and req autocadlt

Resol: done. They should have autocad lt over there

35790 09/14/00 HARDWARE 09/14/00

Descr: got a new pc and no icons on the desktop

Resol: copied them from superb to bpollett

35818 09/15/00 HARDWARE 09/15/00

Descr: unable to log onto the network

Resol: He called back to say that he is now on ok

35821 09/15/00 HARDWARE 09/19/00

Descr: pc not starting up comes up with ms nt 4.0 microsoft R windows nt version 4.0 build 1381:service pack4 1 system processor 160 M of memory and that's it the system hangs here.

Resol: Checked with Arlene - she was not in when I was there Friday and Monday. Found her on Tuesday morning, checked her Outlook profile, found USER1 instead of EX1. Changed to appropriate server, restarted Outlook, OK.

Problem #	Opened Date		Closed Date
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35855	09/18/00	HARDWARE	09/18/00
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Descr: brian said that when the power went his was the only pc to go. He wants it put on the back up so that he dpoesn't lose it
Resol: Reviewed this call. Robin Vivian will have to check the power outlet in his cubicle. Robin will have to arrange for an electrician to modify his outlet. Brian does not need a surge protector. All he needs is a power bar. If he has a surge protector this will cause problems for the UPS and for his workstation.

35858	09/18/00	HARDWARE	09/20/00
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Descr: getting mising operating system when he starts up. Ivan Sheppard will look at it and if it don't work then he will send it in
Resol: Re-imaged machine; the hard drive was corrupted completely. Shipped back Thursday.

35866	09/18/00	HARDWARE	11/08/00
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Descr: john Fowlers lapto pis getting virtual memory errors since NT was installed
Resol: Reviewed....John has only 96 Mb RAM. I've asked xwave to provide a quote for more RAM. More RAM installed.

35868	09/18/00	HARDWARE	09/18/00
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Descr: remove np010924 from server
Resol: removed in server manager

35871	09/18/00	HARDWARE	09/20/00
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Descr: Needs a laptop when one becomes available
Resol: He is scheduled to receive the next one that is available. No need to keep this call open

35891	09/19/00	HARDWARE	09/19/00
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Descr: unable to get a network connection
Resol: had her reboot and all ok

35898	09/19/00	HARDWARE	09/21/00
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Descr: pc was moved last night now getting a blue screen and message no operating system when she starts up
asset tag #010113
s/n 78-HPMFC
Resol: replaced harddrive, reimaged, and setup applications

35926	09/19/00	HARDWARE	09/21/00
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Descr: Asset tag #Np010924 - ibm pc - s/n - 78YZR94 -IBM 300 pl - 233 . (Cyril Jacobs PC.) - just received back from having a new harddrive installed. On the login screen there is only a space for username and password no Domain Server Name space.
Resol: Added PC to domain; installed McAfee virusscan. Shipped back to Dave Hopkins.

35939	09/20/00	HARDWARE	09/20/00
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Descr: pc hanging on shutdown. having problem accessing various portions of webster (have uninstalled and reinstalled Office,

Problem #	Opened Date		Closed Date
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internet explorer and this did not solve problem).

Request to have PC re-imaged

Resol: Re-imaged machine, installed all requested applications.

35940	09/20/00	HARDWARE	09/20/00
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Descr: screen went black cannot do anything

Resol: rebooted and all ok

35985	09/21/00	HARDWARE	09/21/00
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Descr: PC Hanging on startup

Resol: Re-imaged PC as the hard drive would not boot at all; problem appeared to be corrupted system files. Installed all software requested; added various mailboxes.

35995	09/21/00	HARDWARE	09/21/00
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Descr: remove pc NP010104 from network - P. Slade

Resol: removed as requested

36009	09/21/00	HARDWARE	09/21/00
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Descr: request to remove np010113 from server

Resol: removed in server manager

36035	09/22/00	HARDWARE	09/22/00
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Descr: getting message missing ntldr

Resol: Found a disk left in the drive from xwave. Removed, rebooted, OK.

36047	09/22/00	HARDWARE	09/22/00
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Descr: message on screen writing information to disk

Resol: just a system message its ok

36148	09/26/00	HARDWARE	09/26/00
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Descr: Sona PC - windows 95 - locked up in CSS had to reboot

Resol: she is on list for replacement pc. SHE is aware of this and so is Scott

36224	09/27/00	HARDWARE	09/28/00
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Descr: scanned image on pc that is attached to scanner - getting virtual memory errors and also disk is full errors. she said she scanned to her home area. There are no quotas on home areas, so that is not the problem.

Resol: Rebooted PC; removed and reinstalled the software. Tested; this seems to work at the speed acceptable to what is being scanned.

Problem #	Opened Date		Closed Date
36269	09/28/00	HARDWARE	09/28/00
Descr: had ppt presentation on his harddrive he wants to send to Nora Duke he cannot send it over dial up line and does not have network card in his latop - how can he get it to Nora. The file is to big for diskett Resol: He was able to save to a diskette.			
36304	09/29/00	HARDWARE	10/03/00
Descr: Need to check racks in Topsail computer room to see if Compaq server mounting rails will fit. Resol: Checked racks - there will not be enough room from the front to back of the cabinet. Will review with Chris.			
36299	09/29/00	HARDWARE	10/03/00
Descr: Asset tag #NP010101 The first PC when you come into the trainging room has crashed. Error Message: WIN NT could not start because the following file is missing or corrupt the file is the Last Known Good Menu It then goes on to say You can attempt to repair this file by starting WIN NT setup using the original setup floppy disk or cd-rom Select 'r' at the first screen to start repair Resol: Imaged machine, tested, OK.			
36315	09/29/00	HARDWARE	09/29/00
Descr: Scott is installing new harddrive for Gerard Hayes needs to have PC #NP012284 removed from from the domain Resol: removed as requested.			
36370	10/02/00	HARDWARE	10/04/00
Descr: Please bring an IBM 233 desktop and monitor to Paul Cyr for testing purposes. He'll be loading NT Server, so a refurbished machine is not necessary. Looking for it on Tuesday if possible. Resol: Cancelled request as Paul has returned to PEI.			
36384	10/03/00	HARDWARE	10/03/00
Descr: remove pc #010101 from network Resol: used server manager and deleted pc # as requested			
36386	10/03/00	HARDWARE	02/22/01
Descr: Jeremy needs a power supply for his thinkpad Resol: Total Time Spent to Complete Call			
36453	10/04/00	HARDWARE	10/04/00
Descr: removed pc np010731 from network Resol: removed as requested			
36437	10/04/00	HARDWARE	10/04/00

Problem #	Opened Date		Closed Date
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Descr: reset password for Eugene Antle to rollout and remove asset tag #012286 from network.and ntwsadmin privileges
Resol: granted privileges and changed password and removed pc from domain

36521 10/06/00 HARDWARE 10/13/00

Descr: Would you set up a Support Magic call to have 2 new PC's set up in the VMS pod, one that's there now (Glenn Moores uses) moved, and all 3 set up on the test network only?
Jon, Keith, Ron and Glenn are all aware of the changes, and some of this work has been done already.
Resol: Setup PCs and monitors as requested.

36549 10/10/00 HARDWARE 10/26/00

Descr: Getting no operating system found called to have him send in his pc
NP010144, s/n 78hpmxa
Resol: Received new drive from xwave, installed and returned old one. Re-imaged and added to domain; sent to SLP. Motherboard was replaced - simm socket bad

36603 10/11/00 HARDWARE 10/11/00

Descr: error on start up no operating system found
Resol: he rebooted his pc

36668 10/12/00 HARDWARE 10/12/00

Descr: remove pc#np012012 from network
Resol: removed as requested

36697 10/13/00 HARDWARE 10/13/00

Descr: had his laptop home with him last night when the upgrade was done. He is in the office today if someone wants to drop up and make the necessary changes
Resol: Emailed client advised him that there were no changes required to a Dell Notebook, and if he was having trouble to give me a call.

36731 10/16/00 HARDWARE 10/17/00

Descr: 2 issues - When working offline the dialup box keeps popping up
Her Palm is not synchronizing properly
Resol: Changed setting in Dialup networking - unticked the connection to dial automatically.
Contacted Palm support; the software on the network here is not complete and will not work - use the software on the CD; OK.

36758 10/16/00 HARDWARE 10/16/00

Descr: getting nonsystem disk error
Resol: there was a disk floppy drive

36790 10/17/00 HARDWARE 10/20/00

Problem #	Opened Date		Closed Date
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Descr: it possible to arrange a desktop for Carolyn Burry - who will be back as contractor from xwave?

Resol: Installed Dell 733; setup Reflection, Office 2000, and McAfee, put on domain.

36780 10/17/00 HARDWARE 10/19/00

Descr: Dell laptop - NP01303 - 1UH75 - intermittently not powering on or not resuming.

Resol: xwave called Put a new system board in the machine 1UH75 S/n

36781 10/17/00 HARDWARE 10/17/00

Descr: Install 64 Mb RAM upgrade in image 770 notebook

Resol: Installed RAM as requested.

36810 10/17/00 HARDWARE 10/18/00

Descr: has a disk in the a drive and cannot get it out

Resol: Reseated floppy drive and case, tested, ok.

36899 10/19/00 HARDWARE 11/03/00

Descr: has a pcmcia card he needs configured for his laptop
dell laptop - np0122267

Resol: Checked card, needed drivers. Peter checked and found he has the wrong card. He will get a new card.

36935 10/20/00 HARDWARE 10/20/00

Descr: getting no domain controller was found when he tries to log on. He has checked the cables and all appear ok

Resol: Replaced patch cable in closet after checking with Ron and finding many errors on the port. Tested, OK.

36938 10/20/00 HARDWARE 10/20/00

Descr: removed tag #np011219 from server

Resol: user server manager for domains and removed the pc from the network.

36993 10/23/00 HARDWARE 11/08/00

Descr: Yvonne Greene an Xwave contractor currently has brought along her own Xwave PC and is using it. The PC is "old" and she is having a lot of lock-ups.

I have a choice of seeing whether we have a spare PC or to get her to get another PC from Xwave. I am neutral on this ... if we have a spare then great, if not, then getting her to get a replacement PC from Xwave is fine.
I have asked her to wait until all switcheroos are completed for the test network etc. there may be a PC available then.

Anyway, let me know if no spare PC is available.

Resol: Supplied an NP PC

37045 10/25/00 HARDWARE 10/25/00

Problem #	Opened Date		Closed Date
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Descr: add ron osmond to the netwsadmin gorup and change password to rollout.
Resol: add to group and changed password as requested

37047 10/25/00 HARDWARE 10/25/00

Descr: removed pc NP012104 from network
Resol: removed as requested

37052 10/25/00 HARDWARE 10/25/00

Descr: cannot connect to pc np012104- need it added to domain
Resol: chris added pc back to network click on server manager - click computer - add to domain - the default is workstation - that is what it should be - enter the computer name i.e. np012104 (should match what xwave is entering as pc #). Click add - then synchronize net1 with primary domain.

37091 10/26/00 HARDWARE 10/26/00

Descr: pc locked up in aspect - tag #Np010871 - could not get out of end task - mouse did not respond and could not get to the button with the arrow keys
Resol: he could not end task on program - had to power off his pc.

37133 10/27/00 HARDWARE 10/31/00

Descr: Replacement computer for SJN Garage (Ron Osmond + other users).
IBM 300PL 6562-50U SN# 78ZZHK9 NP# 012104
used same Monitor Nec Multisync JC-1734UMA-1 NP# 010571
system has one external modem Optima 288 v.34 Fax Voice which needs 25 to 9 modem cable to reconnect to IBM system and drivers loaded
Resol: Plugged in modem cables, setup modem under Winnt.

37137 10/27/00 HARDWARE 11/08/00

Descr: finding her right elbow is paining after using the mouse for a while, she's wondering if it's possible to get a keyboard similar to that of Betty Adams (on board mouse).
Perhaps it would be best to contact her...
Resol: Angela's problem is not restricted to just the mouse. Referred to Robin Vivian for an ergonomic assessment

37140 10/27/00 HARDWARE 11/02/00

Descr: laptop - ibm - 600E - asset tag np010327. Was getting errors this morning - one a fatal error - he did not write it down. He finally logged in and when he was in outlook laptop started making loud noise and he was booted out and pc shutdown. he could not boot up pc again
Resol: Work done on problem to date..... found a floppy drive, updated bios, test laptop, seems good.....

37178 10/30/00 HARDWARE 10/30/00

Descr: Unable to get a network connection
Resol: He had the cable plugged into the wrong jack on the laptop It was the first time he had tried it

Problem #	Opened Date		Closed Date
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37182	10/30/00	HARDWARE	11/07/00
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Descr: getting a message that a service failed. Checked her event viewer and found EventID 7000 The Zip to A service failed on startup

Resol: She was shutting down the machine with the power switch

37188	10/30/00	HARDWARE	10/30/00
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Descr: Ed Ryan requires access to an area to back up adrian walsh's pc

Resol: Keith spoke to Ed

37201	10/30/00	HARDWARE	11/02/00
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Descr: John's Palm V is turning over the daily date. He has to set the correct date every morning.

Resol: Checked with Palm, Inc - there is a document on the website - Date not advancing. Recommends a reset, and failing that, a hard reset.

37219	10/31/00	HARDWARE	10/31/00
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Descr: Unable to boot the pc that is used for the various applications. Tried it several times the message on the screen "Click ok to invoke the last known good menu"

Resol: Re-imaged machine, installed appropriate software. Setup profile for Don Decker; left a note for other operators to call me at home to get setup for email.

37266	11/01/00	HARDWARE	11/01/00
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Descr: zip drive not working on his pc - np010152

Resol: suggested powering off his pc and try again- if problem persists call us back

37282	11/01/00	HARDWARE	11/01/00
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Descr: need desktop setup and configured for network this will be used for a test windows 2000

Resol: Reviewed...Bob doesn't really need another PC, he just needs a win2000 setup to test an app. I suggested some IS staff who have win2000 already.

37284	11/01/00	HARDWARE	12/05/00
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Descr: vtech pc with win95. finding pc hanging when browsing c: and sometimes opening document from explorer. she has 914 mgb of free space on her harddrive. When she reboots everthing seems to be ok for a day or two.

Resol: Updated...Replaced the vtech with an IBM 233.

37296	11/01/00	HARDWARE	11/17/00
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Descr: Needs a replacement fan for a Sona - NP011039; can we send one out???

Resol: Called...Jerry has sent the Vtech in to us. I'll arrange with xwave to do the conversion. PC replaced with an IBM

37343	11/02/00	HARDWARE	11/15/00
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Descr: Dell Latitude & docking station NP#010868 Tag#26F7201

Problem #	Opened Date		Closed Date
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Was trying to test dial up using securid on his new laptop. coule not connect - maybe not configured properly. Could some drop up and take a look at the setup. he has never used dialup on a nt pc before .

Resol: Checked with client, he had figured it out and just had a few extra questions.

37371	11/03/00	HARDWARE	11/06/00
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Descr: Please install an actual Dell monitor to replace his IBM.

Resol: Switched for him to receive a Dell monitor. Updated Desktop services.

37354	11/03/00	HARDWARE	11/03/00
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Descr: pc hanging on desktop

Resol: Visited Client...system would only boot in safe mode, it was determined that the new dat file was not compatable with the current version of the scan engine... the immediate fix was to uninstall McAfee.. A new version will be installed once it has gone through thetesting stage.....

37415	11/06/00	HARDWARE	11/08/00
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Descr: his laptop was not available when the network changes were made last month. Please check his machine so that it is set to the correct connection.

Resol: Checked, his port has already been correctly configured.

7416	11/06/00	HARDWARE	11/07/00
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Descr: problem getting network connection on PC #np010621. He is connecting this pc in old bulding. When he plugs the pc in to network connection light is green on back and then it turns orange. He took another pc that was working on the network and plugged it into the same jack and it works fine.

Resol: Logged in as admin and setup settings to 10/half, rebooted, OK.

37435	11/06/00	HARDWARE	11/06/00
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Descr: need pc np010858 added to domain

Resol: use server manager to remove pc and then add it to the domain

37445	11/06/00	HARDWARE	11/06/00
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Descr: Ed Ryan from xwave called - had to load image on np010858 again - please remove from domain and then add back again

Resol: removed pc np010858 from domain and added again and synchronized with server

37472	11/07/00	HARDWARE	11/07/00
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Descr: At a PC in STV and his desktop doesn't have all the icons

Resol: Had him go to the folder right click and create short cuts

502	11/07/00	HARDWARE	11/08/00
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Descr: Jack's PC appears to be crashed Gets the blue screen on boot up

Resol: Re-imaged PC, installed office and McAfee, copied back data from drive. He will let us know if any software is missing.

Problem #	Opened Date		Closed Date
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37516 11/08/00 HARDWARE 11/10/00

Descr: cannot save to A drive. First time since he had the PC

Resol: xwave replaced floppy drive

37518 11/08/00 HARDWARE 11/08/00

Descr: Unable to get his thinkpad working

Resol: took out the battery and started it on ac power ok

37523 11/08/00 HARDWARE 11/08/00

Descr: requesting a battery for his laptop

Resol: Shipped out new battery for Rod.

37528 11/08/00 HARDWARE 01/05/01

Descr: Doug needs an NT driver for his large format scanner. Please check with him regarding specs. The last time we checked the driver cost \$1000.

Resol: Visited Client...install software, calibrate scanner, ran a few test scans, notified Doug of my findings.....

37544 11/08/00 HARDWARE 11/22/00

Descr: got new card for his laptop (NP012267). The card is recognized by pc. He wants to know if he can map a drive to the card ?

Resol: Dtermined that this card will not work in this PC, but may work in other models. He will only need to transfer the files once, so he will use someone else's PC for that.

37529 11/08/00 HARDWARE 11/08/00

Descr: PC is exceptionally slow. And he cannot open any pictures.

Resol: Ron Hudson has gone up to see Doug Reinstalled McAfee and Photo Editor

37562 11/09/00 HARDWARE 11/09/00

Descr: austin antle's pc message 1762 and 162messages configuration changes

Resol: restarted and all ok

37564 11/09/00 HARDWARE 11/22/00

Descr: problems starting up hard drive noisy. won't boot up
78yzl32 tag number np012112

Resol: harddrive replaced and pc re-imaged with standard image
could not retrieve any data off the harddrive.

37570 11/09/00 HARDWARE 11/09/00

Problem #	Opened Date		Closed Date
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Descr: remove np010669 from domain

Resol: removed from domain

37595 11/10/00 HARDWARE 11/10/00

Descr: moving sharon chafe on second floor to cubicle across from her. check data connection in that cubicle

Resol: Reconnected jack, removed two spare patch cables.

37643 11/14/00 HARDWARE 11/14/00

Descr: pc very slow

Resol: had the 4102 version of mcafee

37676 11/14/00 HARDWARE 11/14/00

Descr: getting physical dump message

Resol: had him reboot

37693 11/15/00 HARDWARE 11/15/00

Descr: laptop locking up on startup

Resol: Removed McAfee program, cleared up a few extra files and fixed a registry entry.

37702 11/15/00 HARDWARE 11/15/00

Descr: pc#np010094 - problem getting the CYMe program to work. Program is on a different pc and dave can access it using a dongle. New dongle installed yesterday and since then program not working.

Resol: Checked with David, he moved the dongle to his machine and was able to keep working.

37729 11/16/00 HARDWARE 11/17/00

Descr: np 010347 trying to access a cd and getting error d: is inaccessible he can access the cd on a different pc.

Resol: Replaced CD-ROM.

37726 11/16/00 HARDWARE 11/16/00

Descr: asset tag NP010070 - after he logs in screen freezing - cannot control-alt-del. Has older ver of McAfee Dat file but was unable to go to start-programs-network associates to run the virus scan console to update the files

Resol: he received the upgrade to mcafee dat files 10:06 and this solved the problem

37777 11/17/00 HARDWARE 11/21/00

Descr: please connect Bill Styles' PC to the network on Kenmount Road (he has relocated)? The jack is #55

Resol: Visited Client...Modified switch port settings to 10/half, this did not work.... removed all network settings from laptop, installed NIC patch, reinstall network settings, test ok...

37780 11/17/00 HARDWARE 11/17/00

Problem #	Opened Date		Closed Date
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Descr: ibm pc - np 010047 - when he booted up pc got blue screen with message inaccessible boot device - screen filled with codes and at bottom message can go to control panel to start recovery.....
Resol: Backed up data, re-imaged PC, setup all applications.

37841 11/20/00 HARDWARE 12/06/00

Descr: whenever he tries to open css he gets 2 axiant screens.
Resol: Received the print screens from Wayne, looks normal to us. Give him a call on Friday.... no response

37831 11/20/00 HARDWARE 11/20/00

Descr: her tab key is not working
Resol: had her try another keyboard

37833 11/20/00 HARDWARE 11/20/00

Descr: remove pc np010039 from server
Resol: removed as requested

37836 11/20/00 HARDWARE 11/20/00

Descr: pc locks up on SMS screen
Resol: removed his profile

37864 11/21/00 HARDWARE 11/23/00

Descr: IBM thinkpad 600 - he got a new digital camera with USB connector he is trying to setup. Please call him at 685-8486 (substation)
Resol: Sent an email to Paul:

Hi,

I understand you were trying to connect a digital camera to your PC with USB. Unfortunately, Windows NT does not support USB.

What we have been doing for digital cameras is using the flash memory cards into the PCMCIA slot. The card then appears as another drive on your machine, i.e. drive E:. You may need to get an adapter card for your particular model.

You can drop down and see me (I'm now at the Helpdesk area) if you need further information.

Jon

37893 11/21/00 HARDWARE 11/22/00

Descr: please check Mdrake's pc, and network connections. See if her pc can be cleaned up, sped up, etc. She calls on a regular basis that CSS is slow for her in the PWQ. We want to be sure that her PC is ok before we go further with this
Resol: Checked PC - it's a 233 MHz and it appears to work perfectly in all applications.

37896 11/21/00 HARDWARE 11/21/00

Problem #	Opened Date		Closed Date
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Descr: some icons missing on his pc
 Resol: copied some from JKilfoys folder

37897 11/21/00 HARDWARE 11/21/00

Descr: had her laptop settings changed when using a lcd viewer wants to reset them
 Resol: HAd her change the setting to 1068

37921 11/22/00 HARDWARE 11/22/00

Descr: req to remove np012112 from the domain
 Resol: removed it in server manager

37939 11/22/00 HARDWARE 11/22/00

Descr: when she goes into an app she loses her toolbar
 Resol: had her click autohide

37917 11/22/00 HARDWARE 11/22/00

Descr: getting error on boot up no system disk or disk error
 Resol: had diskette in drive a:

37941 11/22/00 HARDWARE 02/28/01

Descr: asset tag #np010329 - ibm laptop 600E. Battery only lasts about an hour. can he get a new battery?
 Resol: Work done on problem to date.... sent replacement battery.

37944 11/22/00 HARDWARE 11/22/00

Descr: remove pc np010731 for network
 Resol: used server manager and removed pc for server

37946 11/22/00 HARDWARE 11/22/00

Descr: system is extremely slow
 Resol: Had him update mcafee as he hadn't used his pc in 2 weeks

37956 11/23/00 HARDWARE 11/23/00

Descr: pc locked up
 Resol: had her reboot

37981 11/23/00 HARDWARE 11/23/00

Problem #	Opened Date		Closed Date
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Descr: pclocked up
Resol: had him reboot

37994 11/24/00 HARDWARE 11/24/00

Descr: was trying to scan a 900 dot picture getting error scanner not responding.
Resol: Suggested she use the scanner next to Betty B.; we will be replacing that scanner soon.

37995 11/24/00 HARDWARE 11/30/00

Descr: Paul would like you to call him reagarding a problem he is having installing digital camera. not recognizing the serial port connector. He can be reached at 682-1331 - he is out of office but would like to discuss over phone.
Resol: Spoke and emailed Paul; he will try using a card interface. Will speak to him on his return.

37998 11/24/00 HARDWARE 11/24/00

Descr: pc locking up.
Resol: Ron has gone up to see Kelly

38010 11/24/00 HARDWARE 11/24/00

Descr: IBM pc - #np010121 - pc won't power on
Resol: Unplugged and replugged PC, adjusted cover, OK.

38012 11/24/00 HARDWARE 11/24/00

Descr: pclocking up
Resol: the SMSclitoknacc& was locked out Unlock it and synchronize the domain

38013 11/24/00 HARDWARE 11/24/00

Descr: pc locking up
Resol: see call 38012

38014 11/24/00 HARDWARE 11/24/00

Descr: pclocking up
Resol: see call 38012

38018 11/24/00 HARDWARE 11/24/00

Descr: on betty's pc wqhen she goes file save as it creates a new drive letter ie f then m then n
Resol: checked it out nothing wrong there are no extra drive letters mapped

38020 11/24/00 HARDWARE 11/24/00

Problem #	Opened Date		Closed Date
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Descr: pc locking up
 Resol: had her reboot

38035 11/27/00 HARDWARE 12/01/00

Descr: Hello:
 We need some one to either come in & have a look at the computer on the Jr side at the SCC or get it replaced with a better/faster system. It keeps locking up when you open more than one program. An example: I came back to work this morning after my days off. I opened my e-mail to read it. I had 87 new message there & during the process of reading them I had to reboot the system at least 6 times. I have waited up to 5 minutes & still the system would not reset itself thus having to do a hard shut down. It took over 2 hours to read the mail due to the system locking up. On top of this I had cust calling up enquiring about outages & I could not give them a prompt answer due to the couple of minutes it took to switch from one program to another on the system. This is not the 1st time this has been reported & its get quite frustrating to try & get work done on this PC. When this is happening I can't even log any infor into PCLS nor look up any if a cust is on the line. Can we have some one look into either getting the system upgraded or straightening out the problem once & for all.

Larry
 Resol: Met with Larry, reproduced problem and was able to remove some software on the machine. No problems after that.

38051 11/27/00 HARDWARE 11/28/00

Descr: SLOW!?? It's still pulsing. If it's taking this long for Word to save my work (which I saved over a half hour ago), am I in danger of losing the changes? Or is there something wrong with my computer?

By the way, I forgot to mention that when I was working at home yesterday (undocked/offline), my hard drive or the fan or something started to run really loudly for about 10 minutes. It's the same sound I was getting just before you guys decided to replace my hard drive.

Resol: Spoke to Gerard - it seems this affected a one of a kind file and is unlikely to happen again. He will call the Helpdesk if it does, and try to reproduce it.

38065 11/27/00 HARDWARE 11/27/00

Descr: np012400

Resol: updated the mcafee virus shield and she was fine

38101 11/28/00 HARDWARE 11/28/00

Descr: working on Val Mayo's PC

Resol: reset her defaults

38137 11/29/00 HARDWARE 12/11/00

Descr: tag #np010344 s/n 23gg528 - power button stuck - cannot poweron the machine.

Resol: Problem has been fixed;

Vendor Called, said he contacted client who told him someone had been up there and fixed it... According to Austin from x-wave it wasn't any of his people... ???????????????? Who fixed it ????????????????

38135 11/29/00 HARDWARE 11/29/00

Descr: pc needs to be reimaged

Resol: sent to desktop services but no response from the group. John gave me the ghost cd and told me the steps and I have been working on installing the software all day.

Problem #	Opened Date		Closed Date
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38173 11/29/00 HARDWARE 11/29/00

Descr: pc locking up

Resol: had him reboot to see if it was ok

38178 11/29/00 HARDWARE 11/30/00

Descr: He is in Grand Falls (cells #682-1331) his laptop is extremely slow - on network or undocked. getting message that the card is not configured. He has found this slow since he installed a digital camera

Resol: Called and spoke to Paul - he has found a process DAEMON.EXE was taking al CPU time. He will bring in the machine for me to look at sometime.

38143 11/29/00 HARDWARE 11/29/00

Descr: remove pc np010146 from network

Resol: removed using server manager

38191 11/30/00 HARDWARE 11/30/00

Descr: unable to read from a drive

Resol: checked with another disk and it worked Her disc was bad

38207 11/30/00 HARDWARE 11/30/00

Descr: pc is very slow

Resol: went through the mcafee and the renamed the mcshield.exe file. Had him run the update again and then rebooted

38211 11/30/00 HARDWARE 12/04/00

Descr: got message on screen that PC was low on virtual memory - she called Keith Perry and he said for you to have a look at it.

Resol: She deleted files in the temp directory; this corrected the problem.

38223 11/30/00 HARDWARE 12/28/00

Descr: her pc was re-imaged last week - missing some programs - cash pro (access database) and royal bank software. the older version of reflection is also installed (ver 2 instead of 6) after reflection ver6.00 is installed would like the shortcuts for prod1 and draco and also the css icon.

Resol: Installed all items as requested.

38224 11/30/00 HARDWARE 12/01/00

Descr: how do you check the configuration of a parallel port

Resol: you would have to look at it in the bios

38230 12/01/00 HARDWARE 12/01/00

Problem #	Opened Date		Closed Date
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Descr: got a .exe error and message says information will be saved to notes.rip

Resol: had him reboot his pc

38234 12/01/00 HARDWARE 12/04/00

Descr: getting an error message on logout regarding a .exe file

Resol: Visited Client...She was busy and we could not look at her pc Not a major problem

38321 12/04/00 HARDWARE 12/13/00

Descr: getting message c:\winnt\profiles\jkeough\programfilestartup\explore.exe is valid but for a machine type other than the current machine

Resol: Visited Client...tried removing and joining to network, did not fix, removed shortcuts from startup, fixed error message....

38311 12/04/00 HARDWARE 12/07/00

Descr: getting a message on logout regarding an .exe file Goes to quick to get all of it.

Resol: Checked her machine - it is a problem with her profile, but a cosmetic one. She has no problem with it; we will try and find out what causes it.

38347 12/05/00 HARDWARE 12/05/00

Descr: error trying to format CD - error initializing cd creator

Resol: ron went up and checked it out All ok Kay is doing her cd copy

38332 12/05/00 HARDWARE 12/06/00

Descr: When CarolAnn starts up her laptop and clicks on start the items on her task bar including start disappear. She can still click on the desktop icons and they work.

Resol: Found DAEMON.EXE was using all CPU time - renamed file, rebooted, OK. His file is not found on any other PC.

38336 12/05/00 HARDWARE 12/05/00

Descr: remove the following pcs from the server and add pinger to the ntwsadmin group:

np010101, np010099, np010090, np010089, np010064, np010087, np010107, np010093, np010086, np010109

Resol: removed from domain as requested

38338 12/05/00 HARDWARE 12/05/00

Descr: looking for the asset tag of his pc

Resol: np010039

38406 12/06/00 HARDWARE 01/03/01

Descr: finding his pc slow It seems like the hard drive is cutting in continuously. He can still do whatever he wants to do but would like someone to stop by and have a look.

Resol: Visited Client...Ron Hudson installed impromptu, and checked system, seems to work ok,

Problem #	Opened Date		Closed Date
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38412	12/06/00	HARDWARE	12/28/00
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Descr: wanda's pc is extremely slow She would like it to be defragged

Resol: Installed Norton; defragged drive, removed norton, rebooted.

38420	12/06/00	HARDWARE	12/07/00
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Descr: We are having a problem logging in to several of the Test Network machines in the Library since the D/R drill. We get the following error

" No Domian Control Found"

Could you have someone fix these machines sometime today

Resol: Re-added all affected PC's to the test domain.

38446	12/07/00	HARDWARE	12/18/00
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Descr: requesting an addition mouse, dongle and network cable for his laptop. Requesting this so he does not have to disconnect these when he takes his laptop out of the office...

Resol: Sent to Trevor by mail.

38454	12/07/00	HARDWARE	12/14/00
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Descr: Asset tag #np011083 - want to ship it in monday to have it configured for remote agent.

Resol: Work done on problem to date... postponed indefinitely by Kperry/Ilvany

38517	12/08/00	HARDWARE	12/08/00
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Descr: req to have a lcd viewer delivered to CARbonear

Resol: picked it up for him

38474	12/08/00	HARDWARE	12/12/00
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Descr: getting physical dump errors on pc.

Resol: called xwave pc np010928 Scott called from there yesterday to say that he was finished

38479	12/08/00	HARDWARE	12/11/00
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Descr: there was a guy here yesterday to connect a new monitor for me. we had to move my CPU and CD writer. This morning when I try to write a CD, I get the following message:

No supported CDR/CDRW drive.

Resol: Checked power supply and port connection, both were loose. Tightened up both and worked fine...

38492	12/08/00	HARDWARE	01/10/01
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Descr: grk express locked up and she rebooted and all she gets is the physical duimp screen

Resol: Visited Client...Locks up on occassion, but not as frequent, its ok for now, but if it starts again, she will call..

Problem #	Opened Date		Closed Date
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38529	12/11/00	HARDWARE	12/11/00
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Descr: wants to change to yr/mo/da

Resol: start settings control panel regional settings and change sghort date style

38551	12/11/00	HARDWARE	12/11/00
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Descr: working on machine in old control centre removed from domain

Resol: done

38612	12/13/00	HARDWARE	12/20/00
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Descr: IBM Thinkpad - asset tag np010310 - digital camera not working with serial cable.

Resol: Enabled serial port, this fixed it.

38619	12/13/00	HARDWARE	12/13/00
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Descr: Pam from MITI - called inquiring about a call that was placed on a harddrive

Resol: she did not have a username or call # = explained that we log calls from the user and call xwave for servicing.

38640	12/14/00	HARDWARE	12/20/00
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Descr: getting a camera communications error install digital camera software. Camera is a kodak DC260. Software DC220/DC260 p/n 660735.

He also had message pop prompting him to change .jpg files to camera files - he clicked yes. np010857 - ibm laptop

Resol: He was able to get to his pictures through his PCMCIA port adapter and is working fine.

38646	12/14/00	HARDWARE	01/04/01
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Descr: has a student starting in January. Will need a pc for the cubicle he will be assigned to.

Resol:

38659	12/14/00	HARDWARE	05/15/01
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Descr: asset tag #np010348 - ibm300 - Brian is with mechanical maintenance - he said this pc is located in the mezzaine and it does not have a network connection - he want to logon locally but could not do so. would not log him in with cache info. can they get a network connection for this PC?

Resol: Awaiting E.N.S. to upgrade building wiring.

38675	12/15/00	HARDWARE	12/15/00
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Descr: getting the blue screen

Resol: HAd him reboot

38705	12/18/00	HARDWARE	12/18/00
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Descr: can we power off annett bradley's pc from the help desk

Problem #	Opened Date		Closed Date
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Resol: just press the power switch

38709 12/18/00 HARDWARE 12/19/00

Descr: pc is extremely slow has rebooted several times still slow

Resol: Visited Client...tried to check system over, checked network cables, and switch prot, all checked ok.....tried to remove and join back to the network, this took a very long time.... Finnally, Jennifer suggested updating the virus definition files, this seemed to correct the problem.....

38737 12/19/00 HARDWARE 12/19/00

Descr: laptop - ibm thinkpad 770 - won't boot. asset tag NP010694, s/n 78AB162

Resol: Visited Client...disabled McAfee, rebooted, Ron reAbled McAfee, system seems to be stable ?????

38743 12/19/00 HARDWARE 01/04/01

Descr: Carol called on behalf of Peter Alteen. He is looking for a "Black Betty" a handheld box that he can send and receive emails with He would prefer to have something like this rather than having to take a laptop with him. Can you get back to Carol this morning to tell her what has to be done if anything can be done

Resol: Updated...There really isn't a device like Peter describes available at the moment. We will continue the search . . .

38744 12/19/00 HARDWARE 12/19/00

Descr: Angela is looking for a dell laptop bag for Gary Dawe. She wants him to have a bag like John Evans has. SHe would like it before the end of the week

Resol: Updated...We don't have any of those bags left. Advised Angela to have Garry go to Staples and pick one that suits him.

38746 12/19/00 HARDWARE 12/19/00

Descr: at the print shop and trying to map a drive to his pc. What is the pc number

Resol: Checked configuration above it is np010073

38781 12/20/00 HARDWARE 02/16/01

Descr: Would like to get a CD Burner. Is there a spare available? If not, would like to discuss a purchase of one.

Resol: Reviewed...Waiting for the CD Writer software for the 7020 to be returned.

38799 12/20/00 HARDWARE 01/02/01

Descr: need external monitor to connect to docking station for his laptop. Xwave has call to repair his laptop

Resol: Work done on problem to date.... brought notebook to Xwave, repaired by tech, setup for sean , test ok....

38775 12/20/00 HARDWARE 01/02/01

Descr: booting up this morning took a lot longer than usual. Please check as he is having other problems with his computer as well

Resol: Reviewed...The problem with Gerard. None of these problems endures, and he will keep note of circumstances surrounding lockups and slowdowns to see if we can find a pattern.

Problem #	Opened Date		Closed Date
38778	12/20/00	HARDWARE	12/20/00
Descr: cannot log in to the network Resol: Logged in as wssetupadmin and did a release / renew.			
38816	12/21/00	HARDWARE	01/12/01
Descr: problems with his dell locking up - NP 012272. Resol: Austin called - could not get 6ig harddrive - 20 gig sent - not working with image - will continue working on it Gary now has his laptop back			
38823	12/21/00	HARDWARE	01/08/01
Descr: request help setting up his palm pilot Resol: Setup and installed software. Downloaded and installed update for Palm email. Tested, OK. Showed him how to use the unit - he will be trying it out.			
38923	01/02/01	HARDWARE	01/04/01
Descr: unable to get a network conenction Resol: They are getting a message no domain controller available. I asked them to check their connection from the pc to the wall and get back to us			
38962	01/03/01	HARDWARE	03/22/01
Descr: need new cable to use with his laptop to go from modem to phone line Resol: Work done on problem to date.....sent user the part he was requesting			
38971	01/03/01	HARDWARE	01/09/01
Descr: As part of the Corporate Safety Action Plan for 2001 we have to conduct SWITCH training before the end of February. This training will involve a presentation based on the SPC and hands on use of the SWITCH application. We propose to have 12 people in each session and will conduct training in St John's, Carbonear, Clarenville, Gander and Corner Brook. To conduct this training at each of these sites will require 12 PC's and a LCD projector. Would you confirm the availability of PC's and access to the application at each of these sites. Eugene..... Resol:			
39100	01/08/01	HARDWARE	01/26/01
Descr: np010005 - ibm 300pl-450 - s/n 78HPPAR- pc locking up - had only outlook open. When he ctrl-alt-del to end task waits for over 5 mins. had to reboot. This problem occurred before Christmas also - see call 38035 Resol: Work done on problem to date.... Kperry had Xwave reimage PC...			
39143	01/08/01	HARDWARE	01/09/01
Descr: has IBM 300pl - he was trying to attachment pictures he had downloaded from digital camera to an email - cannot access drive a: Resol: a: - not sure if the problem is with the floppy drive or with the flashpath - can you give him a call there for rest of afternoon or first thing in the morning. There is no adapter available for his camera He would hgave to purchase one. For now he can copy the files from the camera to his hard drive'			

Problem #	Opened Date		Closed Date
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39190	01/09/01	HARDWARE	01/09/01
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Descr: req to remove np012272 from the network

Resol: removed it in server manager

39177	01/09/01	HARDWARE	01/09/01
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Descr: how do i change the settings on the pc

Resol: right click on blank area of the desktop, select properties then settings then change the setting to 600 x 400 or what ever you choose

39193	01/09/01	HARDWARE	01/09/01
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Descr: removed asset tag np010005 from the server

Resol: removed using server manager

39198	01/09/01	HARDWARE	01/15/01
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Descr: Scott Hancock has left the company please remove his pc

Resol: Visited Client...There will be a replacement coming, the PC will need to be reimaged, not taken away....

39211	01/10/01	HARDWARE	01/10/01
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Descr: request to remove np010005 from the server

Resol: removed the pc in server manager

39208	01/10/01	HARDWARE	02/14/01
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Descr: losing red on screen and on external monitor

Resol: ordered board in jan and received. ken brought in laptop earlier this week - wrong board - new one ordered and received today and installed and working ok. ken will have someone pickup laptop

39252	01/11/01	HARDWARE	01/26/01
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Descr: has been getting memory errors on his pc. yesterday he had the errors in word and he rebooted his pc and the errors went away for a short time and getting more frequent.

Resol: Visited Client...client busy with someone else, will have to go back.... Cleaned up his temp files, rebooted and all ok

39267	01/11/01	HARDWARE	02/15/01
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Descr: request for external monitor and stand to use with his laptop

Resol: Work done on problem to date.... installed by jon nseary

39293	01/12/01	HARDWARE	01/12/01
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Descr: req help setting up the monitor settings his fonts were too small

Resol: had him right click the desktop go properties, settings and change from small fonts to large fonts

Problem #	Opened Date		Closed Date
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39306	01/12/01	HARDWARE	01/12/01
Descr: how do i get an updated driver for my graphics card Resol: get the name of the card right click on the desktop go properties settings, display type get the manufacturer anme and type then go to the manufacturers site on the internet and down load the apprapraite driver			
39312	01/12/01	HARDWARE	01/12/01
Descr: getting no domain controller found when starting up Resol: Had him check the cables and it must have been loose It worked ok			
39357	01/15/01	HARDWARE	01/15/01
Descr: finding her pc slow Resol: had her shut it down and do a restart			
39371	01/15/01	HARDWARE	01/18/01
Descr: harddrive making grinding noise on start up. asset tag np010661 IBM Resol: Visited Client...powered off/on several times, system was quiet, and booted ok....			
39422	01/16/01	HARDWARE	01/25/01
Descr: I would like a Palm V ? device that allows synchronizing with my Exchange calendaring and email functions and is great for when on the go. Options include with a small keyboard or pen based entry. Check this out with IT folks and advise what is recommended. thanks! Resol: Visited Client...reconfigured laptop, ran a hot sync, test ok...			
39434	01/17/01	HARDWARE	02/13/01
Descr: getting error messages on np012231 c:\orant\bin errors, userinit.exe unable to locate, he can't change the screensver, etc. He has a list of his errors taped to the pc Resol: Called Client and Left Message.... PC not a priority, will be on the road for the next 3-4 weeks			
39464	01/17/01	HARDWARE	01/17/01
Descr: cannot get his pc to start up Monitor is on but no life in the pc Resol: Visited Client...user was moved to a new cubical, the cubical data was not connected in data closet....			
39465	01/17/01	HARDWARE	01/17/01
Descr: looking for a laplink cable and software Resol: I have the cable and John Norris has the software			

Problem #	Opened Date		Closed Date
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39486 01/18/01 HARDWARE 01/19/01

Descr: not getting a network connection Says he was working along in excel and when he tried to save it said it couldn't

Resol: Visited Client...checked all network cables, power off/on PC, login ok....

39549 01/19/01 HARDWARE 01/25/01

Descr: call Xwave to reimage Lwall's PC

Resol: xwave was in last night and reimaged the pc

39550 01/19/01 HARDWARE 01/19/01

Descr: has a new pc nd the task bar is not on the screen

Resol: Had him shut down and start up and ther task bar ws there. Someone must have hidden it when they were playing a game earlier

39552 01/19/01 HARDWARE 01/19/01

Descr: has defective video card

Resol: Xwave replace it for him

39565 01/19/01 HARDWARE 01/25/01

Descr: pcmcia cards do not work in in the ibm laptop when they put it in it asks if they want to format The inserted SRAM mass storage crd is not curenly formatted or contains an unknown file system The card is not suitable in its current state.

Resol: Visited Client...The IBM thinkpad will not reconize the card on a hot install, you must shutdown, install the card, then boot the system, then card wizard will reconize the memory card

39587 01/19/01 HARDWARE 01/19/01

Descr: system locked up

Resol: there was a glitch on the network and people lost their network connection

39686 01/22/01 HARDWARE 02/16/01

Descr: Having trouble in word tried a detect nd repir and now he can't boot up the laptop

Resol: laptop was re-imaged...

39687 01/22/01 HARDWARE 01/22/01

Descr: request to remove np010058 from the server

Resol: removed in server manager

39676 01/22/01 HARDWARE 01/22/01

Descr: check PC in training room for Switch training to be done on Wednesday

Resol: Work done on problem to date..... visit classroom, created a icon on each desktop, and test ok....

Problem #	Opened Date		Closed Date
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39712 01/23/01 HARDWARE 01/26/01

Descr: having problems with outlook and getting error messages on shut down I have put a copy of the event viewer message on JohnNorris's desk

Resol: have pc reimaged. XWAVE completed

39747 01/23/01 HARDWARE 01/24/01

Descr: when trying to start up he keeps getting no domain controller available Tried rebooting several times

Resol: Visited Client...network cable was disconnected at the desk, reconnect, and test ok....

39780 01/25/01 HARDWARE 01/29/01

Descr: had trouble opening emails rebooted and noticed this message when booting up
disk drive seek 1 failure
rebooted again and it was fine

Resol: could not find anything in technet or ms site Hasn't occurred since

39818 01/25/01 HARDWARE 01/25/01

Descr: logged on to ABall's pc and there are no icons on the desktop

Resol: had him reboot and all was ok

39862 01/26/01 HARDWARE 01/26/01

Descr: request to remove np010401 from the system

Resol: removed it in server manager

39836 01/26/01 HARDWARE 01/26/01

Descr: remove pc from network that he is rolling out for Burton Gillingham

Resol: removed from network

39855 01/26/01 HARDWARE 02/12/01

Descr: np010005 p450 flashing cursor and that's it

Resol: Placed Service Call to Vendor Xwave working on this tomorrow

39856 01/26/01 HARDWARE 02/12/01

Descr: np010890 hrd drive gone both this pc and np010005 are in the deploy room at duffy

Resol: Placed Service Call to Vendor Xwave to work on this tomorrow

39864 01/26/01 HARDWARE 01/26/01

Descr: called to add np010401 to the system

Problem #	Opened Date		Closed Date
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Resol: added it in server manager

39890 01/29/01 HARDWARE 01/29/01

Descr: AxClient32.exe -Application Error

The instruction at "0x1d85e10a" referenced memory at "0xc0ba2d2e". The memory could not be "read".

I was changing mailing address on ba# 6554828.

Resol: Had him reboot And li worked ok Let him know tht if it became persistant then to call and we would look at the machine

39904 01/29/01 HARDWARE 02/02/01

Descr: pc hanging on login takes about 10 minutes for it to accept the login

Resol: Visited Client...Check Laptop, system seemed ok, user said that the system has been good since he placed the call.

39924 01/30/01 HARDWARE 01/31/01

Descr: Barb needs the lcd viewer and laptop set up in the duffy place clsroom for tomorrow morning

Resol:

39945 01/30/01 HARDWARE 02/12/01

Descr: getting memory errors and noises from his pc also getting had trouble opening emils rebooted and noticed this message when booting up
disk drive seek 1 failure

Resol: Placed Service Call to XWave Replaced hard drive

39949 01/30/01 HARDWARE 01/30/01

Descr: request to set up laptop in the boardroom

Resol: set up the oncall laptop

39953 01/30/01 HARDWARE 01/30/01

Descr: request to remove np010126 from the network

Resol: remvoed the pc in server manager

39967 01/30/01 HARDWARE 01/30/01

Descr: request to remove np010008 from the server

Resol: deleted it in server manager

40014 01/31/01 HARDWARE 02/15/01

Descr: Please install a 17" monitor for Scott.

Resol: Work done on problem to date.... installed by jon seary

Problem #	Opened Date		Closed Date
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39983	01/31/01	HARDWARE	01/31/01
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Descr: Scott from xwave asked to remove pc np010907 from the domain

Resol: removed as requested

40007	01/31/01	HARDWARE	01/31/01
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Descr: remove pc np010890 from domain

Resol: used server manager to remove as requested

40008	01/31/01	HARDWARE	01/31/01
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Descr: remove pc np010005 from domain

Resol: used server manager and removed from domain

40037	02/01/01	HARDWARE	02/07/01
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Descr: getting multiple errors on their PC - IBM 300PL450 - Asset Tag NP010055 - s/n 78HPPHV. One error is Explorer.exe - application error - the instruction @0x230038e referenced memory at 0x2300381e - the memory could not be read. when he clicks on ok loses items in start menu i.e. crystal3d audio, vshield, etc. both Craig and Derek are requesting to have the PC reimaged.

Resol: Updated...formal request for re-imaging has been sent to xwave. They will arrange the date

40100	02/05/01	HARDWARE	02/06/01
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Descr: trying to access Webster and gets message DNS Error. What is the DNS name he has to enter

Resol: the entry is nfpower.nf.ca

40102	02/05/01	HARDWARE	02/05/01
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Descr: pc locked up while creating an outlook message

Resol: has to reboot to clear the memory problems

40090	02/05/01	HARDWARE	02/15/01
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Descr: Please see contents of email below from Larry Wall to Eugene

-----Original Message-----

From: Wall, Larry

Sent: Monday, February 05, 2001 7:15 AM

To: Doyle, Eugene

Subject: Computer problems

Sir:

This morning at about 6:45 the computer locked up again. I shut it down and wait for it to reboot. after 15 minutes of waiting for it to come back on I remembered the computer guys saying that they may have to change the cables. I opened the door to the back and just moved the cables around a bit and the computer been fine every since.

You may want some one to look at it.

Larry

Resol: Work done on problem to date.... completed by jon seary

Problem #	Opened Date		Closed Date
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40142	02/06/01	HARDWARE	02/06/01
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Descr: problem with presentation in boardroom.

Resol: Visited Client...problem fixed.....

40164	02/06/01	HARDWARE	02/06/01
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Descr: req to remove np010053 from the server

Resol: removed in server manager

40179	02/06/01	HARDWARE	02/16/01
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Descr: We have an engineer from St. Lucia joining us for a 5 month assignment at the end of February and will need a PC for him. Robin hasn't determined where the engineer will be sitting yet, he will advise you of that.

Resol: Work done on problem to date... setup PC on Second fl.

40246	02/08/01	HARDWARE	02/08/01
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Descr: getting memory errors running excel

Resol: hd him reboot and all ok

40233	02/08/01	HARDWARE	02/21/01
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Descr: dave is sending in the linemen's PC Ever since they received it no one has been able to log on properly. Linemen have been continuously calling the Help Desk to help them log on set up outlook. Helpdesk has to delete profiles let the users log in nd next time it has to be done ll over again

Resol: Work done on problem to date.....re-imaged PC, advised Dave that he will have to finish setup....

40303	02/12/01	HARDWARE	04/16/01
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Descr: laptop locking up getting to be a regular thing Please have someone stop by

Resol: Work done on problem to date.... haven't heard from user in a long time, I guess her laptop has been stable. she was offered a new Dell laptop and has accepted.

40316	02/12/01	HARDWARE	02/12/01
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Descr: I keep getting this message when i log in

" At least one service or device failed during system startup. Use event view to examine the event log for details.

Larry

Resol: Advised him to go satrt programs admin tools services and see the messge where there is a red alert

40323	02/12/01	HARDWARE	02/12/01
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Descr: cathy pike - called about problem with her home pc - vfat device initialization error

Resol: could not find reference to error - suggested she contact vendor.

40394	02/14/01	HARDWARE	02/14/01
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Problem #	Opened Date		Closed Date
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Descr: pls remove np010313 from the network
Resol: removed in server manager

40400 02/14/01 HARDWARE 02/27/01

Descr: Mel wants to arrange for a pc to be brought in from Gander and someone to install the Winset software and send it back the same day
Resol: Called Mel and left a message that we would arrange to get it in next week Pc was sent in and BMalone gave JNorris the software to install

40412 02/14/01 HARDWARE 02/14/01

Descr: remove pc np010058 from domain
Resol: removed as requested

40444 02/15/01 HARDWARE 03/14/01

Descr: flora's pc appers to be running something in the bckground when starting up It takes up to 10 minutes for her to do anything after it starts
Resol: Work done on problem to date....Client said she will kill anybody who touches her PC until Monday Feb. 19.....
Checked her machine and she mentioned that she had another Oracle edition which was the probable cause Only started after she installed it

40476 02/16/01 HARDWARE 02/16/01

Descr: his monitor was brought back down by Ed Ryan yesterday - Fred changed his mind and would like the monitor back and connected
Resol: Visited Client...re-install monitor, test ok...

40478 02/16/01 HARDWARE 02/21/01

Descr: problem with two monitors seems to be the permanently affixed cable - seems to wire broken inside the cable - his monitor has no red and blue color : s/n 23FCDNY - asset tag np010238 - ibm 17" G74. and the other is Gerald Legge's monitor - IBM Asset tag 010975 G74. s/n 23ftz24.
Resol: Research and Get Back To Client.... will ship 2 today...

40548 02/19/01 HARDWARE 02/21/01

Descr: pc locking up again -
Resol: Visited Client...Network speed was set to Auto/ Auto, set speed to 100/full, advised Eugene Doyle of what I have found and what I did, He still thinks we are sending him junk.

40583 02/19/01 HARDWARE 03/01/01

Descr: dell laptop - np023372 - s/n 1UH7B - harddrive making loud noise. would like it checked out
Resol: xwave ordered a new fan and hard drive done

40780 02/21/01 HARDWARE 06/20/01

Problem #	Opened Date		Closed Date
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Descr: needs the pc in the customer walk in area replaced it is slow and causing problems

Resol: Talking to Glenda, and she said Xwave was in a long time ago and fixed the problem. As far as she knows everything is now working fine

40738 02/21/01 HARDWARE 02/26/01

Descr: Problem printing pc has been checked cabling checked pc scanned still nothing Keith advised to reimaged

Resol: Xwave will be in on Friday Xwave reimaged and ok since then

40739 02/21/01 HARDWARE 03/01/01

Descr: machine no011060 78zzDX6 noisy to be reimaged

Resol: called xwave for updatedrive repalced

40753 02/21/01 HARDWARE 02/22/01

Descr: a while ago Bob was on the road and needed to dial in . BMalone talked him through re enabling the port for his modem because it was used for his Palm Pilot Now his machine is not synchronizing properly and he needs it reverted. Brian says it is a complicated process. So when John goes to do it can he have me go with him to see what to do

Resol: Work done on problem to date.... call already logged.....

40818 02/22/01 HARDWARE 02/22/01

Descr: looking for something to copy his data from 1 pc to another

Resol: gave him laplink and cable

40865 02/22/01 HARDWARE 04/18/01

Descr: initialization of the dynamic link library c:\winnt\system32\user32.dll failed the process is terminating abnormally. The application that this error involved was ccmbldr.exe. (An SMS app) In event viewer event id 7000 keeps showing red it the error is: "The SMS CCM Client Bootstrap service failed to start due to the following error:
The service did not respond to the start or control request in a timely fashion. "

Resol: searched Technet found Q267929
and applied the following fix:
HKEY_Local_Machine\Software\Microsoft\Windows NT\CurrentVersion <path name>
one of the path's was pointing to d:\386 - I changed it to c:\386; called him to reboot. No errors in event viewer yet. Will monitor - he will call if the problem happens again

40806 02/22/01 HARDWARE 03/07/01

Descr: error booting up her pc - beginning dump of physical memory,
Stop - C0000E5 - the error indicates that the SAM Server has erroneous errors - Tag # - np 010964

Resol: Work done on problem to date... re-image, sent back

40829 02/22/01 HARDWARE 02/22/01

Descr: having trouble with the new icons

Resol: renamed his profile and had him log back in

40833 02/22/01 HARDWARE 02/22/01

Problem #	Opened Date		Closed Date
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Descr: wants to log out SOSmond and she has a screen saver on
Resol: just shut it down and reboot

40841 02/22/01 HARDWARE 02/26/01

Descr: pc will not boot. this machine will not restart press R to repair
Resol: Placed Service Call to xwaveMelvin's Dell computer had problems after the power outage last week
System wasn't booting NP# 012388 SN# 2ID65

Tried emergency diskette to repair windows corruption of files but wasn't able to repair
System had to be re-image.

Had problems with Del Optiplex GX110 image it would abort half way through decompression and give errors about Decompress corruption, Tested image with another hard drive & ghost program same problem.

When back to Kenmount to pick up another image CD and found same problem
System has problems with CD Rom drive intermittently used another one from IBM computer to load image and configure Melvin's Computer

I will order a new CD Rom drive from Dell under warranty.

Ed

40849 02/22/01 HARDWARE 02/23/01

Descr: cd in drive and drive will not open np010665
Resol: xwave called

40852 02/22/01 HARDWARE 02/22/01

Descr: icons, folder names etc all flickering on the screen As i am talking to her the start button, and all icons flickering fast
Resol: user error

40863 02/22/01 HARDWARE 02/22/01

Descr: getting a notes.rip error
Resol: had her reboot and all ok

40871 02/22/01 HARDWARE 02/22/01

Descr: getting a win32 error on bootup
Resol: had him reboot and all ok

40899 02/23/01 HARDWARE 02/23/01

Descr: please remove np010703 from the domain
Resol: removed it in server manager

Problem #	Opened Date		Closed Date
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40938	02/23/01	HARDWARE	02/23/01
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Descr: pls remove np011060 from the server
Resol: removed in server manager

40923	02/23/01	HARDWARE	03/01/01
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Descr: pc in training room on duffy Tag #NP010064 - is being logged in as SMSClient
Resol: Work done on problem to date.... stopped PC from auto login, installed MP2 for training, test ok.

40970	02/26/01	HARDWARE	02/26/01
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Descr: pls remove np012388 from the server
Resol: removed in server manager

40988	02/26/01	HARDWARE	02/26/01
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Descr: getting memory errors
Resol: Had him reboot and all ok

40946	02/26/01	HARDWARE	02/26/01
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Descr: getting message no operating system
Resol: Had him reboot have not heard back yet. Contaxcted him again and all ok

40964	02/26/01	HARDWARE	02/26/01
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Descr: would like someone to come up and show him how to synch his palm pilot It hasn't worked since the john was working on his machine last week
Resol: Visited Client...enable com1, disable infrared port, enabled port replicator, re-install software, reboot, test ok...

40966	02/26/01	HARDWARE	02/26/01
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Descr: at Mel's machine the surge apparently affected software not hardware will he reimage
Resol: yes if it has to be done do it

40972	02/26/01	HARDWARE	02/26/01
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Descr: has a lot of tmp files and folders can he delete them
Resol: yes

40997	02/26/01	HARDWARE	02/26/01
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Descr: can i delete cookies, history and tmp internet files
Resol: yes it is good to clear them out from time ot time

Problem #	Opened Date		Closed Date
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41014	02/27/01	HARDWARE	03/07/01
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Descr: bob left a message that John was there last week and Bob has since gone out of town and cannot log in

Resol: Visited Client...even though when the modem was changed to com2, it asked if I wanted the dialup networking to use the modem on com2, I said yes, the dial up configurations that were already setup were still set to the modem on com1 (which did not exist). Set each dialup networking configuration to use the com2 modem, (after I did that, I went back to see the modem on com1, there was no option to select it)

41018	02/27/01	HARDWARE	02/27/01
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Descr: pc is locked up

Resol: had him reboot

41025	02/27/01	HARDWARE	02/27/01
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Descr: Charlotte is working a fair bit at home and is looking for a longer telephone cable so she can place her PC in a more suitable location. Do we have anything spare to give her?

Resol: got a cord from tel

41042	02/27/01	HARDWARE	02/28/01
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Descr: John told him to call when he needed to set up COM 2 for his modem. He is ready now

Resol: Research and Get Back To Client

41047	02/27/01	HARDWARE	02/27/01
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Descr: request to remove np012267 from the server

Resol: removed in server manager

41080	02/28/01	HARDWARE	03/12/01
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Descr: need a AC adapter for a IBM TP600e

Resol: Updated...Adaptor shipped some time ago.

41070	02/28/01	HARDWARE	02/28/01
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Descr: remove asset tag np010133 from the domain

Resol: removed as requested

41099	02/28/01	HARDWARE	02/28/01
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Descr: getting memory errors

Resol: had her reboot

151	03/01/01	HARDWARE	05/16/01
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Descr: gets a message on startup at least 1 service or driver failed during the system startup. The following boot - start or system - start driver failed to load msi8042 . event id 7026

Problem #	Opened Date		Closed Date
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Resol: To disable the msi8042 device driver and enable the i8042 device driver, follow these steps:

1. In Control Panel, double-click Devices.
2. Click i8042 Keyboard And PS/2 Mouse Driver.
3. Click Startup.
4. Set the Startup Type to System, then click OK.
5. Click MSi8042, and then click Startup.
6. Set the Startup Type to Disabled, and then click OK.
7. When a warning appears, click OK.
8. Close Devices, and then shut down and restart your computer.

41261 03/06/01 HARDWARE 03/12/01

Descr: Brian needs a PS/2 keyboard ASAP. Also, his laptop keyboard has several repeating keys. Please get xwave on-site asap also.

Resol: keyboard replaced on laptop. Scott contacted user this morning and it was functioning ok.

41280 03/06/01 HARDWARE 03/06/01

Descr: remove np010022 from the domain

Resol: removed as requested

41303 03/07/01 HARDWARE 03/07/01

Descr: icons are not right on his screen appears to be overlapped

Resol: had him shelliconcache file in c:\winnt

41305 03/07/01 HARDWARE 03/12/01

Descr: Please mount my power bar above my desk to the left of my PC.

Resol: Work done on problem to date. Advised Sherina to contact Robin's group to actually have the power bar installed. It's a furniture issue.

41389 03/09/01 HARDWARE 03/12/01

Descr: mouse is kapuut, needs a new one....

Resol: Ron H. delivered mouse to Robert

41395 03/09/01 HARDWARE 03/09/01

Descr: Philip requires assistance running a news cast from yesterday. getting the error "Unable to make the connection" when Real player comes up

Resol: He wanted to play an audio clip with Real Player; real player was being blocked by the proxy server; added Philip's and Barry's ip addresses to a rule on the proxy server to allow them to hear the clip through Real Player - tested on Barry's and Philip's PC and it worked

Problem #	Opened Date		Closed Date
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41447	03/12/01	HARDWARE	03/12/01
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Descr: Wants new keyboard for his new office
Resol: Installed and tested new keyboard and mouse.

41424	03/12/01	HARDWARE	03/12/01
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Descr: IBM latop NP012150 - need to use com port 1 and it is not accessible. he has training at 12:00 today and then heading to Burin in the morning with the laptop and need to get com port1 working.
Resol: Work done on problem to date Brian M. dropped up to lend a hand, but the unit was working when he arrived. IWGLF

41465	03/12/01	HARDWARE	03/14/01
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Descr: getting memory erros a number of times today HAs to reboot every time
Resol: Removed and recreated Doug's profile; resetup all hisproperties, tested, OK.

41495	03/13/01	HARDWARE	04/04/01
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Descr: asset tag NP012284, s/n 1UH72. making noises on boot up. also noticed error on boot up - diskette drive 1 seek failure - message did go away.
Resol: replaced floppy drive and CPU

41559	03/14/01	HARDWARE	03/26/01
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Descr: np010055 not booting up 78HPPBV IBM PC 300PM 450
Resol: Ordered a Part from a Vendor HArD drive received and installed

41560	03/14/01	HARDWARE	05/09/01
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Descr: pc NOISY please have it checked
cpxh500gt np012282
Resol: Hard Drive has been installed and machine is working properly.

41589	03/14/01	HARDWARE	03/14/01
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Descr: Found CD-ROM not appearing after keyboard replaced.
Resol: Reseated CD-ROM, rebooted, logged in, OK. Got Brian to try it, OK.

41590	03/14/01	HARDWARE	03/16/01
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Descr: external floppy drive not working on his laptop
Resol: Placed Service Call to Vendor Serial #78RK93 replaced by xwave

41584	03/14/01	HARDWARE	03/14/01
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Descr: remove asset tag np010454 from the network
Resol: removed as requested

Problem #	Opened Date		Closed Date
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41592 03/14/01 HARDWARE 04/11/01

Descr: IBM laptop 600 - e66 - s/n/ 78Phy46. need to be reimaged - having problems getting standard software to work.

see call 41282

Resol: Visited Client...system still working ok.....

41607 03/15/01 HARDWARE 03/16/01

Descr: asset tag NP012342 - Dell - s/n 21BM1 - has the metal tab from a floppy disk stuck in the disk drive.

Resol: Removed stuck diskette slide.

41611 03/15/01 HARDWARE 03/15/01

Descr: desktop icons are missing

Resol: deleted his profile and had him reboot the pc

41613 03/15/01 HARDWARE 03/16/01

Descr: trying to install a serial card and now can;t getlaptop to start

Resol: He had deleted the modem. Reinstalled the modem, then showed him how to use the icon on control panel to stop and start cards before changing them. Explorer also came up with a "memory cannot be read" error, but that corrected itself.

41652 03/16/01 HARDWARE 03/16/01

Descr: A hardware conflict problem (with the US Robotics internal modem and a hard disk controller) exists in the Rose Blanche generator control PC . The PC is now located in my cubicle on the second floor. Would you please arrange for someone in the IS Dept. to speak with me (5895) and also have a look at the problem.

Thanks Jim.....

Resol: Removed stopgap jumpers from modem; enabled plug and play OS under the BIOS; rebooted, setup modem, setup PC Anywhere; OK.

41656 03/16/01 HARDWARE 03/16/01

Descr: can we use the pc that is not connected to the network

Resol: yes you can log in using cached information

41674 03/19/01 HARDWARE 05/18/01

Descr: require monitor and mouse for both his duffy place and kenmount rd office

Resol: Visited Client...Install Monitor and Stand...

41682 03/19/01 HARDWARE 03/19/01

Descr: getting physical dump message

Resol: had her reboot and all ok

Problem #	Opened Date		Closed Date
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41707	03/19/01	HARDWARE	03/21/01
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Descr: blitford cannot get his laptop to start up file missing or corrupted

Resol: had him try reinstalling nt New call opened under Bill's name

41722	03/20/01	HARDWARE	05/16/01
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Descr: requesting an external monitor for use with his laptop

Resol: Called him on May 16 and he no longer needs the monitor

41747	03/20/01	HARDWARE	04/16/01
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Descr: move pc from Cape Broyle (NP010791) to Mobile. He said it would be better served there. They guys hardly ever login in Cape B. and usually do in Mobile. HE said they have two lines there. Can they have both pc's in Mobile and do what is necessary to get the one from Cape Broyle working from mobile

Resol: had him try to log in using the new mobile2 account setup by Celine and he logged in fine

41879	03/26/01	HARDWARE	03/26/01
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Descr: robin as 6 or 7 connections on the 2nd floor eng north for you to connect up this morning

Resol: Visited Client...connected users to network as requested.....

41903	03/26/01	HARDWARE	03/26/01
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Descr: had a screensaver not working pressed the off button in the docking station and it would not turn off and the laptop would not power off by its button

Resol: He was using the 3-d pipes screensaver, which has been known to cause problems. Advised Peter to select a simpler screen saver and call back if the problem recurs.

41969	03/27/01	HARDWARE	03/27/01
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Descr: remove asset tag np010095 from domain

Resol: removed as requested

41976	03/27/01	HARDWARE	03/28/01
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Descr: printers next to Lorne Thompson on second floor - check to see if the network connection for these in data closet. contact Robin when checked.

Resol: Visited Client...got printers working,

42010	03/28/01	HARDWARE	03/28/01
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Descr: how can i look at bkennedys pc from mine

Resol: go start run \\np010836\c\$

42050	03/29/01	HARDWARE	03/29/01
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Descr: I need the numbers of the pc's for the collectors and the remote agent

Opened
Date

Closed
Date

Resol: From: Churchill, Jeff
Sent: Wednesday, March 28, 2001 4:02 PM
To: Perry, Keith
Subject: PC Numbers

I need to the PC number for the following collectors PC's:

LLoyd Butt [Perry, Keith] np010071
Pauline Cormier [Perry, Keith] np011171
Cyril Jacobs [Perry, Keith] po010924
Janet Bishop [Perry, Keith] np011083
Oscar Kaus [Perry, Keith] np010020
Michael Keating [Perry, Keith] np010060
George Pryor [Perry, Keith] np011174

I also need to numbers of the remote agent PC's in:

Carbonear [Perry, Keith] np010976
Burin [Perry, Keith] np010354
Clarenville [Perry, Keith] np010078
Gander [Perry, Keith] np010972
Grand Falls [Perry, Keith] np010031
Corner Brook [Perry, Keith] np010012
Stephenville [Perry, Keith] np010030

Thanks,
Jeff

42053 03/29/01 HARDWARE 03/29/01

Descr: when she came back from lunch and tried to log on her icons disappeared
Resol: HAd her reboot and all ok

42062 03/29/01 HARDWARE 03/29/01

Descr: looking for a cable for his laptop to conenct to the network in the baord room
Resol: kperry helped him out

42095 03/30/01 HARDWARE 04/20/01

Descr: has IBM Thinkpad 600 - NP010836 - need new battery. the one he had is not working and won't recharge
Resol: Work done on problem to date... recieved batteries, shipp one to user

42108 03/30/01 HARDWARE 04/02/01

Descr: Please send 2 neetwork dongles for Thinkpad 600e
Resol: Work done on problem to date.... only had 2, sent user 1,

42163 04/02/01 HARDWARE 05/16/01

Descr: CD rom drive not working on her pc - win95 - sona PC. asset tag NP012257
Resol: Resolved. Not closed for some reason.

42284 04/05/01 HARDWARE 04/11/01

Problem #	Opened Date		Closed Date
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Descr: warranty call for one of our newest Dell 1000Mhz systems, number NP011361. It is located in the Resource Centre. won't boot up

Resol: Scott Hynes from X wave called and he just replaced the hard drive and it's working properly

42310 04/06/01 HARDWARE 04/06/01

Descr: Ed would like tag no. NP010463 removed from the domain.

Resol: removed as requested

42356 04/09/01 HARDWARE 04/10/01

Descr: Diane noticed this morning there was a pc in training room on duffy that could not get a network connection in the back row on the right side (she did not take note of the Asset tag #). She would like to have this checked as she is doing training on Wednesday and will need all the pc's working

Resol: Visited Client...PC was moved from another table, the network cable was not patched through to the switch. reconnect and test.

42344 04/09/01 HARDWARE 04/16/01

Descr: Dell laptop - np#012285 - when he booted up and selected undocked went through process and then got an error cannot find winserv.dll. then he gets screen with dump of physical memory - he has rebooted.

Resol: Work done on problem to date... add all updates, run scandisk

394 04/10/01 HARDWARE 05/08/01

Descr: tag #np010005 . s/n 78HPPAR Francis Daniel - Power Systems - pc halted during boot up. he restarted pc and logged in ok. this has happened a couple of times.

Resol: Called Xwave, and the PC has been re-imaged, and everything is working fine

42414 04/10/01 HARDWARE 04/11/01

Descr: error on pc stop 0x00000096 - invalid_work_queue_item
had to unplug the pc to reboot

Resol: pc rebooted and craig logged in

42388 04/10/01 HARDWARE 04/10/01

Descr: np010125. her pc was locked up this morning on the login screen - she could not turn it off with power button. she used the surge protector and reset the PC and when it booted up she got an error disk read error occurred - insert system disk and restart.

Resol: pc restored and disagnostic ran and pc working ok

42481 04/12/01 HARDWARE 04/12/01

Descr: clock not correct on her pc

Resol: had her reboot and clock was ok

507 04/12/01 HARDWARE 04/18/01

Descr: Over the next 2 week period we will be having Suppliers do presentations in the Main Classroom on Duffy Place for the BOSS project.

Problem #	Opened Date		Closed Date
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We need a network connection in the Main Classroom on Duffy Place for these presentations and access to the Internet. I briefly spoke with John Norris on this and he said he could do it next week. We need this done for Wednesday morning's session and would like to test it on Tuesday afternoon.

Let myself or Bob Blackmore know if you have any questions.

CWELLS; 04/16/2001 07:50:02 AM : Barbara also emailed me and wants to move the large monitor from the floor of the IS boardroom to the PC training room on Duffy Place.

Resol: Visited Client...setup large monitor, terminated two network cables in other classroom and data cabinet. setup ie for two users,

42537 04/16/01 **HARDWARE** 04/16/01

Descr: Please send Brian an additional network dongle for Keith Wellon's laptop.

Resol: Work done on problem to date... shipped a ibm dongle to CAR.

42726 04/23/01 **HARDWARE** 04/24/01

Descr: On boot up of her machine she is getting an error:

Driver Failure:

The Following Bootstart or system start driver failed to load MSI8042

Resol: Checked her connection and rebooted fine. Mouse was workign

42738 04/23/01 **HARDWARE** 04/25/01

Descr: Michelle is just back to work and when she tried to use her IBM thinkpad - found it missing the dongle and also the network cable . she requires one asap

Resol: Visited Client...2 weeks ago I was at her desk to make sure everything worked, it did, I don't know where the network cable and dongle went to, anyways, installed new dongle and network cable, test ok....

42759 04/24/01 **HARDWARE** 04/24/01

Descr: They have a new Cannon NP6521 copier - wondering if it can be setup to use as printer also, he said it is the same as the one in Carbonear. They would like to be able to print 11x17" auto cad drawings. Currently they have to get them printed in carbonear or st. john's.

Resol: Called...and spoke with Ken. Explained that we will be connecting that copier as a printer within the next month.

42801 04/25/01 **HARDWARE** 04/25/01

Descr: needs a 15-25 ft patch cable..

Resol: Work done on problem to date.... sent user a cable as requested...

42807 04/25/01 **HARDWARE** 05/24/01

Descr: would like to get a surge protector for his pc

Resol: Work done on problem to date.....haven't heard back from user.

42819 04/25/01 **HARDWARE** 05/03/01

Descr: She was trying to acces a form in outlook but it wasn't reading up right. So she did a detect and repair on the machine, and it stopped in the middle of it and the machine totally locked up. She then proceeded to reboot and gets the following message: (inaccessable / Boot/Device) also a bunch of other numbers on her screen, and it tells her to reboot and try again. She tried it,

Problem #	Opened Date		Closed Date
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but it still displays the same message
Resol: Talked to Denise at Xwave and she said the call is closed and the machine has been fixed

42828 04/25/01 HARDWARE 05/08/01

Descr: IBM - Asset tag NP010124- Taking 5 minutes to open internet explorer. Frank Antle helped to reinstall ie5.0 yesterday but this did not correct problem - finding it slow in other apps also. This is the senior operators pc.
Resol: XWAVE has Re-imaged the machine

42860 04/26/01 HARDWARE 04/26/01

Descr: remove tag #np012108 from network
Resol: removed as requested

42924 04/30/01 HARDWARE 04/30/01

Descr: There were major problems with the junior operators computer over the weekend. It would not reboot, so they had to replace it with the dayshift machine. Appears that the Hard drive is corrupt. They also had a monitor swap that was done on Friday that needs to be fixed. They need the machine replaced as soon as possible
Resol: Call logged by peter White.... Duplicate Call

42945 04/30/01 HARDWARE 04/30/01

Descr: IBM 300, 450 - tag # np010058, s/n 78HPNWA - On shift changeover Friday night , the Pc on the junior side would not reboot after being shutdown. I replaced it with the dayshift operators machine. You may wish to have someone service this Pc Monday morning. It appears that the hard drive is gone.
Resol: Replaced the PC with a new Dell and setup profiles for everyone on the new machine. Moved the replacment machine back to it's original desk, and brought back the broken PC to Kenmount road for servicing. the machine will not boot back up. Temporarily changed all control center passwords in order to set their profiles up.

42963 04/30/01 HARDWARE 05/02/01

Descr: cannot get connection to Microsoft Exchange server or c-cure.
getting error no domain controller is available you will be logged on with cached information.
Resol: Visited Client...changed network speed to 100/full test ok....

42979 05/01/01 HARDWARE 05/01/01

Descr: remove np010058 from netwrok
Resol: removed

42985 05/01/01 HARDWARE 05/01/01

Descr: remove asset tag np010048 from the server
Resol: removed as requested

42991 05/01/01 HARDWARE 05/04/01

Descr: would like a spare power pack (AC Adapter) for his IBM thinkpad 600 for when he is travelling

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date.... will give Jerry Pike the AC adapter....

42993	05/01/01	HARDWARE	06/12/01
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Descr: Received the following email requesting a computer for a work term student

Robin, would you be able to locate a work station on the main floor for our student. It should be as close as possible to the Environment Section.

Help Desk, this student will also require a computer.

As soon as a date is confirmed I will advise you.

Thank You

Patricia

Resol: Installed

43018	05/02/01	HARDWARE	05/02/01
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Descr: remove asset tag #NP010312 from the domain

Resol: removed using server manager

43021	05/02/01	HARDWARE	05/03/01
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Descr: need replacement dongle for his Dell Latitude Laptop - seems to have lost the one that came with it.

Resol: Work done on problem to date.... gave user the last dongle, will order more.

43057	05/03/01	HARDWARE	05/04/01
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Descr: Looking for a serial card to use in a IBM 300 PL

Resol: Work done on problem to date.... checked Duffy PI. none around, will keep an eye open for one....

43142	05/07/01	HARDWARE	05/07/01
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Descr: Ed Ryan called to remove pc from Server NP012411.

Resol: removed from server

43241	05/09/01	HARDWARE	05/10/01
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Descr: Called to let us know that the monitor that is usually used with the clarendville server failed and was sent into St. Johns about two weeks ago. They have been using a old 14 inch Meg image monitor (he wasn't even sure there was a asset no on it). He called to lets us know.

Resol: Work done on problem to date... Shipped replacement

43246	05/09/01	HARDWARE	05/09/01
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Descr: remove pc #np010347 and np010136 from the domain

Resol: remove as requested

Problem #	Opened Date		Closed Date
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43257	05/09/01	HARDWARE	06/26/01
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Descr: tag NP 012061

She was getting the error "hard disk error" when she turned on the machine. She also said she could hear a clicking sound coming from the PC. I could hear the clicking over the phone.

Resol: xwave has it fixed

43270	05/09/01	HARDWARE	05/11/01
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Descr: The network connector on the back of her PC will not allow a network cable to be clipped in. The cable keeps falling out. John Said the Motherboard needs to be replaced.

Resol: system board replaced

43303	05/10/01	HARDWARE	05/17/01
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Descr: needs a Dell keyboard & mouse (one with wheel instead of the button) for the new Dell computer

Resol: Visited Client....replace mouse and keyboard

43380	05/14/01	HARDWARE	05/25/01
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Descr: Tag # 012292

Called about the modem in his laptop. He believes that it is damaged. He has removed the modem from the PC and said that the pins were bent. He said he will leave his Laptop on his desk(didn't say for how long though, tonight mostlikely.)

Resol: Work done on problem to date..... received new part from vendor, did not install it, because it was frozen, will let it climatize before it is installed.

43388	05/15/01	HARDWARE	05/16/01
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Descr: As John Simmons has retired please retrieve his pc.

Resol: His machine was retired to John's personal use.

43435	05/16/01	HARDWARE	05/25/01
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Descr: She wanted to know if she could get a monitor for her desk. Currently she only uses a laptop and finds it hard on her neck.

Resol: Visited Client...Installed stand and monitor, test ok, user pleased.

43479	05/17/01	HARDWARE	06/01/01
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Descr: tag # NP 012042

He called about a PC that was acting strangely after most logouts when they try to login they get an error.

Resol: XWave has closed the call

43493	05/17/01	HARDWARE	06/06/01
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Descr: PC in Killiam meeting room 3rd fl is dead, checked by Glenn Moores, HD making a Grinding/clicking noise. PC asset tag # NP010112 it's a P450

Resol: Carl has replaced the Hard Drive

Problem #	Opened Date		Closed Date
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43555 05/22/01 HARDWARE 05/22/01

Descr: Her PC is not working. She came in this morning and powered on the PC and it just hangs after she logs in.... Tried to reboot several times, but it still does the same thing

Resol: Visited Client...User had not logged out this weekend, just locked workstation, I was able to start task manager, explorer.exe was running at 98 % CPU, did a end process, rebooted ok. advised user to clean up HD, there is 800 mg available on a 6 gig drive. also she should copy her favorites folder to the network, just in case her drive dcrashes.

43637 05/23/01 HARDWARE 05/28/01

Descr: Philip's laptop died.

No power and battery is not functioning.

When the power adaptor is plugged into the laptop it dies and needs to be reset. Used a second power adaptor and the same thing happened.

Resol: xwave replaced the dead system board; I swapped his machine back to his old one; tested log in - docked and undocked; tested dial in; all seems fine asked him to call me if there are any problem

43631 05/23/01 HARDWARE 06/04/01

Descr: request for a pc for one month period for temporary Pam Hart who will be filling in as Departmental Assistant.

Resol: Visited Client...connected to network and test,

633 05/23/01 HARDWARE 05/25/01

Descr: Charlotte McCardle to Pat Ryan's cubicle - and Pat Ryan is moving to accounting next to Linda Harty. PC connections should be ok. Wanted to let you know in case they need you to check the connections

Resol: Work done on problem to date.... users connected to the network ok....

43607 05/23/01 HARDWARE 05/25/01

Descr: Referred from Peter:

Just recently your staff were kind enough to provide me with a monitor stand c/w a new monitor.....thank-you. I find however that the stand is too high causing my neck to be strained upward. When I compared the stand to others (i.e. Nora's) it appears to two inches higher. Not sure if we changed our standard but if I find the stand too high I would guess that many others would as well. I haven't noticed whether my stand at Duffy is the same height or not.

Resol: Visited Client...removed monitor stand, user was very pleased with results.

43642 05/24/01 HARDWARE 05/24/01

Descr: Left voice mail at 9:46 pm last night. He said to say thank you for changing his pc but he still cannot login - getting a blue screen.

Resol: He was able to log in after all; there is another problem open for this 43637

43689 05/24/01 HARDWARE 05/25/01

Descr: received following email from Carole Ann

I was speaking with John Norris about my monitor which he will install when he gets the stand but I also mentioned that a couple of the keys on my keyboard are sticking and he said to log with you guys and he will look after it.

Resol: Work done on problem to date.... call already logged and completed

Problem #	Opened Date		Closed Date
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43703	05/25/01	HARDWARE	05/29/01
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Descr: He called asking for the procedure for requesting hardware. He sent us the following email:

"Would you please arrange at your earliest convenience a work station for myself where the computer is now in the General Forman's Office and arrange to have individual computer connections for Gerald , Derrick and Myself. I will forward this to IS to keep them in the loop since we will be looking for two extra laptops and monitors for Gerald and Derrick.

Thanks Tucker "

Resol: Will re-open call if Manager's approval is provided.

43719	05/25/01	HARDWARE	05/31/01
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Descr: Could you have the computer and scanner outside my office moved over to the other side of the floor near Corporate Communications to replace the computer and scanner that are there now. The computer there is older and the scanner doesn't work.

Also, could you ensure that the applications on both computers are combined on the one computer, especially the CD Writer and Corel Draw.

Resol: Visited Client...completed as requested

43755	05/28/01	HARDWARE	06/12/01
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Descr: serial no of the PC is " 1S686252U s/n78HPMBZ " and the model no is IBM 300PL .He called to say that over the weekend there was a power surge. And when he came in today the PC wouldn't turn on. He tried to plug it into different outlets but it still didn't work. The light on the monitor would just blink. This is the PC in Lawn.

Resol: Carl has replaced powersupply, Xwave has the call closed

43811	05/28/01	HARDWARE	05/28/01
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Descr: Getting a new PC at home and is wondering how to backup messages from his old PC and also his documents to his new PC

Resol: Explained to him how to make his old hard drive a slave on his new PC. He can then transfer files. Also explained how to export his inbox to a pst file to open again on his new PC

43827	05/29/01	HARDWARE	05/29/01
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Descr: Got new pc need the Bank card reader and software configured

Resol: Duplicate call.

43842	05/29/01	HARDWARE	05/31/01
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Descr: He moved from his office to a new office he would like to have his pc setup. He will be moved again on saturday but he would like to be able to do some work now.Because all his things are boxed up there is not much work he can do. The number on his network connector was 45. His office was the second on the left when you walk through the door to the accounting department on the first floor. He asked for some urgency sence he won't be able to do much work this week with out his pc.

Resol: Visited Client...moved user to switch port #7, there was no LED on that switch port.

44103	06/04/01	HARDWARE	06/04/01
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Descr: John Pope came by and told us that Yvonne Green's PC died he said that John Norris was working on it.

Resol: Visited Client...backed up data, re-imaged drive, restored data, installed software/ configured PC.

Problem #	Opened Date		Closed Date
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44178 06/05/01 HARDWARE 06/05/01

Descr: fax machine not working
Resol: need to contact sharon to have jim check phone connection

44259 06/06/01 HARDWARE 06/06/01

Descr: Please remove the spare operators PC and return it to general use. The operators need to regain the desk space this unit occupies.
Resol: Visited Client...remove as requested

44254 06/06/01 HARDWARE 06/18/01

Descr: Hi Chris & Celine;
NP012368 gave an error message when I started it this morning.
A least one service failed. I checked the event log and I got this.
A conflict has been detected between two drivers which claimed equivalent IRQs. Driver msi8042, with device <Device\KeyboardPort0.Translated>, claimed an interrupt with Level in data address 0x28, vector in data address 0x2c and Affinity in data address 0x30.
There are a few other entries in the log. Apparently this one is also shown yesterday, and last week.
This pc is not assigned to any one in particular. The operators use it for special projects, etc. I use it from time to time to check my email when it is available
frank
Resol: The i8042 drivers in the device settings in control panel, ahad to be disabled, this fixed the problem

44267 06/06/01 HARDWARE 06/06/01

Descr: His Home PC has a problem in that it is always losing time, he is wondering why this would be happening
Resol: Told him it is most likely the CMOS battery that needs replacing. He said he'll buy a new one

44360 06/07/01 HARDWARE 06/14/01

Descr: Mary Francis Parrot called and left a message on our voice mail. The PC she was using gave her an error. Begining dump of physical memory. She said it was like what happened last time call no 44074.
Resol: Work done on problem to date..... Called client, PC has been ok, since she placed call. if it happens again, she will call back to the helpdesk.

44416 06/08/01 HARDWARE 06/11/01

Descr: He called to say that the card reader he installed wouldn't work. He has a Windows NT machine NP010133. It gave him the error no anchor USB devices detected, you need to plug in (or install) USB devices use open all devices to refresh display.
Resol: I told him that NT doesn't support usb and he said that he will return the card reading and try to get one that has a serial port.

454 06/11/01 HARDWARE 09/12/01

Descr: need a pc, monitor and keyboard, mouse - for Joe Griffin who has moved to the Whitbourne office from Carbonear. Apparently

Problem #	Opened Date		Closed Date
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Carbonear still requires the pc that Joe used there.

Resol: Old call. This was supplied some time ago.

44505	06/12/01	HARDWARE	06/14/01
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Descr: My new PC seems to be slow ... it feels 'sluggish' especially with network stuff

eg - navigation in explorer is sluggish except on C: drive (HOME on F is slow)

eg - word starts up quickly, but opening a file seems slow

eg - reflections takes 25 seconds to start up

Could there be something wrong with my network set up ? (Or maybe it is something else ????)

Can someone have a look ?

Resol: Work done on problem to date.... checked network speed again, duplex was set to half, set to full duplex, this should fix the problem

44512	06/12/01	HARDWARE	06/14/01
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Descr: Unable to get Hyper terminal to connect to device through serial port

Resol: Work done on problem to date.... call already logged, service call placed to vendor.

44558	06/13/01	HARDWARE	08/03/01
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Descr: requesting a new surge protector - his stopped working.

Resol: Updated....Just needs a power bar

44555	06/13/01	HARDWARE	06/19/01
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Descr: She is getting blue screens upon boot-up. She can't log into her machine, she's tried cold booting several times but it still do not work

Resol: Ed from Xwave called and he replaced the mother board.

44563	06/13/01	HARDWARE	06/20/01
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Descr: Her PC is getting blue screens in internet explorer, and every application, and it reboots for no reason. We hooked up her old mahine until this one is fixed

Resol: Scott has fixed the 2000 Machine. It is now working properly

44630	06/14/01	HARDWARE	06/22/01
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Descr: She was getting the error:

"you do not have access to the folder a:\ "

She has tried different disks and has tried these disks in different machines. It has been happening sence she has recieved her new PC. And it has been happening on and off sometimes it works sometimes it doesn't.

Resol: Xwave replaced the floppy drive, and the machine is now working fine

44671	06/15/01	HARDWARE	06/15/01
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Descr: MY PC is crap. Get me a dell.....

Resol:

Problem #	Opened Date		Closed Date
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44783	06/19/01	HARDWARE	06/20/01
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Descr: She called saying that Nicole Spraklin's pc was moved the weekend. Renavations were being made to the office and her PC was moved. Now that the renavations are done there is no where in her cubicle to plug in a network connection.

Resol: Connected Nicole through switch F1-3, port 19. Tested connection - OK.

44814	06/19/01	HARDWARE	06/19/01
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Descr: Ed from xwave installed Barry Hogan's CD-writer it was a HP9300 the tag number on the PC was NP010151. This was originally Robert Guzwell's pc but was left in the office for Barry who was replacing him.

Resol: Done.

44906	06/22/01	HARDWARE	06/22/01
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Descr: She said she was getting the error non-system disk press any key to continue .

Resol: she had a disk in the floppy drive. We removed it and every thing was fine.

44948	06/26/01	HARDWARE	06/26/01
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Descr: having problem connecting the lcd viewer and laptop. she is in the John J. Murphy room on 2nd floor. has presentation at 10:30

Resol: Visited Client...User had phone cable connected to network port, installed a network cable to the network port, installed patch cable in data closet, configed switch port for laptop, was able to setup for both LCD and laptop screens to be active at both times. login, test ok.

44980	06/26/01	HARDWARE	06/27/01
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Descr: np010125 - pc locked up - could not ctrl-alt-del. had to power off on surge protector - when she booted up got an error disk read error - insert system disk

Resol: Ed from xwave has replaced the PC with a new one

45002	06/27/01	HARDWARE	06/27/01
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Descr: new pc today she needs a stand for her pc - she has it on the floor

Resol: Visited Client...installed stand.

45035	06/27/01	HARDWARE	06/28/01
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Descr: Scott asked to remove pc #NP012283 from the domain

Resol: used server manager and removed the asset # as requested

45044	06/28/01	HARDWARE	07/05/01
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Descr: Change laptops for Lloyd. Old model is NP010858 TP 600. New laptop is a new Dell 750MHz laptop.

Resol: Installation Completed by xwave.

319	07/10/01	HARDWARE	07/10/01
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Descr: Scott is setting up Lewis Greenland's PC, he needs a power Y adapter

Problem #	Opened Date		Closed Date
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Resol: Keith was talking to him and Scott went to the Electronics center and bought a couple

45355 07/11/01 HARDWARE 07/11/01

Descr: He wanted a stand for his monitor.

Resol: I left one with Daphine. Don Will pick up in the next couple of days.

45381 07/11/01 HARDWARE 07/18/01

Descr: He left a message on the voice mail saying that his pc was moved and now it isn't connected. He mentioned not having a power bar so I don't no exactly what is missing.

Resol: I called him again and he told he that who ever moved it in the first place just wasn't finished setting it up its fine now.

45415 07/12/01 HARDWARE 07/26/01

Descr: Please ship a 17" monitor to Joe. He currently has a g52 and is using it for AutoCAD LT.

Resol: Work done on problem to date.... shipped a IBM as requested.

45436 07/12/01 HARDWARE 09/12/01

Descr: When connected via port replicator, connection is very very slow. Connection OK via built-in network adaptor. Suspect comm rate in nic on port replicator needs to be set. has a Dell latitude c600, P733

Resol: New laptop and connection were supplied a while ago.

45455 07/12/01 HARDWARE 07/12/01

Descr: he is re-imaging 2 notebooks from out of town, and he needs a docking statin and a power adapter, as well asa dongle, and an external floppy

Resol: Sent all of the items over to him at Duffy

45542 07/16/01 HARDWARE 09/04/01

Descr: His PC is making a loud humming noise. It sounds like the fan. It may need to be cleaned or replaced. he is wondering if John Norris could do this for him

Resol: Xwave has this call closed

45546 07/16/01 HARDWARE 08/06/01

Descr: Please set up a PC for Frank to use on the Corporate Network.

Resol: Work done on problem to date.... done 2 weeeeks ago.

45644 07/19/01 HARDWARE 07/19/01

Descr: Ed from xwave came by and asked that NP01o319 be removed from the network.

Resol: removed it from the network.

45654 07/19/01 HARDWARE 07/23/01

Problem #	Opened Date		Closed Date
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Descr: Nicole Pryor (Control Centre) IBM PC - NP010088 - having problem booting up - getting error PXE-M04 initialization network boot device using interrupt 18 eight - may be problem with the KVM Switch

Resol: Visited Client...removed data, re-imaged drive, restored data

45750 07/23/01 HARDWARE 08/16/01

Descr: Replace the Main Relief operator's PC

Resol: Work done on problem to date..... install completed by Xwave, with no problems indicated.

45752 07/23/01 HARDWARE 08/16/01

Descr: Replace the secondary relief operator's PC

Resol: Work done on problem to date.....install completed by Xwave, with no problems

45753 07/23/01 HARDWARE 08/16/01

Descr: Replace the dispatcher's PC (Maurice O'Brien)

Resol: Work done on problem to date..... install completed by Xwave, no problems indicated

45863 07/25/01 HARDWARE 07/26/01

Descr: Tag #NP012150 - IBM Thinkpad. Does not have CD rom drive and he did not get the case

Resol: Brian McDonald had the case.

45851 07/25/01 HARDWARE 07/31/01

Descr: Keith needs to borrow an IBM 450 and a monitor for about 4 months.

Resol: Work done on problem to date.... gave user a p450

45971 07/30/01 HARDWARE 08/06/01

Descr: related to call no. 45863. Thiis call was about a parallel cable for a external CD Rom.

Resol: Visited Client...show user how to remove floppy, and connect externally, also to install cd rom in laptop.

46006 07/30/01 HARDWARE 08/02/01

Descr: He called asking when would be a good time to restart the server. He said that they want to plug the server into a special outlet(that has an isolated ground). He said that it would take moments to perform but wanted to know when a good time would be.

Resol: Scheduled shutdown and restart with Jeremy Decker. Change request # 2019

46186 08/07/01 HARDWARE 08/07/01

Descr: She called saying that she couldn't turn on her pc.

Resol: There must of been a power surge because once we hit the (power surge button, can;t remember what its called) button she could turn on her pc.

Problem #	Opened Date		Closed Date
46338	08/10/01	HARDWARE	08/10/01
Descr: pc in alexandre mckay room dismantled please setup Resol: Chris visited boardroom and setup the pc			
46350	08/13/01	HARDWARE	08/13/01
Descr: IBM - 300 pi - tag #010342 - has tried serveral time to boot up pc - getting error 1780 hard disk error. 1962 no operating system found. there is a clicking noise as is seems to be searching for the operating system Resol: Work done on problem to date.... talked user through coping files from PC to network.			
46356	08/13/01	HARDWARE	08/14/01
Descr: requesting an external monitor and a floppy drive (nancy wicks said there is one in Mary Tucker's cubicle she can borrow) to use with Kathy Toner's laptop. Resol: Visited Client...install a Dell 17" monitor and test. Np011444			
46400	08/13/01	HARDWARE	08/15/01
Descr: Fault light on CRD5-L. Menu indicates Raid Set 1 degraded. Resol: One drive failed in a Raid 5. The hot Spare was used to rebuild the Raid Set. I checked it on Tuesday morning and everything was ok.			
46403	08/14/01	HARDWARE	08/16/01
Descr: dell pc tag #NP012357 - making loud noise. this pc is in the lobby - wal-in service. Resol: Visited Client...took cover off pc, the screw that holds the HD in place was loose, so when the hd was active, it pivit back and forth, making a loud vibrating noise, tighten screw, test ok.			
46496	08/16/01	HARDWARE	08/16/01
Descr: has been experiencing lockups on his pc in word and this morning in internet explorer. when he tried ctrl-alt-del to end task it took approx 10 minutes before the programs showed up in the task manager. Please check Resol: Visited Client...check system. the network was set to auto/auto, set to 100/full, and reboot, this may take care of his slowdowns.			
46499	08/16/01	HARDWARE	08/16/01
Descr: was having a problem accessing drive A he was trying to run the update for css on floppy disk Resol: had him remove the diskette and try again it work. he said there may have been some dust in the drive			
46533	08/16/01	HARDWARE	08/16/01
Descr: called to let John know he could remove her pc this afternoon. Resol: Work done on problem to date.....PC is scheduled to be removed and a new one installed, by xwave....call already logged			
576	08/17/01	HARDWARE	09/14/01
Descr: need pc added to the network IP address 192.168.128.57. located in the production centre on Duffy.			

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date....setup and test PC

46686 08/22/01 HARDWARE 08/22/01

Descr: remove asset tag number np010057 from the domain

Resol: used server manager and deleted the pc from the domain

46778 08/24/01 HARDWARE 08/24/01

Descr: She had a cd stuck in the cd rom drive.

Resol: Got her to reboot and then give the button on the cd rom drive a couple of quick press.

46779 08/24/01 HARDWARE 08/24/01

Descr: a CD was stuck in the CD ROM drive.

Resol: Had her reboot the system and then give the button on the CD ROM drive a couple of quick pushes.

46934 08/29/01 HARDWARE 09/14/01

Descr: Max Jones needs to have the RAM on his IBM 233 desktop increased.

Resol: Machine replaced with a 450 MHz IBM and a larger monitor.

46948 08/30/01 HARDWARE 08/31/01

Descr: has laptop from fortis is will be using for awhile. there is space on duffy for him and can setup the laptop over there until his space and pc is available on Kenmount.

Resol: Removed him from the Fortis domain, and added him to our domain. Checked all settings

46987 08/31/01 HARDWARE 08/31/01

Descr: remove asset tag #Np010058 from the domain

Resol: removed as requested

46982 08/31/01 HARDWARE 09/05/01

Descr: The computer is down and the CPU is making a funny noise.
The phone # is 5233. You can ask for Cynthia Noble.

Resol: Visited Client...Beeping coming from pc, reconnect keyboard cable. test ok, Also scanned all PC's, found one virus, cleaned PC. deleted 2 -3 000 tmp files,

46991 08/31/01 HARDWARE 09/05/01

Descr: Request a longer cable for his laptop. The 5 foot cable is not long enough when he is doing work on the road and has to stay in a hotel.

Phone # 8014

Resol: Called Client and Left Message.Go to Radio Shack and get a longer Phone cable.

Problem #	Opened Date		Closed Date
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47072	09/04/01	HARDWARE	09/06/01
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Descr: Bob forwarded me a list of user that I need to verify if the asset tag numbers he has are the proper ones for the users.

Resol: Bob updated the list himself, he got the information from SMS

47074	09/04/01	HARDWARE	09/07/01
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Descr: He needs a list of all asset tag numbers of the new PC's installed in the control center

Resol: Printed Off a list and Put it on his desk

47124	09/05/01	HARDWARE	09/27/01
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Descr: Gets an Disk I/O error after he loaded Office 2000 software. and rebooted. He attempted a repair but it didn't work.

Resol: Work done on problem to date.... re-imaged and shipped back 3 days ago
(after talking it over with MICh)

47120	09/05/01	HARDWARE	09/10/01
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Descr: Mick wants a new Battery pack for his IBM 600E

Resol: Work done on problem to date.... shipped battery

47143	09/05/01	HARDWARE	09/07/01
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Descr: She has brought in her home PC to be fixed. It has a lot of problems, and is really slow. She has a list attached of known problems.

Resol: Tests performed

- o Scandisk
- o Defragment drive check
- o Removal of temp files
- o Removal of Internet temp Files
- o Checked printer drivers, verified LPT port, and it tested fine.
- o Checked performance with All virus scanners and programs from start up disabled. The machine ran a lot faster then.

Actions needed to be completed

o A full Disk Defragment will need to be run. The machine has a lot of fragmented files

o There are 2 Virus scanners running, I suggest removing McAfee Virus scan. You can do this through add/remove programs in the control panel

o The backWeb issue you were having was related to the Compaq support, it appears that the update that was performed fixed this problem.

o A lot of your speed problems are related to the items you have up on startup. I suggest removing all of your McAfee applications from startup as they are slowing your machine a lot.

47170	09/06/01	HARDWARE	09/06/01
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Descr: add Colleen Comben to the ntwadmin group and remove asset tag #np011385 from the domain

Resol: removed pc from domain and added to the group

47161	09/06/01	HARDWARE	09/14/01
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Descr: Need 3 additional PC's for Scott's Group. 2 CARs are relocating to Scott's area for the next few months and they have hired an

Problem #	Opened Date		Closed Date
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additional student. Need these units by Sept 11.

Resol: Two PC's were installed, one for Tony Baldwin and the other for Joe Lewis. Scott agreed that a third unit is not necessary at this time.

47192 09/06/01 HARDWARE 09/07/01

Descr: There are a large number of boxes and packing material in the old Mail Room at Kenmount Road. Please look through it to see if anything needs to be saved and arrange to have this material disposed of as soon as is practically possible. It's been there a while, looks bad, and could be a safety hazard.

Resol: Work done on problem to date.... done

47196 09/07/01 HARDWARE 09/07/01

Descr: remove asset tag #Np011385 from the domain.

Resol: removed as requested

47218 09/07/01 HARDWARE 09/27/01

Descr: In case you don't remember, I'm in the engineering department and working over here at the Control Center with John and Barry. The project that I'm working on involves writing a program that will constantly read in an ascii stream from Hydro and convert it to a different protocol (DNP). -That reminds me, I'm still waiting on a copy of Microsoft VC++ because it's on back order but when it gets in I'll let you know so you can register it- Anyway, I need a computer (nothing too fancy) that will be used as a stand alone machine on the SCADA system to run my program. I have a few old machines over here that were laying around so I was trying to make something respectful out of their parts. There must be some hardware collicts because no matter what I do the things keep crashing. I've been messing around with these machines for a while now and it's getting me no where. I heard from John that there were a bunch of 233s recently decomishoned. Would I be able to get my hands on one of those machines so that I know it will be in good working order. Don't worry about what's currently on the hard drive because I plan to wipe it and start fresh.

Well I guess that's about it. I need a good working machine as soon as possible. Anything you can do for me? If you have any questions give me a call at x5529.

Resol: PC supplied as requested. John Norris delivered the unit. I followed up with Derek and he is satisfied

47222 09/07/01 HARDWARE 09/12/01

Descr: Colleen Combden will require to have a CD writer for use at home. I understand that one was removed when her computer system was upgraded so that one might be acceptable and available. Otherwise, I would like to request that one be purchased for her and installed at her home. Please contact Colleen to get the particulars and set up a convenient time to have it installed.

Resol: Colleen's PC is not capable of supporting the CD Writer and her Corporate Apps. She will be borrowing the departmental laptop as necessary.

47322 09/10/01 HARDWARE 09/24/01

Descr: Please make an image from NP012278 (Dell c600 in Peter's old cubicle). Ron Clark has finished updating the drivers.

Resol: Work done on problem to date.... complete as requested.

47268 09/10/01 HARDWARE 09/12/01

Descr: Needs to have two workstations set up for new Engineering positions.

Resol: duplicate call entry

47294 09/10/01 HARDWARE 09/10/01

Problem #	Opened Date		Closed Date
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Descr: who do we notify about problem with fax machines
Resol: either gerry walsh or robin vivian

47324 09/11/01 HARDWARE 09/11/01

Descr: pc#np010339 - Keith Garland's PC - no power to machine. checked cables - they seem ok. - need as they are down a pc for the temporary's they have in from region
Resol: Visited Client...reset surge protector

47340 09/11/01 HARDWARE 12/31/01

Descr: Please install an HP 6300C SCSI-based scanner on Kay's PC.
Resol: Visited Client...install scanner, had some scsi problems, but a few re-installs worked ok.

47382 09/12/01 HARDWARE 09/19/01

Descr: Please ship an IBM 233 CPU, Mouse and keyboard (no need for the monitor. This will not be connected to the network. Please notify Keith re: the asset number.
Resol: Visited Client...deliver a IBM P233

47384 09/12/01 HARDWARE 09/13/01

Descr: Please deliver a Compaq Keyboard/Trackball (NP011782) to Mel to be deployed in the Call Centre.
Resol: Work done on problem to date.... as requested.

47425 09/12/01 HARDWARE 09/13/01

Descr: You will need to make Joe's connection # 52 active for tomorrow.

 Setup Dell Optiplex GX110 NP# 012375 SN# 2ID6R & Dell Monitor SN# MX-06C046-47801-12K-H2IS NP# 011459

Install was Successful

Install time 2.5 hours

Delay with no active connection for network at Joe's office had to use board room for configuration of computer also it took very long while for office 2000 to install from the network. Tested ok
Resol: Visited Client...activate port, and test

47544 09/17/01 HARDWARE 11/06/01

Descr: Check the 5 pcs in the computer room on Duffy Place have network connections and ensure all software that is required for the disaster recovery plan is installed and working .Celine has a list.
Resol: requested approval from Keith to have two pcs NP010667 and 010914 reimaged - new call logged and placed with Desktop Services

47536 09/17/01 HARDWARE 09/19/01

Problem #	Opened Date		Closed Date
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Descr: waiting on:
 -Docking Station
 -Local printer to be setup
 -make sure her files are on the laptop she was given

Resol: She do not want her Palm Pilot set up. She wants Sherry DeBruijn to have it. I will place a call with Desktop services with this request. She was speaking to Keith about Secure ID and they have hard coded her password until October 31st and she is aware of this. SHe has given me her broken card as well for replacement. Set up an Icon on her Desktop for HRIS. She seen it and that's what she was looking for

47548 09/17/01 HARDWARE 10/03/01

Descr: we have had a request from Doug Chafe that Mary Tucker's complete working with NFPOwer on Sept. 14th. As per the Employee Exit Checklist please arrange for removal of Mary'sPC etc. .

Resol: This PC will be used again when the position is filled. They expect to fill it in the very near future.

47571 09/17/01 HARDWARE 09/18/01

Descr: Require a IBM 233 for BlackBerry Testing. My Notebook is not suitable.

Resol: Work done on problem to date... gave user a IBM P233

47660 09/19/01 HARDWARE 09/19/01

Descr: During the power failure that we just experienced, my computer went out. All other computers on the floor remained operational. Apparently our computers are supposed to remain up and running, please advise.

Resol: Closing call

47725 09/20/01 HARDWARE 09/20/01

Descr: SHe is wondering if the computer fot Mr. Waight was set up in the cubicle

Resol: Got her to boot to the machine, and it is functioning properly

47711 09/20/01 HARDWARE 09/20/01

Descr: She was getting an error when booting up on another machine, that has not been used for a long time

Resol: I had her check cables, she decided afterward that she would just use another machine, as she was in a hurry

47856 09/24/01 HARDWARE 09/25/01

Descr: His Electronic funds transfer device doesn't reconize his card but it does at other machines.

Resol: Visited Client...the card reader was plugged into serial port #2 instead of serial port #1, connect, and test ok.

47831 09/24/01 HARDWARE 09/25/01

Descr: Bob is going out of town on Wednesday and onDuffy tomorrow he needs to have the battery checked on his laptop as it only lasts a very short time. He said he also borrowed a spare battery before that he could load in to the space where the CD rom drive is. He is leaving his laptop available in his office this morning.

Resol: Visited Client..... gave user 2nd battery, he is pleased.

47838 09/24/01 HARDWARE 09/24/01

Problem #	Opened Date		Closed Date
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Descr: who does he call about fax machine problem
Resol: call Telecommunications - Gerry Walsh

47857 09/24/01 HARDWARE 10/15/01

Descr: in preparation for Friday's move - make arrangement to have the PCs across the hall to be moved to the boardrooms on lower floor - the wall will be removed thursday - the pcs will need to moved for Thursday afternoon and users can use their pcs in the boardroom.

McKay (Production Support)
 Burton
 Yvonne
 Sherry maybe

Lower Level (Boss and Intranet team)
 Phil
 Barry
 Kelly

Resol: Work done on problem to date.... complete as requested.

47910 09/25/01 HARDWARE 10/03/01

Descr: request a laptop to take out of town Oct. 4th. He will also need SecurID working on this laptop.

Resol: Work done on problem to date.... reimage/setup laptop for peter.(test dial up)

47965 09/26/01 HARDWARE 10/26/01

Descr: the asset tags on his pc are labeled incorrectly - the pc identification is the number assigned to his monitor and the tag on harddrive is torn and cannot be read. - can he you send him new tags to label his pc and monitor

Resol: Done

47997 09/27/01 HARDWARE 09/27/01

Descr: requested battery for her IBM Think padd 600E

Resol: John brouhgt her up a battery

48010 09/27/01 HARDWARE 09/27/01

Descr: Battery is dead.

Resol: Visited Client...I noticed that the battery was dud, replaced with a new one, lookis like it is charging ok.

48063 09/28/01 HARDWARE 10/23/01

Descr: His computer keeps locking up on him. It does it several times each day.

Resol: reimaged pc and then had to replace harddrive and reimaged again. pc working and tested

133 10/02/01 HARDWARE 10/02/01

Descr: Ed wanted the password changed for Phil Lomond, add to ntwsadmin, and remove tag number NP011366

Problem #	Opened Date		Closed Date
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Resol: removed from the domain, reset printer and changed password

48264 10/04/01 HARDWARE 11/06/01

Descr: obtainfour (15" monitors) from Stores two for duffy computer room and two for Kenmount Computer Rrooom

Resol: Work done on problem to date..... as requested

48312 10/05/01 HARDWARE 10/26/01

Descr: Need an inventory of Energy Supply Computers.

Resol: Not a Help Desk subject.

48302 10/05/01 HARDWARE 10/10/01

Descr: after he installed msproject 2000 he had to reboot his pc. when he tried to startup getting error the following file is missing or corrupt winnt\system 32\:_1252.nls.

Resol: Work done on problem to date..... had to re-image the "master" laptop, copied the files to diskette, remove the HD from lan's laptop, install into a desktop as a second drive, copy the file from disk to lan's drive, over writing hte corrupt file, re-install in the laptop, test ok.

48311 10/05/01 HARDWARE 10/16/01

Descr: Louise would like another IBM keyboard ordered, hers is broke and the one Celine brought up, she can't type on.

Resol: Done

48363 10/10/01 HARDWARE 10/15/01

Descr: Tag# 010319 - getting error 8611- think pad shows across the screen and then a hand with X through it,. then the error 8511 - test or restart.

Resol: Xwave has resolved the problem, and everything is now working properly

48384 10/10/01 HARDWARE 10/12/01

Descr: np012351- had problem closing the pc down yesterday.

Resol: she did not get back to me.

48493 10/15/01 HARDWARE 10/16/01

Descr: A desktop PC is required for Gary Carew - xwave contractor. he has an xwave latop (very slow).

Resol: Visited Client...set/install P450

48565 10/16/01 HARDWARE 10/26/01

Descr: She is trying to find out about the cash machines, to improve overall reliability. She is wondering if a larger hard drive is the solution, or what is going to be done to stop this from becomming a repeat problem. She would like someone to contact her to let her know what is planned, and what can be done now to improve reliability

Resol: This activity is not really a Help Desk call, but an ongoing project.

Problem #	Opened Date		Closed Date
48566	10/16/01	HARDWARE	10/16/01
Descr: Rob would like a patch cable for when he visits the regions to be able to connect to the network Resol: I have a cable on my desk for him to pick up			
48597	10/17/01	HARDWARE	10/23/01
Descr: cannot get her pc to boot up getting error primary hard disk drive 0 not found. Resol: harddrive replaced and data copied			
48602	10/17/01	HARDWARE	10/17/01
Descr: has a drive mapped to Tom Byrne's pc to access the card reader - when he tried to access it this morning got a error - cupid:genuine intel 6.8.3 irq!l sysserv 0xf0000565 beginning dump of physical memory Resol: had him shutdown the pc and start it again. he logged in and then suggeste doing a normal sutdowm of the pc. he brought it up again and accesses the card reader without errors.			
48641	10/18/01	HARDWARE	10/22/01
Descr: IBM PC in research centre that does not have an network connection and would like to have a connection established. Tag #NP010116 (down in cubicle in the back of room) Resol: Visited Client...connect to network and test .			
48719	10/19/01	HARDWARE	10/19/01
Descr: replaced some keyboards in call center with ergonomic ones with track ball where should he send the replaced keyboard Resol: can send them to help desk			
48693	10/19/01	HARDWARE	10/23/01
Descr: call on behalf of John McGrath (Collector's pc) asset tag #NP010148 (IBM 450 - desktop). This morning michelle installed flash on this pc. when she booted up pc getting following error: windows NT could not start because the following file is missing or corrupt: winnt system 32 - config - system - hardware profile - last known good menu. You can attempt to repair this file by starting wondows NT setup from cd rom setup disk or floppy drive Resol: Scott called - pc reimaged data was corrupt and could not be retrieved			
48711	10/19/01	HARDWARE	10/26/01
Descr: Here is what I need today.... Move 1 PC from the Library to old McKay room Move 1 PC from the Library to Lower Level boardroom For Tuesday, I need: 3 PCs installed in the New McKay Room Resol: Work done on problem to date... completed as requested.			
48763	10/22/01	HARDWARE	11/05/01

Problem #	Opened Date		Closed Date
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Descr: need copy of image for ibm 233 pc

Resol: Work done on problem to date,,,,, I gave keith P the cd to pass along to Glenn

48790 10/23/01 HARDWARE 11/06/01

Descr: does not have a floppy drive for his laptop

Resol: Work done on problem to date... not required, user getting desktop back.....

48861 10/24/01 HARDWARE 10/26/01

Descr: battery for dell only last 1/2 hr. will be going out of town on Friday and requires a new battery

Resol: Work done on problem to date.....Gave user a battery from our spare laptop. She would not give up her other battery that lasts a half hour, will follow up with client when she gets back about giving up her 2nd battery.

48862 10/24/01 HARDWARE 10/26/01

Descr: her laptop is scheduled for replacement of harddrive. she needs another to use until that is done

Resol: Work done on problem to date.... recovered as much data as I could, had Xwave replace HD.

48866 10/24/01 HARDWARE 10/24/01

Descr: does USB Ports work with NT4.0

Resol: checked with JOhn N. They do not work well with 4.0 (windows 2000 ok) do not recommend using

48939 10/26/01 HARDWARE 11/01/01

Descr: Glenn looked at it last night and seems to think that the pc needs to be reimaged. He did log in but is still could not.

-----Original Message-----

From: Hiscock, Valerie

Sent: Thursday, October 25, 2001 9:34 PM

To: Help Desk - Newfoundland Power

Cc: IS Operators

Subject: PC, in Computer room

Hello, it seems as though the PC in the computer room is fried. After log in it seems to lock up.

Can you get someone look at this ASAP. No support magic call placed on this as it's not on our other PC.

Valerie

Resol: This is no longer an issue

48958 10/26/01 HARDWARE 10/31/01

Descr: Jeff Clarke will be moving over from Duffy for the next couple of months in an attempt to get some focused time on the BOSS project. Since he's working closely with me, he will be sitting where Sandie Flynn is now.

Sandie is moving to the free cubicle next to Jennifer .

Would you arrange to have Sandie's PC moved, and have a BOSS loaner PC set up for Jeff? Brian, would you make sure eEnterprise Citrix client is installed for him?

He's planning to start working from here on Monday. He can probably use the Boss' office if necessary on Monday morning.

Resol: Jeff will be using Sandy's PC indefinitely

Problem #	Opened Date		Closed Date
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49026 10/30/01 HARDWARE 12/13/01

Descr: Please open a call to have another IBM 450 (the fourth) and an HP 1200 printer installed at the System Control Centre Hot-site on Duffy Place.

Resol: Work done on problem to date.....Re-imaged/setup/configured the 4th PC, and replaced the old HP laserJet IIID with a HP laserJet 2200DN

49069 10/30/01 HARDWARE 01/07/02

Descr: Carl is using a kodak DC210 Digital camera, and he said he needs a card reader for this camera. He has to go to another machine on another floor to get access to a card reader, and he said he should have his own. He has Windows 2000, so a USB card reader would be the easiest solution

Resol: Visited Client...user needs a USB flash card reader.....he also needs new rechargeable batteries..... I suggest to him that he get the card reader at the same time, make sure it is USB.....

49070 10/30/01 HARDWARE 11/13/01

Descr: The button for my switch box is broken-(used to switch from local to remote) -Could I get a replacement. I am using pliers for now.

Resol: Visited Client...I found a spare switch box, and removed the knob and installed for Maureen.

49090 10/31/01 HARDWARE 11/19/01

Descr: Prepare and ship the 4 HP 2500CM Color Inkjet Printers currently in stock.

Resol: Work done on problem to date... set/config/test four printers.. to be shipped on monday

49091 10/31/01 HARDWARE 01/30/02

Descr: Replace SJN Cash 3 and Cash 4 PC's. Also update Cash Image.

Resol: Work done on problem to date... call already logged to have the pc replaced.

49254 11/02/01 HARDWARE 11/02/01

Descr: accidentally powered off pc and when he started it up again there were no icons on the desktop.

Resol: Re-booted and logged in as myself, and did a scan disk. Also made a copy of his profile, the rebooted again and he could log in fine

49268 11/05/01 HARDWARE 11/05/01

Descr: John wanted a new Keyboard for an install he is doing

Resol: Gave him a new keyboard from our Help Desk Drawer

49302 11/06/01 HARDWARE 11/09/01

Descr: two PCs in computer room on duffy: IBM 233 - 300 pl Asset Tag #NP010667 s/n 23ACDYN and the other is an IBM 233 300 PL Asset Tag# NP010914 - s/n 78ZZHV9. these are used for Disaster Recovery and very slow and experienced difficulty installing apps. tried to install Support Magic - took three tries, did not have updated version of axiant or any of the axiant apps. Request to have these PC's reimaged

Resol: Ed called and the 2 machines are now complete

Problem #	Opened Date		Closed Date
49318	11/06/01	HARDWARE	11/06/01
Descr:	He has a digital camera and a card reader. When he puts the card in the card reader, nothing shows up, but he knows there are pics on the card		
Resol:	Had him reboot the PC, and he could then view the pictures		
49431	11/08/01	HARDWARE	11/15/01
Descr:	Have xwave refurbish units at Duffy Place mezzanine as per the e-mail sent today.		
Resol:	All units completed by Mark Hillier of xwave		
49451	11/09/01	HARDWARE	11/09/01
Descr:	HE wanted np010667 and np010914 removed from the domain		
Resol:	Removed both computers from the domain, and notified Ed Ryan		
49486	11/09/01	HARDWARE	03/04/02
Descr:	Re-imaged IBM 300PL NP# 010667 SN# 23ACDYN 6562-50U Re-imaged Successful Re-imaged IBM 300PL NP# 010914 SN# 78ZZHV9 6562-50U Re-imaged successful but this workstation two has problems with IBM monitor with color NP# 012159 6546-00N SN# 23-GXF46 & should be replaced also the patch cable for this workstation does not connect to network had to use the patch cable from first system to make connection.		
	Install time 3.5 hours		
Resol:	Work done on problem to date... trace back network cable, found in data cabinet, install, reboot PC, test network connection, test ok, monitor looks ok.		
49519	11/13/01	HARDWARE	11/19/01
Descr:	as part of the employee exit checklist procedure - please check to see if Rob Beekhuizen's pc is to be removed and put back in circulation		
Resol:	All items were recovered, with the exception of the laptop case (not important)		
49614	11/15/01	HARDWARE	11/16/01
Descr:	on boot up getting error the following file is missing or corrupt - winnt\system32\conf\sys\hardware profile - go to control panel to start recovery procedures		
Resol:	pc reimages -		
49757	11/19/01	HARDWARE	11/23/01
Descr:	I'd like to get my hands on a docking station (and all the necessary connectors) for my laptop that I can take to Belize with me at the end of the week. My thought is to leave it there so that I can make use of it on my visits. I think this would be alot easier and more convenient for me. We can charge it off to BEL.		
	Also, could you arrange for someone to set up my laptop on Thursday prior to my departure for Belize. The last time I was there I had a hell of a time. They locked me out of my laptop for almost two days and I had to spend an hour on the phone with Norbert to get it straightened out.		
Resol:	Work done on problem to date... Gave user a docking station, KPM to order a replacement.		

Problem #	Opened Date		Closed Date
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49770	11/19/01	HARDWARE	01/22/02
Descr: his laptop not recognized cardreader for digital camera Resol: Problem dissappeared when he changed laptops			
49882	11/21/01	HARDWARE	11/21/01
Descr: John is buying a new Digital Camera for the 3rd floor, and he is wondering which one to buy Resol: We checked out some options in the Future Shop Flyer, and chose a new 3.1 MP Kodak camera. He will order this one and give it a try			
49847	11/21/01	HARDWARE	11/21/01
Descr: on boot up getting error the following file is missing or corrupt - winnt\system32\conf\sys\hardware profile - go to control panel to start recovery procedures Resol: Scott called back, and this call is now complete			
49970	11/26/01	HARDWARE	11/28/01
Descr: getting error logging in - beginning dump of physical memory. contact your administator. PC #NP012329 - Michelle is a team leader in the call Centre and she is using the PC Glenn Fisher had. It is a dell 733. s/n21DtK. Resol: Carl has the call completed			
50001	11/26/01	HARDWARE	12/07/01
Descr: needs a 17" monitor, keyboard, and mouse for his Thinkpad 600E laptop. This is a visual ergonomic issue. Resol: Work done on problem to date... shipped a G74 NP010192, mouse and keyboard.			
50008	11/26/01	HARDWARE	11/28/01
Descr: has a PCMCIA card - dual serial port and it is not being recognized by his IBM Laptop. It works ok in Dell laptop. New card he will be using to test software Resol: Work done on problem to date.....update card wizard, not sure if there was any drivers for the dual serial card, but card wizard was looking for it. Passed along to BOB			
50080	11/28/01	HARDWARE	11/28/01
Descr: I am now digital or at least my cell phone is. My new PAGER # 727 8041. 553 6008 is no longer in use for me. Send me a page as a test when you make the change. Resol: updated Winbeep			
50132	11/29/01	HARDWARE	11/29/01
Descr: cannot login locally on his laptop Resol: Mike CHurchill called about this last week. he was playing around with workgroup settings on laptop and removed the pc from the domain. we explained he would have to bring the laptopn in when they get back to town. peter will go to region office to login			

Problem #	Opened Date		Closed Date
50137	11/29/01	HARDWARE	12/04/01
Descr: Dell - 733 Asset Tag np012393 - s/n21D66 - constant memory errors on boot up. Resol: Ed replaced the Memory, and machine tested fine			
50173	11/30/01	HARDWARE	11/30/01
Descr: remove tag #NP010663 from domain and add Melvin NOrthcott to the admin group Resol: complete as requested			
50177	11/30/01	HARDWARE	01/22/02
Descr: Tony Baldwin and Joe Lewis are now complete their stint in the Region. We had computers set up for them. Ron Taylor's current computer is quite SLOW and we are wondering if we can get one of those computers transferred to him. Resol: This will be addressed in the 2002 Rollout, at which time we will upgrade all necessary technicians.			
50315	12/04/01	HARDWARE	12/19/01
Descr: have temp. lawyer starting with him tomorrow morning (have office on third floor) require a pc for him Resol: PC setup and user has been setup with access			
50352	12/05/01	HARDWARE	12/07/01
Descr: Please ship 3 PC's (Retired IBM 233's) and Monitors (G52's) to Lillian Mouland for the Winter Games being held this spring. These PC's will be returned and refurbished for P30 after the event. Resol: Work done on problem to date.... Shipped 3 PC's, Np010986, NP010451, and NP011009, And 3 G52 Monitors, NP010696, NP010368, and NP012149			
50330	12/05/01	HARDWARE	12/05/01
Descr: cannot turn on her pc this morning - power button not working Resol: realignment of case corrected problem			
50414	12/06/01	HARDWARE	02/07/02
Descr: Her sound on her computer is not working properly. It works off and on. Sometimes it is working fine, and others there is no sound. She needs this to work because she is a remote agent, and she needs to hear the tones. The only way she can get it to work is to do a cold boot again Resol: Work done on problem to date... call already logged, her system will be replaced soon.			
50498	12/10/01	HARDWARE	12/12/01
Descr: cannot get a network connection on his pc. it was just sent back from re-image. When the pc was plugged in and connected to the network other users in the office lost their network connections Resol: Work done on problem to date.....set network speed back to 10/half and test ok. Ship back to user			
50535	12/11/01	HARDWARE	12/12/01

Problem #	Opened Date		Closed Date
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Descr: np010070 - cannot get past the blue start up screen has rebooted several times

Resol: Xwave completed a re-image of his machine

50581 12/12/01 HARDWARE 12/12/01

Descr: pc reimaged - the following is required

pcls monitor

audiolog

voloview viewer

also there are a number of files on the desktop that were once mapped to g:\shared

but i cant locate the origin of this share.

Resol: Jennifer spoke to Eugene last night. Barry Howell is installing audiolog, he does not require voloview at this time and not to worry about pcls monitor. he will call if anything else is required

50588 12/12/01 HARDWARE 01/22/02

Descr: The Employee Association has decided that effective immediately all Employee Association photos taken will be taken digitally. We are requesting the necessary hardware (flashcard reader and CD burner) and software (photo suite, Kodak Now or similar package) to be able to manage these digital files. We are requesting a burner in order to file these photos on disc. Can you please review this request and advise? Thanks.

Don Murphy

Resol: Rob Guzzwell is providing this service on his PC. I had given Don the costs involved and he decided to go with Rob.

0593 12/12/01 HARDWARE 12/19/01

Descr: IBM PC - 300pl - 450 s/n 78HPMNF - Loud clicking noise and hangs on IBM screen and then a blank screen. after reboot got error 1962 no operating system found. there was also a graphic of disk at one point

Resol: PC reimaged

50628 12/13/01 HARDWARE 12/13/01

Descr: I need three PCs in the lower level boardroom all next week for BOSS training.

Resol: Work done on problem to date..... call already logged

50683 12/14/01 HARDWARE 02/13/02

Descr: np010030 - She has been having a lot of problems for the past few weeks. He machine has been crashing constantly. The sound works sometimes for her remote Winset, and sometimes it do not. She regularly gets blue screens, or the machine locks up solid. We have rebooted numerous times, and it solves the problem only temporarily. Her call history indicates at least 4 calls with these type of problems in the last couple of weeks. She said that she needs something done with it ASAP, as she cannot be a remote agent if her machien keeps crashing

Resol: data transferred to different pc. aspect installed. pc sent back to Edie

50696 12/14/01 HARDWARE 01/22/02

Descr: Retire all existing IBM 233 CPU's on Skids in Stores

Resol: These have been passed to p30

0701 12/14/01 HARDWARE 12/17/01

Descr:

Problem #	Opened Date		Closed Date
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I'm still waiting on these items, if John Norris is still to busy, can we get X-wave to install them?
Eugene...

-----Original Message-----

From: Doyle, Eugene
Sent: Friday, December 07, 2001 12:19 PM
To: Perry, Keith
Subject: Disaster Recovery Site

I just returned from our Backup site and noticed we still are short one printer for the operators and one computer for the outside office which will be used by John Pardy and myself. When can we expect to see this equipment in place ?

Resol: Work done on problem to date... install/config 4 th PC, setup/test HP laser Jet 2200DN

50760	12/17/01	HARDWARE	12/17/01
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Descr: Problem with mouse

Resol: Visited Client...replace mouse.

50899	12/20/01	HARDWARE	12/20/01
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Descr: her pc seems to be locked up -

Resol: had her ctrl alt del and close outlook and windows media player. could not exit out of task manager. powered down her pc and started up ok and was able to access her applications.

941	12/27/01	HARDWARE	12/27/01
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Descr: She can't get her cash machine to boot up this morning. It will not power on

Resol: Had her check all of the cables, and unplug the PC and plug it back in again, it then powered up fine

51071	01/02/02	HARDWARE	01/30/02
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Descr: Digitizer Tablet not working. Getting an error dynamic link library failed. - Wintab32.dll

Resol: Installed Tablet on Dougs and Pattis machine

51124	01/04/02	HARDWARE	03/26/02
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Descr: need a floppy drive for her Dell laptop

Resol: Unit was purchased and installed

51146	01/04/02	HARDWARE	01/04/02
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Descr: Dell Pc - 733 - S/N 21BMA - making loud noise (so loud it is vibrating the work surface). Would like this checked

Resol: michelle called back ok after reboot - close call

51251	01/07/02	HARDWARE	01/08/02
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Descr: She is unable to boot up her machine it's like the power switch isn't making contact with the inside power button.

Resol: Another called logged in Brian Morris's name and sent to Desktop services to look at the PC when it arrives

Problem #	Opened Date		Closed Date
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51259	01/08/02	HARDWARE	05/23/02
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Descr: Please open a call to have the Linecrew PC in Gander renamed from NP-PAB-PS to NP010962.

Resol: Work done on problem to date..... sytem being replaced by Xwave

51256	01/08/02	HARDWARE	01/08/02
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Descr: has a diskette stuck in the drive

Resol: Visited Client.....Remove diskette from drive., there was also the metal slider stuck in there also, (not belonging to the Disk that was stuck there)

51262	01/08/02	HARDWARE	01/24/02
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Descr: I am sending in today's mail, Pauline Cormier's PC for repairs. The unit is completely Dead. No sign of life at all.

Tag # 010019

Please have repaired / replaced ASAP.

Resol: .System board replaced

****DO NOT REPLY TO THIS EMAIL****

Case Type : Problem

Category : End User Hardware

Type : Desktop

Item : Unclassified

Status : New

Summary : Service Call - Brian Morris

Description :

Client Name: Brian Morris, Carbonear Office.

CONTACT THE HELP DESK FOR ANY DETAILS - PC IS AT THE STORES DEPARTMENT ON DUFFY PLACE

Our Problem call #: 51262

Asset tag: NP010019 - ibm 450 - s/n

51354	01/09/02	HARDWARE	05/31/02
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Descr: requesting new harddrive for PC - DCI-Sentry Master Station. It has a 2 Gb harddrive and would like it to be upgraded to 20 Gb. This is the pc used to process incoming calls for fixed voltage monitors at the control centre

Resol: Work done on problem to date.... emailed user that I was unable to find a working 4 gig drive, he says that the project is winding down and would not be requiring an upgrade...

51522	01/15/02	HARDWARE	01/15/02
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Descr: had an ibm laptop with win95 - running out of harddrive spae and wanted some tips on cleaning up files

Resol: suggested cleaning up temporary interne tfiles and the temp folder. guided him through this and also suggested moving any data files to his home directory or shared area

634	01/17/02	HARDWARE	01/17/02
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Descr: He gave me a list of users, and he wants their asset tag numbers for an upgrade

Problem #	Opened Date		Closed Date
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Resol: Looked up all users and passed the list to Brian

51666 01/18/02 HARDWARE 03/26/02

Descr: Keith - as per our previous conversation, please arrange to get CD burners for Art Davis & myself.

Art's computer #010128

My computer #012181

The charge # will be 52050-705-3600.

Resol: Work done on problem to date... installed by xwave on march 13

51757 01/22/02 HARDWARE 01/22/02

Descr: cannot get his pc to boot up - no operating system found.
asset tag np 010131. IBM 450 s/N NP010131.

Resol: call placed to vendor

51829 01/23/02 HARDWARE 02/07/02

Descr: He is having problems with his new digital camera, and hooking it up to his machine. He would like someone to have a look

Resol: Visited Client... Problem is that the software that comes with the new camera, is not the greatest, he needs something that is more user friendly... suggest he call the helpdesk for a copy of photoshop

51855 01/24/02 HARDWARE 02/05/02

Descr: Tag #NP011378 - Dell 1000, s/n 1ZJ0G01. Finding the pc has been locking up alot lately. If webster is open and he opens a couple of more applications then he cannot minimize the screens. He does a ctrl-alt-del and check task manager and finds that webster is not repoding. He ends taks and has to restart the pc.

Resol: Xwave has closed the call

51878 01/24/02 HARDWARE 02/05/02

Descr: NP011406 - pc on relief operators area. Having problems. 1. cannot access troubles and outages 2) pcls - Geoff Ford is going to email list.

. Will not display the outages in Webster on the "White Board". (SCC homepage)

2. Will not display the oncall schedule in Webster.(SCC homepage)

3. The color is not right. Maybe color card to be replaced?

Could someone have a look at these problems when you get a chance. Note this computer was moved from the Junior Operator position to the spare operator position because of these problems

Resol: Xwave has closed the call

51883 01/24/02 HARDWARE 01/25/02

Descr: PC in Killam Rm - third floor - getting error windows nt could not start missing file winnt/system 32/config/system hardware last known good menu, you can attempt to repair this file by starting wondows NT setup from cd rom setup disk or floppy drive

Resol: Visited Client...re-image pc, load applications, test ok.

51970 01/28/02 HARDWARE 01/28/02

Problem #	Opened Date		Closed Date
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Descr: He needs a longer network Cable for his laptop. Something around 20 Feet would be good

Resol: I have found him a 6 Meter patch cable, and he will drop down and pick it up

52005 01/29/02 HARDWARE 01/30/02

Descr: Last week, the xwave guys reimaged the BOSS project's development workstation in the old library. NP011404. This is a 1Ghz DELL and the boys put on a Windows NT image from the 733Dell. Now the machine is set to 10half on the NIC and I can't change it. We need this machine imaged again with the Windows 2000 image. can you arrange this ASAP.

Resol: Xwave has re-imaged with proper image

52152 01/31/02 HARDWARE 02/07/02

Descr: request a monitor, keyboard and mouse for charlotte greenham to use with laptop that was setup yesterday

Resol: Visited Client...install monitor and test

52262 02/04/02 HARDWARE 02/14/02

Descr: Tag #NP012326. Dell 733 - both com ports not working on his pc.

Resol: scott checked and suggested re-image. chris logged another call for the reimage and contacted vendor.

52277 02/04/02 HARDWARE 02/13/02

Descr: getting virtual memory errors and apps crashing - can someone have a look at her pc

Resol: Disabled Active desktop, re-installed Office. increased Page file from 256 to 512, rebooted, and system crashed. There were 2 system files corrupt, Scott from Xwave replaced them, and the machine now works fine

52356 02/06/02 HARDWARE 02/06/02

Descr: cannot find the dongle she uses to connect her phone line to. would like a replacement

Resol: Visited Client...give client new phone cable.

52378 02/06/02 HARDWARE 02/07/02

Descr: there is one pc that has a digitizer table and vinyal cutter attached. not recognizing the port for the vinyal cutter

Resol: Work done on problem to date.... completed by Xwave

52383 02/06/02 HARDWARE 02/15/02

Descr: is experiencing start up problems - slow booting."

Resol: Xwave has replaced the Hard Drive, and it re-imaged fine

52468 02/08/02 HARDWARE 02/08/02

Descr: I'm conducting training in Classroom A on Duffy Place on the following dates and need the use of a laptop on those dates. I don't need a network connection as I can save the presentations on the hard drive. Please advise asap.

Thanks!

Sheri

Problem # Opened
Date

Closed
Date

Feb 13
Mar 6
Mar 13
Mar 19
Mar 21
Mar 26

Resol: No problem. Notified Sheri by voice mail.

52512 02/11/02 HARDWARE 02/11/02

Descr: Ed Colford is starting here today and I need his laptop placed onto the NF Power domain.

Can someone attach this PC to the domain? He is sitting next to me in Yvonne Greene's cubicle.

Resol: added doamin account for his workstation. Talked to him and he can add himself now.

52514 02/11/02 HARDWARE 02/13/02

Descr: He has moved to cubicle next to John Pope - there is a Dell Desk top that can be removed - Scott has his laptop. There is a monitor also (Scott would like a monitor to go with his laptop)

Resol: Visited Client...remove pc as requested

52560 02/12/02 HARDWARE 02/15/02

Descr: Wallace Baker will be working at Gander for the next while and we need a 17 inch monitor for him. Would you be able to provide this for us?

Resol: Work done on problem to date.... shipped monitor

52565 02/12/02 HARDWARE 02/12/02

Descr: no power to pc, monitor etc.

Resol: surge protector had tripped out. Keith removed the surge protector and plugged items into wall.

52642 02/13/02 HARDWARE 02/20/02

Descr: asset tag np012369 - Dell PC - 733 - S/N 21D5V - said he screen froze when closing internet explorer, and the icons seemed to be on top of the web page, he said he occasionally gets memory errors on shutdown also (he did not write down the errors). Wondering if someone could run some diagnostics on his pc

Resol: xwave ran diagnostics - was all ok; instructed him that if he gets the error again to call the HD with it

52651 02/13/02 HARDWARE 02/13/02

Descr: pc not performing properly - he said Glenn Moores noticed that Trend did not seem to be working properly and also the MS-SMS Client should probably be reinstalled. Can someone reinstall Trend Micro and SMS Client?

Resol: Glenn reinstalled MS-SMS client

52778 02/18/02 HARDWARE 03/25/02

Descr: Please open a call to have a 233 MHz PC retired to Engineering. This will be used in a monitoring capacity at Rattling Brook. Contact is Wayne Rodway. Be sure to report the asset number to Desktop Services.

Resol: Visited Client...he got his pc, I left it for him while i was on course...

Problem #	Opened Date		Closed Date
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52761 02/18/02 HARDWARE 02/20/02

Descr: have a engineer starting today and he will be using the PC that Peter Halliday had used - can someone to check it out and see if it is working ok and clean up harddrive or re-image whatever we feel is required (tag # NP012362)
Resol: pc reimaged

52858 02/19/02 HARDWARE 02/19/02

Descr: The replacement monitor that was shipped out was damaged in shipping, he will be returning the damaged unit, requesting a replacement
Resol: Work done on problem to date..... ship a monitor as requested

52859 02/19/02 HARDWARE 02/19/02

Descr: REquesting a monitor extension cable and a PS2 extension
Resol: Work done on problem to date.... as requested....

52831 02/19/02 HARDWARE 02/19/02

Descr: starting reimage for Roddy Duffy- remove NP010308 from domain, change password to 6a.s and add to ntwsadmin
Resol: removed asset tag from domain, changed password and added to ntwsadmin group

52837 02/19/02 HARDWARE 02/21/02

Descr: com ports not working on his pc.
Resol: Scott replaced system board for the pc under warranty.

52983 02/25/02 HARDWARE 03/04/02

Descr: Sometimes her machine was slow, and even locked up. She had hundreds of temp files, I had her delete those, and empty her Internet Cache, and also did a detect and repair for Office.
Resol: Mark has re-imaged the machine

52975 02/25/02 HARDWARE 04/15/02

Descr: Can you have someone disengage the touch pad on my computer. I don't use it and its so easy to hit when using the keyboard that it often affects my typing. Thanks.
Resol: Placed ANOTHER Service Call to Vendor Xwave replaced her keyboard today

53016 02/25/02 HARDWARE 02/25/02

Descr: Sound was coming and going on his PC
Resol: Had him check his settings , but I beleive he was clicking on the sound icon on the start menue and accidently muting the sound

53024 02/25/02 HARDWARE 03/15/02

Problem #	Opened Date		Closed Date
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Descr: He is requesting a loaner laptop to take to corner brook next monday and tuesday for Boss training
Resol: We did not have a unit available

53113 02/27/02 HARDWARE 02/28/02

Descr: sound not working on his pc IBM 450 - NP010022.
Resol: Visited Client...removed/re-installed volume control, rebooted PC, looks ok, user had real audio player and other audio software installed. may have caused some problems, also had to remove/reinstall trend

53235 03/04/02 HARDWARE 03/04/02

Descr: He would like a brief description on the speed of the following computers
NP012328

NP011408 -

NP010970 -

NP012027

NP012000

Resol: NP012328 - Dell Optiplex GX110+/L Pentium III 733 MHzDesktop

NP011408 - Dell Optiplex GX110L Desktop Pentium III 1000MHZ

NP010970 - IBM PC 300 PL - 233 Mhz

NP012027 - IBM PC 300 PL - 233 Mhz

NP012000 - IBM PC 300 PL - 233 Mhz

53312 03/06/02 HARDWARE 04/01/02

Descr: The machine in the back room(image machine) hangs on bootup and some keys on the keyboard do not work either. Scott has ordered parts

Resol: Scott has replaced the parts.

53385 03/08/02 HARDWARE 03/08/02

Descr: removed pc np20021A from the domain

Resol: removed as requested

53452 03/11/02 HARDWARE 06/28/02

Descr: As part of the BOSS Project we are requesting a second PC for Linda Harty to be setup in Linda's cubicle. This will enable Linda to do other activities while waiting for payroll runs and the running of pseudo batches...don't ask!

Let me know when this can be done or if there is a problem with this.

Resol: Accommodated during the 2002 Rollout

53456 03/11/02 HARDWARE 03/11/02

Descr: wanted to know types of pc, memory, size etc of the following three pc's - NP010130, 010108 and 011389

Resol: provided the details from inventory in support magic

Problem #	Opened Date		Closed Date
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53530 03/13/02 HARDWARE 03/13/02

Descr: her pc has blue screen this morning with beginning dump of physcial memory .
Resol: Visited Client...user had rebooted when I got there, system came back ok.

53608 03/14/02 HARDWARE 03/20/02

Descr: Kelly Glovers machine is making a ticking sound.Not sure if it is the fan or the Hard drive. The machine is locking up a lot lately.
It could be the hard drive
Resol: CArl from Xwave has closed the call

53634 03/14/02 HARDWARE 03/14/02

Descr: He wants to know where to move Mike Churchills machine now that it has been replaed with another one
Resol: Referred him to Keith, but in the meantime he will be moving it in to our computer room so it is not on the floor on the second floor

53654 03/15/02 HARDWARE 03/15/02

Descr: cannot get her pc or her monitor on. no lights on either
Resol: her surge protector had tripped out. reset and was ok

53647 03/15/02 HARDWARE 03/15/02

Descr: Hi, Carl has inquired in the past about putting a big screen TV monitor in the Call Center to display data from the Director screen - Call Center stats. Someone told him it couldn't be done. He's requesting again...see his request below.

Maybe this is a John Norris or Keith Perry question?

Marcia

-----Original Message-----

From: Quinlan, Carl
Sent: Friday, March 08, 2002 6:16 PM
To: Moores, Linda G.
Cc: Churchill, Jeff
Subject: RE: Call Center Status Board

Could this be done this year? If so, proceed, if not, please add it to 2003 Capital Equipment wish list and post it as high priority.
IN fact, if this could be done, we could evaluate it's effectiveness before proceeding to purchase the reader boards.

As for reader boards, I still don't understand why a cable can't be purchased to run from a big screen TV monitor to a PC and view the Director screen from that! Will someone please answer that question for me? If not, I'm going to Radio Shack and try to find one of those cables.

Carl

-----Original Message-----

From: Moores, Linda G.
Sent: Thursday, March 07, 2002 9:04 AM
To: Quinlan, Carl
Subject: FW: Call Center Status Board

That's \$6000 IS plus maybe \$1000 CS to develop and test.

Problem # Opened
Date

Closed
Date

Not sure what the cost would be if xwave does (would be most likely).

-----Original Message-----

From: Sheppard, Marcia R.
Sent: Thursday, March 07, 2002 8:35 AM
To: Moores, Linda G.
Cc: Churchill, Jeff; Green, Kevin
Subject: RE: Call Center Status Board

Bob gave me some information that Deanne had passed along to him. According to the work she identified, it would take about 6 weeks IS effort. The cost would depend on whether xwave does it or someone inhouse does it.

Marcia

-----Original Message-----

From: Moores, Linda G.
Sent: Wednesday, March 06, 2002 3:24 PM
To: Sheppard, Marcia R.
Cc: Churchill, Jeff; Green, Kevin
Subject: FW: Call Center Status Board

FYI - need to know an estimate for the capital budget.

-----Original Message-----

From: Quinlan, Carl
Sent: Wednesday, March 06, 2002 3:16 PM
To: Moores, Linda G.; Churchill, Jeff
Subject: RE: Call Center Status Board

To purchase S.L. at desktops through Aspect costs over \$100,000 so that is canned. I.S. (Dale) had initiated some thoughts on getting this information onto a ticker tape across the bottom of the screen; (extracting the information from Aspect and pasting it on Webster. We have not heard back on that; I suspect it is to one side, so this is the one we would pursue if we had any idea how feasible it was, including costs.

So reader boards are on list, last quote was \$38000; and I.S. investigating option above is on list, and capital request is pending that outcome.

Carlos

-----Original Message-----

From: Moores, Linda G.
Sent: Wednesday, March 06, 2002 2:53 PM
To: Quinlan, Carl; Churchill, Jeff
Subject: FW: Call Center Status Board

Do the boards replace this suggestion of having service level at desktop?

-----Original Message-----

From: Batstone, Dale
Sent: Monday, December 31, 2001 10:44 AM
To: Sheppard, Marcia R.; Moores, Linda G.
Subject: Call Center Status Board

This is an item I have been dealing with Bob and Carl somewhat directly on for the past two or three months.

The requirement is to have service level displayed uninterrupted on every CAR desktop and preferably up on a status board as well. Aspect has been considered too expensive.

Deanna Gulliver has completed some investigation of effort to build a "ugly" custom solution and I have receive a little information from other software vendors.

This needs to go mainstream now. I will send you more info and we probably should discuss verbally to get you up to speed. Please consider this in you planning and budgeting effort for the year.

Resol: Provided advice, and a referral. This isn't really Help Desk issue until they make more decisions.

Problem #	Opened Date		Closed Date
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53691 03/18/02 HARDWARE 03/18/02

Descr: two pc in training room together getting error no operating system

Resol: paul called back- cold boot fixed the problem

53718 03/18/02 HARDWARE 03/18/02

Descr: Scott needed this pc #np2002b1 removed from the domain

Resol: used server manager and removed as requested

53763 03/19/02 HARDWARE 03/19/02

Descr: Karl from xwave wanted NP012061 removed from domain - Kelly Glover's pc and added to ntwsadmin

Resol: removed from the network - already in group

53789 03/19/02 HARDWARE 03/27/02

Descr: He has a windows 95 machine located at Wayne Rodway's desk that he would like someone to test the COM ports to be sure they are working properly. He would like someone to contact him for details.

Resol: Scott installed a serial Com port card. and tested fine

53864 03/21/02 HARDWARE 03/21/02

Descr: scott wanted to have pc #np20021D removed from the domain

Resol: removed from the domain

53868 03/21/02 HARDWARE 03/25/02

Descr: ibm thinkpad - the grey cord to the card is broken

Resol: Visited Client...gave user a new dongle.

53872 03/21/02 HARDWARE 03/22/02

Descr: His Digital Camera doesn't work properly. He said the lens is stuck and he has been on Tech support with Kodak, and there is nothing else they can try over the phone

Resol: Mike Jardine will make arrangements for repair or replacement

53933 03/25/02 HARDWARE 04/03/02

Descr: Floppy drive not working on his pc - not reading the diskettes. Dell - 733. Tag number NP012379. s/n 21D3Z

Resol: replaced floppy drive and now works

54103 03/28/02 HARDWARE 05/15/02

Descr: wondering if there is an old pc and printer that him and monty can have to setup in their site trailer for the Abitibi project they are working on (will need for several months). Please give him a call.

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date... call already logged and has been updated....

54233 04/02/02 HARDWARE 04/03/02

Descr: He cannot get his PCMCIA Card reader to work. It tells him it is trying to use a resource that is already in use. There is an IRQ conflict

Resol: Visited Client...working fine PEBkAc (xwave)

54278 04/03/02 HARDWARE 04/05/02

Descr: We can use the IBM 233 in the Lower Level Boardroom for this. If possible, please have Xwave move this PC today, otherwise let me know and I'll schedule an installation for the next couple of days.
Thanks,

Install at Derrick Saunders old cubical

Keith
-----Original Message-----
From: Chafe, Sharon
Sent: Tuesday, April 02, 2002 3:49 PM
To: Perry, Keith
Subject: Computer

Keith:

An employee from Belize Electric will be working with us for approx. 7 weeks starting on April 8th. We would like for him to have a computer for Monday morning all set up and ready to go.
Any chance?
His name is Jose Moreno and he should have em, Intranet, Internet etc.
If there are any problems you can call me tomorrow or Keith Whiteway after tomorrow as I will be on 2 days vacation.
Thanks

Sharon Chafe

Resol: Work done on problem to date.....install setup/config, test ok...

54463 04/09/02 HARDWARE 04/09/02

Descr: bought new digital camera and on install of software it said it is not compatible with nt what can he do to get around it.

Resol: there is a windows 2000 in office he can load his software on until he gets his new pc

54482 04/09/02 HARDWARE 04/12/02

Descr: after installing scanner software - was at the point of restarting and plugging in the scanner cables and got blue screen with errors and reset recovery options in the system control panel or crash/debud system start option. np012576.

Resol: Advised client...to connec to parale port and test, then advise me if it does not work, have not heard back since wed.

54652 04/15/02 HARDWARE 04/17/02

Descr: Getting a physical dump on her pc Tried several times and still getting the same dump. Xwave contacted

Resol: I reimaged Dianne's system and it tested ok. I did have problems with setting up Winset onto the system. I did manage eventually to get this to work. This call took approx. 6.5hrs.

system

Problem # Opened
Date

Closed
Date

dell 733 asset# np012353 service tag# 2iblc

monitor

dell 17" asset# np012519 service tag# 03v-h0jj

Mark Hillier

54686 04/15/02 HARDWARE 04/15/02

Descr: got a notes.rip error

Resol: explained the notes and system debugger and had him reboot

54703 04/16/02 HARDWARE 04/24/02

Descr: NP010002. Tried startinig his pc and got (winroot)\system32\ntoskrnl.exe

Resol: Mark replacer the kernel.exe file, and worked fine

54713 04/16/02 HARDWARE 05/15/02

Descr: floppy drive not working on her pc

Resol: Xwave replaced Floppy drive

54809 04/18/02 HARDWARE 04/18/02

Descr: Pc locked up

Resol: Had him reboot All ok

54933 04/23/02 HARDWARE 06/28/02

Descr: Requesting a PC for a Student begining next Monday

Resol: Provided within CLV

54935 04/23/02 HARDWARE 06/28/02

Descr: Brad requires a retiring PC for home use.

Resol: Nothing available at the time of request. Will provide first available unit.
Brad left the Company. No PC was provided

55036 04/25/02 HARDWARE 05/01/02

Descr: The PC that was sent back out to him that is supposed to be repaired, will not boot. The power comes on, but that's it. Nothin shows on screen, and the Hard drive light don't even flash. It seems dead. He tried 2 working monitors, and still same result

Resol: Processor was loose, and Mark Re-seated, and PC will be shipped out tomorrow morning

55053 04/26/02 HARDWARE 04/26/02

Descr: He is on someone eleses machine and he is trying to get a card reader to work, and copy pictures, and he is not sure what to do

Resol: Had him go to the card reader drive, and then copy all of the files, and showed him how to paste it in his home area to view from

Problem #	Opened Date		Closed Date
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any machine

55201 05/01/02 HARDWARE 05/09/02

Descr: his outlook is giving reminders a day earlier

Resol: he was going to call back if it did not work after changing the settings. he did not call back

55255 05/02/02 HARDWARE 05/16/02

Descr: Please open a call to have NP010339, the IBM 300 Desktop that belonged to Keith Garland, removed from his desk and returned to stock.

Please e-mail Desktop Services when this is done.

Resol: Work done on problem to date.... remove and return to stock.

55319 05/03/02 HARDWARE 05/03/02

Descr: need a 6-10ft patch cable

Resol: john provided cable and I put it on his desk

55506 05/08/02 HARDWARE 09/10/02

Descr: Charlotte Mccardle will need a monitor stand for her New PC that was just set up

Resol: Work done on problem to date... not needed yet..... user off until Feb.

55512 05/08/02 HARDWARE 05/14/02

Descr: The sound on his new PC isn't working correctly. He cannot control the volume

Resol: Burton updated his drivers and it now works fine

55671 05/13/02 HARDWARE 06/05/02

Descr: Robert would like another Docking station for his office at Duffy Place

Resol: Visited Client...setup port replicator.....removed old port rep.

55674 05/13/02 HARDWARE 05/13/02

Descr: She just got a new system, and she is noticing her monitor is jiggling.

Resol: I asked her if her monitor was near a light. She said yes. When she turned off the light the jiggling went away. She was getting interference from the light. I told her that she would need to move her monitor away from the light.

55735 05/14/02 HARDWARE 06/06/02

Descr: He turned on his computer this morning, and the hard drive was making a clicking sound. He said that it worked fine yesterday. (Yesterday was the first day he was back from a 2 week vacation) On the screen it says "F1 to reboot" and "F2 for system utility". He tried rebooting, and he took off the case and checked the wires as well. His computer tag # is Np011360.

Resol: Xwave has closed the call

55750 05/14/02 HARDWARE 05/24/02

Problem #	Opened Date		Closed Date
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Descr: His dongle cord for his laptop so he could dial in is broken, and he was requesting a new one.

Resol: Visited Client...gave user a new dongle,

55757 05/14/02 HARDWARE 05/14/02

Descr: Her machine will not boot up. It is giving her errors. Someone had moved her PC today, and since then it hasn't worked.

Resol: Visited Client...reseat the sound card, system booted ok, no errors....

55816 05/15/02 HARDWARE 05/15/02

Descr: He was having a meeting in the board room, and he was just curious about the the setup for presnetations.

Resol: Jennifer called Rob and talked to him about the system in the boardroom.

55813 05/15/02 HARDWARE 05/15/02

Descr: John just got a new laptop, and he is having problems with it. Yesterday when he would try to turn it on, he would have to press the button a couple of times to get it to come on. Now today when he turned on his system, all he had was a blank screen, and although the lights would flick like it was starting to boot up, once it went to read the harddrive it would stop. Then the laptop would continue to attempt booting up, and it won't shut down.

Resol: Work done on problem to date... system seemed dead, It may have been trying to recover from hibernation mode, but was unsuccessful. removed battery and PCMCIA card, checked LED's on Battery, battery ok....re-install battery, boot ok, re-install PCMCIA card, test ok,

55841 05/15/02 HARDWARE 05/16/02

Descr: She move her tower, and she thinks she may have disconnected a wire on the back of her pc. Her computer is working fine, but she is trying to charge her palm pilot, and it is not working. There is a little wire there, and she is unsure if she has unplugged something that she needs.

Resol: Chris dropped up to see her to see if everything was okay. The wires hooked into the machine were okay. He had a look at the palm pilot to see that it was completely dead, so he put it in the docking station for it to charge, and told her it may take a little while to charge up.

55888 05/16/02 HARDWARE 05/16/02

Descr: How do I go about getting a glare screen for my computer?

Resol: Called....Advised that's an item Dicks can supply.

55917 05/16/02 HARDWARE 05/16/02

Descr: She called to say that her card reader for her digital camera was not working.

Resol: Chris, and one of the boys from xwave were over looking at her camera. I called her back, and everything is working okay now.

55999 05/17/02 HARDWARE 05/17/02

Descr: Carl is wondering if I have the software for CURTIS INPUT drawing Tablet

Resol: Told him we do not have anything here on it and to check with Frank or John for more info

56037 05/17/02 HARDWARE 05/23/02

Problem #	Opened Date		Closed Date
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Descr: Concerning the deployment of systems for Patti O'Brien and Reg Budgell, Carl had noted in his email: Doug Jackman will install AutoCAD 14 from their disks. There is a large scanner hanging off this system that needs to be installed it is a ANA Tech Eagle SLI 3840 Plus. Also, there is a serial cutter connected to this system that is a Summagraphics Summa Cut D620 and it needs to be installed. The Kurta Tablet that is connected to the system, I could not find Windows 2000 drivwers. Kurta is no longer in Business.
I left the NEC 21" monitor.

Resol: Called... Carl to inquire on the situation. He said that he had called Doug yesterday and left a message with him. He said that he will try to talk to Doug today about the scanners.

56043 05/17/02 HARDWARE 05/31/02

Descr: He called to say that his surge protector was not working, and that he wanted a new one.

Resol: Visited Client...replace power bar with working one.....

56083 05/21/02 HARDWARE 05/28/02

Descr: She has a new pc, and the fan is really loud.

Resol: Ed dropped down and took care of this, a wire was hanging in her fan.

56090 05/21/02 HARDWARE 06/21/02

Descr: David is looking for a monitor for his new laptop if he can have one.

Resol: Visited Client...install monitor NP012790, also needs power bar

56224 05/23/02 HARDWARE 05/23/02

Descr: Doug had just recieved a new system, and when he would press the button to shut it off, it wouldn't shut off.

Resol: I told him to keep the button pressed for a few seconds until it shut down. He did that, and the computer shut down fine.

56310 05/24/02 HARDWARE 06/05/02

Descr: Rick is having problems with his keyborad and his mouse. When he clicks his mouse, or pushes buttons on his keyboard, there is a long delay.

Resol: He has a new machine

56461 05/27/02 HARDWARE 05/30/02

Descr: The HP Scanner and the Vinyl cutter on the new machine that was setup is not working, and it will require a visit to the machine

Resol: Visited Client...vinyl cutter connect to com 1 instead of com2, re-installed the software, install driver for cutter, test ok.1hr/22 mins... HP scanner test ok, used corel9 to import scan,

56579 05/29/02 HARDWARE 06/07/02

Descr: Bob left a voice main saying that his system was completely shut down yesterday, and when he started it this morning, he got a memory error: "memory write/read faliure at 065111f8, read decreasing available memory ... the amount of system memory has changed." He said that he would try rebooting and get back to us.

Resol: Carl went back and put in another new mother board in his system. We were talking to Bob, and everything is looking fine.

56624 05/30/02 HARDWARE 05/30/02

Problem # Opened
Date

Closed
Date

Descr: Monitor stand Borken, needs it replaced.....Has an IBM G72

Resol: Visited Client...replaqce stand, test/adjust

56723 05/31/02 HARDWARE 07/10/02

Descr: Paul has his old cd burner (Back Pack) in his new system that he has gotten. However, when the xwave guy was installing the burner he was having a lot of problems with the drivers. They went on line and got the drivers on line, but then when Paul tried to install the software for the burner, this fooled up his drivers and the burner settings. He was on line to check for the latest software for AdaptTec, but he needed to have the older version installed to get the upgrade. Hence the cd burner software is not working on his new system.

Resol: Advised him to pick up the latest copy of Roxio.

56800 06/04/02 HARDWARE 06/11/02

Descr: Roddy lost his secure id card. He said it was on his keychain, but he lost it. He retraced his steps and could not find it. He is in Stephenville.

Resol: New SecurId configured and sent to Roddy.

56820 06/04/02 HARDWARE 06/04/02

Descr: Bob has a new system, and with his old system he used to have a stack of papers under his monitor to raise it up to eye level. With his new system he is finding his neck because the monitor is too low. He tried moving the monitor, but this did not work. He was wondering if he could get a monitor stand.

Resol: I was talking to Keith Perry. We went and got a Monitor stand for Bob. I left Bob a voice mail message, and I sent him an email informing him the stand was here for him.

56826 06/04/02 HARDWARE 06/06/02

Descr: Lisa called to say that there was a grinding noise coming from her system (from the tower). She said that it sounded like the computer was trying to read the drive, but she wasn't doing anything at all on the computer at the time. She was wondering if this was a concern.

Resol: I asked her if it was happening now and she said no. I told her that if it was the system just reading the drive, then it was nothing to worry about because a system might do that sometimes. I told her however that if it persists, and it turns out the sound was more than just the drive being read, then to get back to us.

56838 06/04/02 HARDWARE 06/11/02

Descr: As of May 31st, Bruce Melvin has retired. His system needs to be removed from inventory and reassigned.

Resol: Visited Client...remove as requested....

56916 06/06/02 HARDWARE 06/06/02

Descr: He called to say that the computer in the linemen's office (np010336) is not working. When he went to press the button to start the computer, nothing happened, no lights or anything. He said that it is plugged in fine, and he said that it is not hooked up to a power bar. He also mentioned that it worked fine yesterday, and he himself was on it quarter to 4 yesterday and the computer was working fine.

Resol: I spoke with John Norris who said that system was to be replaced today. I called Sean back, and left a message with one of the other boys that the system would be replaced today.

955 06/06/02 HARDWARE 07/17/02

Descr: Jerry called to say that he was on Cliff Thorne's computer. He went to turn it on and the Config Setup Utility came up. He said that he was using this system a few days ago and everything was okay.

Problem # Opened
Date

Closed
Date

Resol: Called and left a message on Cliff's voice message to see if everything was okay.

56976 06/07/02 HARDWARE 06/14/02

Descr: John called to say that his system's mouse was not working. He said that it was not recognizing the mouse and that it was saying that one of the system drivers have failed ("At least one service or driver failed during startup"). He went on to say that they have tried restarting, and that this problem started yesterday.

Resol: I called him a number of time and I didn't get an answer. He called back this morning, and he said that he got another mouse down to Salt Pond and plugged it in and shut down the computer for the night. And this morning everything was fine.

57175 06/11/02 HARDWARE 06/28/02

Descr: I have inquired on two occasions the availability of a PC with the Aspect Program and Power Point software needed. I was told this wouldn't be a problem, but I have not received any confirmation on this yet. The installers are putting in the TV monitors this upcoming weekend, so we need this PC ASAP.

Please advise as to the status of this request. You may advise team leader, Blair Clarke of the Call Centre.

Resol: Resolved. There was considerable wait time on our end as they arranged to have West End install monitors, etc. That work was completed, but we weren't notified. Carl Hefford installed the actual PC yesterday, but they still need furniture to house it.

57253 06/13/02 HARDWARE 06/13/02

Descr: Berny was looking for a cable to connect his laptop to the network.

Resol: He stopped back to get his cable.

57356 06/14/02 HARDWARE 06/28/02

Descr: Don was getting messages because his mail quota was almost full. He does have a lot of email messages as well as autocad drawings, etc that he is currently using and would like to hang on to for now, but he would like to have them burned soon. Don was wondering if he could get a burner for his system instead of having to have the Help Desk (like he did in the past) burn cds for him.

Resol: Resolved

57412 06/17/02 HARDWARE 06/21/02

Descr: the machine that was replace over there NP010000 will not startup, he has tried different outlets, but it will not start up

Resol: Work done on problem to date... main breaker was tripped, reset breaker, ok.....

57788 06/26/02 HARDWARE 06/26/02

Descr: System is doing POST and hangs at the progress bar showing the BIOS version. System is connected to KVM switch too.

Resol: John N. went to SCC and reseated several of the cards and other components. Rebooted and this worked. The BIOS upgrade probably would not have worked because he thought the problem occurred before it would boot from the diskette drive.

57832 06/27/02 HARDWARE 06/28/02

Descr: Phonse was wondering if he could get a tray to attach to his desk that he could put his keyboard on.

Resol: Not our turf. I referred Diane Drover to Corinne Roberts, who actually dispenses keyboard trays.

57941 07/02/02 HARDWARE 07/02/02

Problem #	Opened Date		Closed Date
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Descr: Keyboard dead.
Resol: replaced keyboard.

57972 07/02/02 HARDWARE 07/10/02

Descr: Barb is moving back to IS and needs her system hooked up. She said that there is one already there too that she wants taken out of it. She is going to the desk between Bob Blackmore and Diane Whalen. She would like this done tomorrow morning.
Resol: I moved Brad's old PC back to stock. Terry and Nick moved her computer back down from HR

57982 07/03/02 HARDWARE 07/10/02

Descr: Corinna called and left a voice message yesterday. She needs the computers set up for the 2 girls in Habitat.
Resol: Done

57981 07/03/02 HARDWARE 07/03/02

Descr: Corinna called and left a voice message yesterday. She needs the computers set up for the 2 girls in Habitat.
Resol: Logged in wrong.

58105 07/05/02 HARDWARE 07/05/02

Descr: His PC seems very slow.
Resol: CPU was at 100%. His PC had been left on for several days. Advised to cold-boot. This worked and I left instructions to monitor the task manager to watch for errant processes.

58189 07/10/02 HARDWARE 07/17/02

Descr: Please open a call to have a Palm m500 installed for Noel Bishop. Norbert has the unit.
Resol: Visited Client...install m500 with serial cradle, I left the USB cradle in the box for the user.install software, and test....

58344 07/15/02 HARDWARE 07/16/02

Descr: EMAIL:
 I am sending in a Computer used by Debbie Adams for repairs.
 The symptoms are:
 Takes a long time to boot up
 Hard Drive seems to do an extreme amount of clicking / reading
 Computer and or mouse seem to lock up frequently.
Resol: Please ensure all applicable software / applications are re-installed on this PC
 Xwave replaced the harddrive and replaced the data.

58410 07/16/02 HARDWARE 07/17/02

Descr: Needs keyboard replaced. Is currently using one that belongs to another computer that nobody is using.
Resol: Work done on problem to date.... gave user a new keyboard...

Problem #	Opened Date		Closed Date
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58395 07/16/02 HARDWARE 07/16/02

Descr: requesting a printer for stores department

Resol: Advised client...Need managers approval for the purchase, also need fuction/resp, cost will be approx. \$2500.00

58431 07/16/02 HARDWARE 07/17/02

Descr: error on pc #np012246 - cash remittance processor. see fax.
run time error - Creditron.

Resol: Visited Client...ran through setup on computer, looks ok, A little old, but ok. ie sp4... all other programs are upto date. Checked event viewer, errors in the software log, but they are the same type of software errors they have been getting since dec 01. regular paper jams in the processor causing software faults. advised client that it the type of errors are being generated by creditron software. if they continue, then we will have to contact creditron.

58492 07/17/02 HARDWARE 07/18/02

Descr: DPetten when logging into the system - is very slow and hangs when the Cisco dial out windows NT.200

Resol: Visited Client...deleted 1600 tmp files, checked event viewer, looks ok rebooted, booted fine, user logged in ok, working fine

58472 07/17/02 HARDWARE 08/05/02

Descr: Would ilke CD Writer install on Compaq PC #NP012681

Resol: Work done on problem to date.... installed by Xwave on Thursday.

58543 07/18/02 HARDWARE 07/22/02

Descr: Using an external keyboard for an IBM thinkpad and the Enter key not work.

Resol: Visited Client...replace keyboard and test...

58592 07/22/02 HARDWARE 07/22/02

Descr: Having problems with both the junior and senior computers in Control Center. Junior computer has been reimaged (see problem #58283) but problems are occuring again.

Now having troubles with Senior - slow and freezes up when accessing the Internet and other apps.

Resol: Visited Client...there were lots of programs that were installed on this PC that should not of been there, there was one program the had more CPU time then the system... I started to deleted/uninstall these programs, also had to do a regedit to remove some regeistry keys, and to delete folders and files manually....

58597 07/22/02 HARDWARE 07/29/02

Descr: EMAIL:

I am sending in another PC for repairs.

User Lynne Priddle
Carbonear

Problem..... Will not boot up.

Tried using last known good configuration. Still won't boot up.

Resol: This system was reimaged.

Problem #	Opened Date		Closed Date
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58636 07/23/02 HARDWARE 07/23/02

Descr: At least service or driver failed during startup In event viewer it shows msi8042 with a number of events

Resol: disabled the i8042 drivers in the device settings - this fixed the error and the scroll on the mouse works again as well.

58653 07/23/02 HARDWARE 07/26/02

Descr: Need to have a look at a video card that's not working properly. Computer NP012903. SCADA Workstation computer.

The video card in question is the one that allows 4 monitor connections to one box.

Resol: Visited Client...checked video card, test ok...

58784 07/25/02 HARDWARE 08/15/02

Descr: John went away to lunch and pressed ctl + alt + del to lock his system. When he came back it was giving him a screen to press F1 to restart and F2 to go into configuration. He has tried pressing F1 and manually shutting down the system, but it keeps coming up with the same screen. As well he said his hard drive was making noises.

Resol: Hard drive replaced.

58793 07/25/02 HARDWARE 07/25/02

Descr: Her system locked up and she was wondering what to do. She said that she had Empower, Great Plains and Outlook running, so she was unsure of exactly what locked up on her.

Resol: I got her to go to her Task Manager, but her system was really slow and it would not come up. I got her to restart her system. She said that if she had any problems she would call back. Since she had not exited out of Great Plains correctly I called Phil to end her session. I called her back and left a voice message that everything should be okay and if she had any problems to call us back.

58818 07/26/02 HARDWARE 07/26/02

Descr: Mike accidentally hit the power button on his pc, and now when the system booted up he cannot do anything with it and he has no icon.

Resol: I got him to press cti+alt+del and then reset his comptuer from there. It came back up fine.

58824 07/26/02 HARDWARE 08/01/02

Descr: np011533 docking stations causing noise in speakers - need new docking station

Resol: Mark called to close call July31 replaced docking station

58854 07/29/02 HARDWARE 09/25/02

Descr: Sylvia said that they are getting memory error messages quite frequently. She went to log into the network this morning (CSS automatically starts up on log in) and after she entered in her username and password she got an error saying that she did not have enough memory and to close down some applications.

Resol: Work done on problem to date

58867 07/29/02 HARDWARE 08/15/02

Descr: Francis was using a digital card reader, and was flicking through the pictures when he got a blue screen. He shut down the system and got a black screen saying that ntldr is missing and to press any key to restart. He tried pressing a key and nothing

Problem #	Opened Date		Closed Date
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happened. When he manually restarted his system he would get the same error. He has tried turning off his system for a few minutes and starting it back up, but the same thing.

Resol: Everything okay. There was a disk in the drive. Restarted a number of times and everything okay.

58993 08/01/02 HARDWARE 08/02/02

Descr: card reader he installed not working properly on the pc in the Computer Room wondering if you could take a look at it,

Resol: Logged into machine as local administrator, and updated driver that I downloaded from the INternet, and it tests OK

59005 08/01/02 HARDWARE 08/01/02

Descr: wanted to borrow harddrive so he could backup Geoff Emberley's systems before he does the re-image

Resol: I contacted John and he had a spare on his shelf which Mark borrowed.

59016 08/01/02 HARDWARE 08/06/02

Descr: EMAIL:

Please arrange to have the second PC removed from Sandie Flynn's cubicle....Asset # NP012651 & 17 in. monitor.

Thanks,
Barb

Resol: Visited Client....removed as requested....

59043 08/02/02 HARDWARE 08/05/02

Descr: Has a self dialing US Robotics Modem. Needs to program it for a different number. Needs it done for 3:30 as it has to be sent out in the mail.

Resol: Visited Client....configured and test modem.....

59128 08/06/02 HARDWARE 08/09/02

Descr: Requested documentation for new laptop.

Resol: Found info and sent it to her via internal mail

59132 08/06/02 HARDWARE 08/12/02

Descr: Was installing W2K on machine. In the last reboot before the installation was complete the computer wouldn't finish rebooting. Tried installing another hard drive and it worked fine. Determined it was a hard drive failure and requested a call be logged to xwave for a new hard drive

Resol: Logged call to Denise at xwave via email

59255 08/12/02 HARDWARE 08/19/02

Descr: Needs computer reimaged while he is away on vacation.

Resol: Ed called to say that the system has been reimaged, and tested okay.

59274 08/12/02 HARDWARE 08/12/02

Problem #	Opened Date		Closed Date
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Descr: Having a problem on her home computer. Had a power outage and now her modem does not work. Says - could not detect modem.

Resol: Told her to do a full reboot of the system and to try again. If that doesn't work - go into to the phone and modem properties in Control Panel and run diagnostics. Also check the device manager for any errors.

59276 08/12/02 HARDWARE 08/12/02

Descr: Mark from xwave - setting up a computer for EPennel. Call and asked for password to be reset to rollout and have him added to the NTWAdmin group. Then called back when the work was done - asked for password to be reset to aaaaaa and change at next logon. and have EPennell removed from the NTWAdmin group.

Resol: Reset password to aaaaaa and removed EPennell from the NTWAdmin group.

59286 08/13/02 HARDWARE 08/13/02

Descr: I am looking to borrow a LCD projector for an external meeting being held on Oct 7 and 8 /02. Is there one available for those days.

Resol: Explained that we don't book projectors at the HelpDesk - pointed him to the Resource Bookings distribution lists. In his case the correct place to book the projector is LCD Projector (ENS) - Second Floor.

59304 08/13/02 HARDWARE 08/21/02

Descr: Hey John, I need a Desktop machine to use for active directory testing. Any old thing will do as long as I can load NT and IIS on it.

Resol: Work done on problem to date... gave user a desktop from the back room.....

59325 08/13/02 HARDWARE 08/13/02

Descr: Was interested in purchasing a palm pilot wanted to know which one to get so that he would be standard with the company.

Resol: Sent him links for the Palm m500 series palm pilot which is the palm that most people in NF Power use.

<http://www.palm.com/products/palmm500/> - black and white

<http://www.palm.com/products/palmm515/> - colour

59313 08/13/02 HARDWARE 10/15/02

Descr: Currently planning to purchase an upgrade for their Transmission Line Software. It requires more powerful computers to run it. Requesting new computer, preferably a laptop

Resol: Work done on problem to date..... laptops installed,

59322 08/13/02 HARDWARE 08/13/02

Descr: Was serving a customer and screen went blank. Fiddled around with the cords and the system came back up - but couldn't get into Outlook or CSS.

Resol: Got him to check the cables on the back of the computer and reboot. This solved the connections problem .

59348 08/14/02 HARDWARE 08/22/02

Descr: IBM450 pc - Tag #NP010115 - s/n 78HPNLL. Had power outage yesterday afternoon when pc was on. now when they try to boot up the pc getting error 1962 no operating system found press F1 to repeat boot sequence - have powered off the pc and stillno go.

Resol: called back and said that he was receiving the same error as before - when John looked at it was fine. We switched the boxes and connected everything to the new box and got the same error - determined that the computer needs a new keyboard.

Problem #	Opened Date		Closed Date
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59368 08/15/02 HARDWARE 08/22/02

Descr: Has a 15" monitor, it is starting to get blurry, need to be replaced.

Resol: Visited Client....replace monitor, test ok...

59489 08/19/02 HARDWARE 08/19/02

Descr: Earl has brought his digital camera in with him, but he does not have the software and he was wondering if he would be able to get the images. Canon power slot camera.

Resol: I told her that he would be needing the software (if he doesn't already have it on his system) to open up the images from the camera. I suggested the possibility of getting the software from someone else here with the same camera, otherwise, he would have to open it at home.

59486 08/19/02 HARDWARE 08/19/02

Descr: Kay was trying to use her digital camera and get the pictures from it, but she did not have the software.

Resol: I told her she would need the software. I suggested she look around the office to see if someone else had the same camera as her, and had the software disk.

59639 08/22/02 HARDWARE 08/22/02

Descr: would like to have the 15" monitor he has replaced with a 17" monitor

Resol: Visited Client....replace with ibm np010253

59618 08/22/02 HARDWARE 08/22/02

Descr: Maureen was requesting a bridge to go over her keypad so she wouldn't have to reach so far with her mouse.

Resol: I checked with John Norris who suggested I check with Lee Ann Surette. Lee Ann spoke with her, and emailed me back:

I have been talking to her. She is going to call the people who make the bridges and get one ordered.

59627 08/22/02 HARDWARE 08/22/02

Descr: Audrey called to let us know that Reilly Scott (Bay L'Argent) was having troubles dialing in. Called the phone company and they said that it was a problem with his modem - it got burned up.

Resol: Work done on problem to date.... ship replacement modem, tag #np011478

59638 08/22/02 HARDWARE 08/22/02

Descr: requesting to have the ibm 15" monitor replaced with a 17" monitor

Resol: Visited Client....replace with dell 17" np012494

59667 08/23/02 HARDWARE 08/28/02

Descr: Some of the keys do not work on his laptop keyboard. Looks like his keyboard needs to be replaced.

Resol: Xwave replaced the keyboard

59665 08/23/02 HARDWARE 09/24/02

Problem #	Opened Date		Closed Date
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Descr: Trying to install card reader on a docked laptop with Winnt on a parallel port. Freezes up when trying to reboot.
Resol: Work done on problem to date.....user piced up a PCMCIA card reader, works great!!! @

59704 08/26/02 HARDWARE 08/26/02

Descr: Received the error dumping physical memory.
Resol: Rebooted and things are ok...

59829 08/28/02 HARDWARE 08/28/02

Descr: Reimaging a computer requested that I remove NP01011405 from the domain
Resol: As per request - removed the specified computer from the domain.

59837 08/29/02 HARDWARE 08/29/02

Descr: Ed needs a new Network Patch cable for Bob's machine
Resol: Gave Ed a new patch cable from the computer room

59866 08/29/02 HARDWARE 09/05/02

Descr: Place a service call to replace a DELL docking station. Laptop connected to the port replicator it brings down the network - tried with a different one and it worked fine. Have the defective docking station at Duffy place ready to be sent back.
Resol: The port replicator has been replaced.

59901 08/30/02 HARDWARE 09/05/02

Descr: Someone dropped the digital camera and now the batteries will not stayed charged. When it was dropped - the cover for the battery section was broken. - brought to Future Shop they said that fixed it but it's still broken - should we buy a new one?
Resol: Brought the camera to Phototec - they said that Kodak does not sell it's parts to third party - had to send away to kodak to get fixed. For now going to try using more powerful batteries - if that doesn't work will buy a new digital camera

59890 08/30/02 HARDWARE 08/30/02

Descr: When he turned on his computer this morning, he received an error 1962 and no operating system found
Resol: Had him cold boot again and it booted fine.

59921 09/03/02 HARDWARE 09/03/02

Descr: Wants to use a mouse and keyboard on an IBM thinkpad docking station. The keyboard and mouse do not work.
Resol: Had the ports plugged in reverse. fixed it and was able to use both the external mouse and keyboard,

59931 09/03/02 HARDWARE 09/06/02

Descr: System crashed. Needs a 256 K module RAM replaced.
Resol: Work done on problem to date.... replaced by xwave

59963 09/03/02 HARDWARE 09/06/02

Problem #	Opened Date		Closed Date
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Descr: missing connector that goes from wall to other connection on laptop. he has a compaq laptop. (Rose Kehoe placed called)
Resol: Visited Client...gave user power cord,

59986 09/04/02 HARDWARE 09/10/02

Descr: need pc for student Mandy Dohey who will be starting today. will need it setup in Shriley Heal's old spot.
Resol: Work done on problem to date.... completed by xwave

59987 09/04/02 HARDWARE 09/05/02

Descr: Floppy drive on his IBM PC not working. would like to get it checked.
Resol: Visited Client...clean out pc, lots of dust, replace floppy, system was unable to detect the HD or CD rom drive, reseated all cables, still no drives, reseated main board, st no go, after many reboots, and moving the main board, the system came back up.... gremlins, lots of them.....

60023 09/04/02 HARDWARE 09/04/02

Descr: Had a computer number - NP011358 and was wondering who the computer belonged to
Resol: Looked it up in Support Magic - Barry Murphy - Duffy place

041 09/05/02 HARDWARE 09/06/02

Descr: IBM PC - Tag #NP010464 - booted up this morning and had error screen beginning dump of physical memory - rebooted pc and has blank desktop with no icons.
Resol: Visited Client...booted ok, working fine....

60072 09/05/02 HARDWARE 09/06/02

Descr: New hardware installation request.
Resol: Work done on problem to date... intstall completed by xwave....

60090 09/05/02 HARDWARE 09/05/02

Descr: Has a Kodak DC240 digital camera and wants to download the pics from the camera to his laptop. Used to have an extra card reader in his old laptop - but when he returned that one the card was still in it. Now he doesn't have anything to connect the camera to the laptop with
Resol: Suggested that he go to the Future Shop and pick up a Sand disk card reader - USB - verified that he is using W2K. He will be able to get the pics from his camera once he gets the sand disk

60093 09/05/02 HARDWARE 09/06/02

Descr: Trying to log into his new computer and it will not let him log into the network. Checked the back of the computer - connections are there - the nic light is amber - maybe the port (76) is not configured properly?
Resol: Visited Client...checked network connection, rebooted pc, test ok....

107 09/06/02 HARDWARE 09/06/02

Descr: looking for appx. 10ft network cable - working in a boardroom

Problem #	Opened Date		Closed Date
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Resol: Chis was able to get me a cable

60119 09/06/02 HARDWARE 09/10/02

Descr: Has a workspace - but no computer. Wanted to set up her xwave laptop to access our network - chris spoke with Peter who said that we should give her a NFPower machine to use instead of configuring a laptop for her. Can we get a computer set up for Liz?

Resol: Work done on problem to date..... completed by Xwave

60141 09/06/02 HARDWARE 09/10/02

Descr: Request for new hardware for two co-op students that are scheduled to start Monday Sept 9th. He will need two computer systems set up for these users.

Resol: Work done on problem to date..... completed by Xwave

60155 09/09/02 HARDWARE 09/09/02

Descr: signed out an external CD writer from John

Resol: borrowed for home use

60196 09/09/02 HARDWARE 09/09/02

Descr: Plugged in her new calculator and now has now power on her computer

Resol: Tripped the power bar. Unplugged everything and pugged back and all is well again

60205 09/09/02 HARDWARE 09/09/02

Descr: Called inquiring on an ETA for a computer for their Co-op student.

Resol: Told her that a call was logged with xwave - should expect someone tomorrow. If anything changes I will call her and let her know

60247 09/10/02 HARDWARE 09/18/02

Descr: Called to say that she is still having the keyboard issue in eenterprise #59491 - s/n6BK0G01 - Dell Desktop

Resol: install complete - pc reimaged by Ed from xwvae

60293 09/11/02 HARDWARE 09/11/02

Descr: TVD not working on pc at Control Center. Maurice O'Brien is on way to Duffy to check and see if it works on the pc there. If he does he will need the pc on duffy moved to Topsail Rd ASAP

Resol: Work done on problem to date..... removed TVD2 from their DR site, replaced TDVD1 with TVD2, still unable to boot system.....Checked all cables, again, still would not boot, disconnected KVM, and connected a keyboard and mouse direct to PC, system booted ok, I did not put TVD1 back in place, the system was very dirty, and needed to be cleaned out, Gerry walsh will be advised by the control center.....

60294 09/11/02 HARDWARE 10/11/02

Descr: Thanks for the new battery and for enabling my laptop to remain off when I turn it off.

Unfortunately, I have more issues with it:

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When undocked, the laptop keyboard itself "duplicates on screen." For example, hitting the spacebar moves the cursor two spaces, hitting "2" prints "22" and so on. It does this approximately every 4 seconds or so. This is not a problem when laptop is docked, since I use an external keyboard, but I frequently do presentations at conferences, luncheons, and meetings where I must use the laptop keyboard.

It takes my laptop a 6 minutes to boot when undocked, I times it. Is this longer than it should be? This does not include dial up time when setting up remotely on-line.

Importance: high! I have several upcoming presentations this Fall where I will need to use the laptop undocked.

Thanks,

Resol: Re-imaged and updated to Windows2000

60310 09/11/02 HARDWARE 09/19/02

Descr: When you try to start Windows on a system with IBM OS/2 version 2.x, the following error message is displayed:

Windows could not start because the following file is missing or corrupt: <winnt root>\System32\Ntoskml.exe

Resol: Call completed by xwave

60412 09/13/02 HARDWARE 09/16/02

Descr: Trying to log on to her computer. Took three or four attempts before the keyboard would allow her to view the logon box.

Resol: Computer was in sleep mode. She is able to use the keyboard now.

60433 09/13/02 HARDWARE 09/13/02

Descr: Is reimaging machine (KGill) and requested that it be moved from the domain NP010734. Also requested that KGill be added to the admin group

Resol: As per request....removed from domain and added to group

60429 09/13/02 HARDWARE 09/13/02

Descr: Requested a new mouse for her computer

Resol: Sent over a new mouse in internal mail

60449 09/13/02 HARDWARE 09/19/02

Descr: Blue screen of death on boot up, Harddrive making grinding and clicking noises. Were able to boot up again and retrieve files from the computer. Need the harddrive replaced. Asset tag NP012300.

Resol: Work has been completed by xwave

60452 09/13/02 HARDWARE 09/13/02

Descr: Requested that Kevin Gill's password be set to prompt him to change it next time he logs in

Resol: did as requested.

60470 09/16/02 HARDWARE 09/16/02

Descr: Called this morning - said that her computer wouldn't boot when she put it in the docking station.

Resol: Asked her to pull the power. Unplug everything and take the computer off the docking station. We put the computer back on and

Problem #	Opened Date		Closed Date
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she was able to boot again

60487 09/16/02 HARDWARE 09/18/02

Descr: will be having training in the training room. Would like to speak to you about the pcs in the training room - what apps are on there if they pcs are functioning ok etc.

Resol: Work done on problem to date..... class started, overhead working ok...

60493 09/16/02 HARDWARE 09/16/02

Descr: Marcia has a new pager and needs it set up to receive pages from the servers. The number is 778-0807.

Resol: Set her up in win beep

60505 09/16/02 HARDWARE 09/16/02

Descr: Called to say they have a new user starting and the computer is not setup for him yet. Wondering about the status of the new hardware

Resol: Talked to John - ETA tomorrow. Told Rick I would call and follow up with him when the computer was ready to go.

60516 09/17/02 HARDWARE 10/15/02

Descr: Please order a flat screen to be installed and tested in the cashier's area at Duffy.

Thanks,
Sherina.

Resol: Work done on problem to date.... install as requested, user pleased, found that it was too bright, I had to adjust brightness/contrast down to approx 38%,

60532 09/17/02 HARDWARE 09/17/02

Descr: Cannot do anything with his laptop. On the screen it says - undocked complete. Was working in a file when this started to happen - did it on his own...

Resol: Powered down the laptop and mounted it back into the docking station - was able to power up again

60555 09/17/02 HARDWARE 10/04/02

Descr: Keith

Starting Oct 7th I have four weeks of substation work in the Burin Area. I need to use Excel. I'm hoping I can borrow a laptop from IS. Can you supply one?

Wayne

Resol: Work done on problem to date.... user has Dept. laptop booked....

60566 09/18/02 HARDWARE 10/11/02

Descr: pc #np012362 - message on startup cover was previously removed

Resol: Visited Client.....reset/disable notification

60587 09/18/02 HARDWARE 10/04/02

Problem #	Opened Date		Closed Date
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Descr: Hello....

I'm an new student here who just started a couple of weeks ago. I've been having problems with my mouse, it's really hard to move around the screen because it's not rolling properly. Just wondering how I'd go about getting it fixed/replaced?

Thanks,
Jennifer Mills

Resol: Visited Client...cleaned mouse, working great

60735	09/23/02	HARDWARE	09/25/02
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Descr: Keyboard on his laptop is flakey.

Resol: XWave called to say this issue has been resolved.

60722	09/23/02	HARDWARE	10/25/02
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Descr: laptop loud -

Resol: Work done on problem to date.... user placed another call, advised that we need his laptop, will have parts ordered, and have them ready when he gets here, he may not be ready for awhile.

60756	09/24/02	HARDWARE	09/25/02
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Descr: PC is slow and flaky. Please re-image. Wednesday afternoon would be ideal.

Resol: Visited Client... system had 1.1 gig free, deleted tmp files, now has 3.8 gig free, Ran Ad-aware, found 17 parasitic files, deleted. Installed driver for the microsoft intellimouse, test ok.

60758	09/24/02	HARDWARE	09/26/02
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Descr: My laptop has become unreliable with respect to powering on after the unit has been removed from the docking unit. Once removed from the docking unit, the PC will not power up on battery, nor will it power up when returned to the docking bay. Reseating the battery a number of times is usually required before the laptop will power on again. The problem is repeatable and easy to demonstrate. Perhaps you could send somebody by to see what I'm talking about.

Resol: Mark Hillier resolved the issue. There was a screw underneath the motherboard that was providing a shorted path. Mark also replaced the motherboard. Working fine now.

60830	09/25/02	HARDWARE	09/27/02
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Descr: Some weeks ago I asked for a glare screen for my new PC. However, I haven't heard anything about it. Please advise when I will get a glare screen.

Resol: contacted John - he will order one

60879	09/26/02	HARDWARE	09/26/02
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Descr: Receiving the message:
"System is dangerously low on memory"

Resol: Told her to reboot and that fixed the issue

60878	09/26/02	HARDWARE	09/26/02
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Descr: Having troubles using the mouse. Sticking and allowing her to move about very well.

Resol: Got her to take off the lid on the bottom of the mouse and clean out the gunk on the rollers. Also asked her to wash the mouse ball with warm soapy water - making sure it was dried properly - things worked fine after that. Told her that if she had more

Problem # Opened
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Closed
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troubles we would find another mouse for her to use.

60883	09/26/02	HARDWARE	--
Descr: Her laptop (np010085) keeps locking up intermittently. It is getting more frequent (happens twice today).			
Resol:			
60944	09/30/02	HARDWARE	09/30/02
Descr: Owen needs a card reader that will handle his Canon Digital Camera on his new computer.			
Resol: Advised him to bring the camera to a retailer and look for a unit compatible with the camera, USB, and Windows 2000. We'll help him install it if necessary.			
60966	10/01/02	HARDWARE	10/09/02
Descr: Request from Peter - check to see what type of Monitor George has - he requesting a larger monitor.			
Resol: Visited Client...gave user a 17"monitor, but was unable to use it. needs more desk space....			
60980	10/01/02	HARDWARE	10/04/02
Descr: Gerard O'Rielly will be starting monday in Doug Chafe's position - we need a laptop setup for monday (if no laptop available will need desktop). Check with Doug Chafe to see if he will need the laptop he had..			
Peter would like update on this request			
Resol: Work done on problem to date...setup Dell c600 laptop, Office furniture does not permit a external monitor or keyboard. NP010887			
61031	10/02/02	HARDWARE	10/02/02
Descr: Package has arrived from Dell.			
Resol: Visited Client...received Package.			
61069	10/02/02	HARDWARE	10/02/02
Descr: His PC did a memory dump while shutting down. Cited IRQ's as the reason			
Resol: Advised him of the various ways he can still shut down his laptop. Also advised him to try booting before he leaves for the day to provide a service head-start if necessary. He had all his applications and files shut down before his laptop froze. Hopefully it's a one-time occurrence.			
61138	10/03/02	HARDWARE	10/07/02
Descr: John Suley has joined ENV for a 1 month stay and needs to borrow a laptop for that time. Please contact Keith Locke.			
Resol: Work done on problem to date... config laptop for John Suley, new battery, test ok.....			
61108	10/03/02	HARDWARE	10/15/02
Descr: I have an extra computer on my desk that needs to be removed. Can we have this taken care of.			
as per our telephone call here are the smiling faces (:>) (:>)			
Resol: Visited Client...create shortcut on new desktop, test ok. remove PC as requested....			

Problem #	Opened Date		Closed Date
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61125	10/03/02	HARDWARE	10/03/02
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Descr: Reformatted the harddrive on the IBEW laptop and now just has a small screen when he boots up - can't change the resolution.
Resol: This is a video driver issue - went to the DELL site and downloaded the video driver and emailed it to him. Also emailed the link to the site for this particular laptop (inspiron 3800)

61143	10/03/02	HARDWARE	10/03/02
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Descr: Gerard O'Reilly formatted the harddrive and now the display is not working. Helpdesk sent video drivers via email - but could not install them. Visit helpdesk with computer to update the video card so the display works properly again
Resol: Installed the correct video card driver, rebooted and the display was correct again.

61214	10/07/02	HARDWARE	10/09/02
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Descr: Sheri's monitor is displaying only purple. Asset tag NP012445, s/n 043H22e.
Resol: Work done on problem to date... replaced by xwave

61211	10/07/02	HARDWARE	10/07/02
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Descr: Has the docking station that he uses in CAR, in St. John's with him, not working on the network
Resol: Visited Client...Replaced port rep, test ok.....

61216	10/07/02	HARDWARE	10/18/02
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Descr: We are having problems with our dial up for our computer, our computer is timing out because of the old out of date system, I had to get in on environment on webster to complete forms and the system would not let me complete them, I spoke to the help desk and they informed me that out of date service was the problem, webster is now where we get all our information and most of our manuals and safety information, trying to download information is a unnecessary waste of company time.

Since high speed internet is available in our area, if this could be applied to our service it would greatly benefit the company and employee's in avoiding unnecessary waste of company time.

Dean

Resol: The problem is with the line speed. Connection is working properly, but Bruce needs to possibly justify a VPN connection.

61221	10/07/02	HARDWARE	10/07/02
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Descr: The Cash Processing PC would not boot this morning. Getting a Physical Memory Dump.
Resol: This happened just once this morning, and Cynthia has not yet tried re-booting. She'll call back after the re-boot.

61271	10/08/02	HARDWARE	10/08/02
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Descr: Mouse not responding very good....
Resol: Visited Client...replace mouse and test.....

61322	10/09/02	HARDWARE	10/09/02
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Descr: Wants to purchase a CD Burner that she can use for Company work at home
Resol: Discussed the need for it to be USB, WindowsXP and 2000 compatible. Also discussed the practicalities of using the same writer on each machine. She will seek purchase approval and will e-mail the request to us.

Problem #	Opened Date		Closed Date
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61327 10/09/02 HARDWARE --

Descr: I have received the appropriate approval to order a CD Burner to be charged to 025205070. I would like you to purchase an External CD Burner that would be compatible with Windows XP for use on my Notebook as well as my Desktop.

I understand the average cost of this burner is approximately \$200.00 - \$300.00. If you have any questions please let me know.

Thank you.

Resol:

61353 10/09/02 HARDWARE 10/11/02

Descr: Needs a new keyboard for his computer - the space bar is sticking

Resol: ed changed out keyboard assembly

61373 10/10/02 HARDWARE 10/10/02

Descr: Laptop battery not holding a charge. The system says the battery is 100% charged, Not even enough power to light up LED's....Will be at Duffy all day Wed. Oct. 9, 2002

Resol: Visited Client....replace battery, update sytem bios to V A14 from A07..

398 10/10/02 HARDWARE --

Descr: No sound on his IBM Thinkpad 600E notebook. Used to work now it doesn't.....can we fix this?

Resol:

61554 10/16/02 HARDWARE 10/30/02

Descr: Want to buy a new Digital Camera for Mobile. The problem is that Mobile is using an IBM 450 which runs NT, and can't use a USB connection.

Resol: I have had my Lap Top re-imaged and will be using Windows 2000 from my office in Mobile in the near future. IF this works well, I will go ahead and purchase something with a USB connection.

John

61567 10/16/02 HARDWARE 10/25/02

Descr: Dave is going to a course (Oct 26 - Nov 4) that requires a laptop. Can we loan him one?

Resol: Visited Client...advised client that there was none available...

61582 10/16/02 HARDWARE 10/16/02

Descr: Kim (work term student) is trying to get a PC in the Resource Centre working. She has nowhere else to work.

Resol: That PC is not connected and is not suitable (due for retirement). Suggested he look on the third floor. This was fruitful.

1597 10/16/02 HARDWARE 10/29/02

Descr: requested a privacy screen for the new monitor at the call center. Right now they have a glare screen. They need something

Problem #	Opened Date		Closed Date
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Resol: that will prevent people from in lines 2 and 3 from seeing information on screen in line one. Can we order one for them....
Work done on problem to date... installed

61599 10/16/02 HARDWARE 10/16/02

Descr: Wanted to know the status of the laptop in the cubicle on the third floor - the harddrive needed to be cleaned and replaced.
Can't boot up the computer - won't let him choose docked or undocked,

Resol: Checked with John and all the work has been completed and the laptop is ready to go. Keyboard issue - checked and it was a loose connection. AOK now :)

61603 10/16/02 HARDWARE 10/16/02

Descr: Using a Thinkpad 600e and it went into sleep mode while he was working on a document - can't get it to power on again.

Resol: Determined that it did not go into sleep mode - but the battery went dead. He did not have his AC power with him - he is on the road and will be back in office tomorrow. Will try to power on with AC Power when he gets back.

61618 10/17/02 HARDWARE 10/17/02

Descr: ibm-windows 2000 np012918 - blue screen - beginning dump message. powered off three times

Resol: duplicate clall

61710 10/18/02 HARDWARE

Descr: requesting a pc (does not have to be new pc) to replace the one in control centre used for the Hydro Link.

Resol:

61681 10/18/02 HARDWARE 10/22/02

Descr: pc in training room - tag #NP012365 - Dell 733 when starting up hangs on the starting windows screen

Resol: Visited Client...replaced keyboard, boot ok, test ok....

61702 10/18/02 HARDWARE 10/29/02

Descr: The cover/door (dust cover) on the back of his new laptop has broken off. Needs to be replaced.

Resol: Hi all

I have replaced the part on Scott's laptop. Tested O.K.

Thanks

Carl Hefford

61712 10/18/02 HARDWARE 10/24/02

Descr: have her laptop replaced with a new desktop

Resol: Work done on problem to date... completed by xwave

61721 10/18/02 HARDWARE 10/18/02

Descr: Wants to know how he gets a CD burner with his new laptop.

Problem #	Opened Date		Closed Date
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Resol: His new laptop has a burner built-in.

61726 10/18/02 **HARDWARE** --

Descr: Hi;

The PC's here at the Control centre are in use 24 hours a day. One thing that we have noticed is the accumulation of dust on and around the pc's.

Can you arrange for someone to come over and vacuum out these machines?

thanks

Frank

Resol:

61741 10/21/02 **HARDWARE** 10/22/02

Descr: non system disk error when booting up his pc this morning. not recognizing harddrive

Compaq1700 - np012660 s/n 6y24jyz802s .

Resol: Reset the CMOS OK now.

61751 10/21/02 **HARDWARE** 10/22/02

Descr: Np power on his monitor. checked all the connections. Unplugged everything and plugged it back in again. Checked that the power was on and working - it was. There are no lights on the monitor at all.

Resol: I have resolved yesterday's problem. There is nothing wrong with the monitor. The surge protector had operated. I did not realize that the laptop was being powered from the battery.

61788 10/21/02 **HARDWARE** 10/21/02

Descr: Sharon is working on Daphne's machine and the space bar is sticking on the keyboard. Can we replace it?

Resol: replaced the keyboard

61865 10/22/02 **HARDWARE** 10/25/02

Descr: installed a hardware lock for ARSP Engineering software but it is not being recognized by the pc would like to have this checked

Resol: Visited Client...software is an old DOS program. he is trying to run it on a win2000 PC, advised client to contact vendor and get a win 2000 version....

61905 10/23/02 **HARDWARE** 10/29/02

Descr: Needs his laptop re-imaged. Modem is not usable at the moment.

Resol: It was re-imaged last week.

61914 10/23/02 **HARDWARE** 10/30/02

Descr: Two issues:

Cliff Rose needs to move to his laptop only, but needs a port replicator.

Paul Walsh is now working with Dave and needs a unit. Can he take his FIN PC, or does he need a new one?

Problem #	Opened Date		Closed Date
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Resol: Work done on problem to date... xwave setup PC for Paul, I setup port rep for Cliff.....

61916	10/23/02	HARDWARE	10/25/02
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Descr: I received a laptop yesterday, older model, IBM Thinkpad. There was no ac adapter with it. Actually 1/2 the actual adapter is there; the part that plugs into the outlet is missing. Is there one kicking around.

Brian Combden
Projects Leader
T (709) 737-5270
F (709) 737-2926
C (709) 727-4552
bcombden@newfoundlandpower.com

Resol: Work done on problem to date... gave user power cord...

61934	10/24/02	HARDWARE	--
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Descr: has a plotter that was purchased and will need to be networked

Resol:

61973	10/25/02	HARDWARE	10/28/02
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Descr: His PC keyboard is not working properly.

Resol: Unit is under warranty. E-mailed Xwave Help Desk.

62001	10/25/02	HARDWARE	--
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Descr: In the Mobile PC, John is getting a Physical Memory Dump message every time he shuts down.

Resol:

62007	10/25/02	HARDWARE	10/30/02
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Descr: Ed Pennell needs a computer at Duffy Place with the same programs as he had before Derrick Murrin returned. Since then Derrick has assumed another direction and Ed has returned to a temporary General Foreman's position.

Resol: Work done on problem to date... completed by Xwave

62083	10/28/02	HARDWARE	10/29/02
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Descr: Mandi Dohey is having troubles with her computer. The light on the monitor is red and the computer will not turn on. Looks like the button is stuck. Can someone have a look?

Resol: Visited Client...free up power button. show user what to do next time...

62092	10/28/02	HARDWARE	--
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Descr: HHMR printer request
Could we get the large printer on Duffy (in little room outside Call Center) made available to Premierplus4 please?

Resol:

62119	10/29/02	HARDWARE	10/29/02
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Problem #	Opened Date		Closed Date
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Descr: Trying to download pictures from his digi cam and it isn't connecting. Cannot get the pics off.
Resol: asked him to check the connection and reboot his machine. - that solved the issue

62267	10/31/02	HARDWARE	10/31/02
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Descr: Mouse isn't working properly - hard to move around - arrow doesn't go where it is supposed to go
Resol: Walked him through cleaning mouse - also suggested a new mouse pad

62314	11/01/02	HARDWARE	--
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Descr: Can no longer read CD's in his IBM (NP010022)
Resol:

4061	01/22/98	KEYBOARD	01/23/98
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Descr: some keys causing problems. Request new keyboard
Resol: john Norris delivered a new keyboard Jan 23/98

5018	02/17/98	KEYBOARD	02/23/98
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Descr: Periodically her keyboard locks up. A restart of her PC helps, but she loses a lot of work.
Resol: Gave her a new keyboard and everything appears to be ok.

5234	02/24/98	KEYBOARD	02/25/98
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Descr: Keyboard on new IBM Locking up. Presently using keyboard from user who is off to lunch
Resol: Received new keyboard

5261	02/25/98	KEYBOARD	02/25/98
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Descr: Keyboard not working.
Resol: The connector for the PC is in the front. The cable was loose when I got there. Took cable out and re-connected it.

5312	02/26/98	KEYBOARD	02/26/98
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Descr: keyboard for new IBM PC from paragon not working. - spilled coffee on it.
Resol: placed call to paragon for replacement.

517	07/23/98	KEYBOARD	07/23/98
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Descr: Keyboard error #301; keyboard not working

Problem #	Opened Date		Closed Date
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Resol: Keyboard was not plugged in; computer had been moved and cable came off

10512 09/01/98 KEYBOARD 09/21/98

Descr: Request for an external keyboard for her; she is in the regulatory reading room 3rd floor

Resol: Visited Client...installed replicator port and keyboard, and test

10824 09/14/98 KEYBOARD 09/14/98

Descr: When she tried to login got a keyboard error

Resol: asked her to check keyboard cable - she did and it seemed loose. restarted pc and was able to login.

11429 10/05/98 KEYBOARD 10/06/98

Descr: someone spilled tea over their keyboard; can we get her another

Resol: Visited Client...keyboard had error yesterday, but ok today, all keys work, none sticking.

11613 10/13/98 KEYBOARD 10/16/98

Descr: Keyboard sticking. Please send another one to her. She has a VTech. If possible can you send a spare to D. Jeans.

Resol: Visited Client...replaced keyboard

11747 10/16/98 KEYBOARD 10/16/98

Descr: Trying to map a keyboard.

Resol: Explained how to map the keyboard. Select key on lower screen and then select the key to use on a pc.

11905 10/23/98 KEYBOARD 11/06/98

Descr: Compaq lap not recognizing external keyboard.

Resol: Client did not call back

12145 11/02/98 KEYBOARD 11/04/98

Descr: Keyboard not working in training room on Duffy; Many of the letters not working such as 2; Sona PC serial # 12nf970625-5931-45

Resol: Work done on problem to date... went to Duffy, replaced keyboard. test ok.

12613 11/18/98 KEYBOARD 12/02/98

Descr: We have two PCs at the control centre with a peculiar problem. On both machines the large Plus key by the right hand number pad is not being recognized. The keyboard works on another PC so we ruled out the keyboard.

The PCs are 133 MHZ pent. Compaq Deskpro.

Have you come across this before or could you provide some direction on this.

Any questions call me.

Resol: If the problem happens again, they are going to try the key in another application. If it works in this app, then it is a Scada problem. They replaced the PCs. Asked Tony to call me back if it was occurring on the new PCs.

Problem #	Opened Date		Closed Date
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12650	11/19/98	KEYBOARD	11/19/98
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Descr: need a new keyboard; the one she has now is giving errors; no keyboard found; but it is all plugged in fine

Resol: Visited Client....replaced keyboard and test.

13367	12/15/98	KEYBOARD	12/15/98
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Descr: need another keyboard - when papers were put on her desk this morning there was salt & water and the wrap and it ran over her keyboard and now its not working.

Resol: Brian found another keyboard and brought it up to Daphne

14029	01/13/99	KEYBOARD	01/13/99
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Descr: the shift key on her Microsoft keyboard is not working.

Resol: gave her my microsoft Ergonomic Keyboard and John N brought it up and installed for her.

14076	01/14/99	KEYBOARD	01/15/99
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Descr: buttons aren't working on keyboard they are sticking a lot; can he have a replacement

Resol: Replaced keyboard

14639	01/29/99	KEYBOARD	01/29/99
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Descr: Keyboard works only intermittently; can we replace it?

Resol: Visited Client....replaced keyboard and test

14675	01/29/99	KEYBOARD	02/02/99
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Descr: tab key not working on his keyboard

Resol: Visited Client....checks ok,

14861	02/02/99	KEYBOARD	02/03/99
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Descr: keyboard not working properly - could she get a replacement

Resol: Visited Client....replace keyboard and test.

16441	03/17/99	KEYBOARD	03/22/99
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Descr: Some keys on the keyboard do not work anymore; needs keyboard replaced

Resol: Visited Client...Gave user a new keyboard.

16638	03/22/99	KEYBOARD	03/22/99
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Descr: using tab key in CSS - when he hits the tab key Outlook opens

Resol: press alt-tab a couple of times - key is probably stuck. this worked.

Problem #	Opened Date		Closed Date
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16844	03/25/99	KEYBOARD	03/29/99
Descr: Keith has a keyboard for Edna but needs an attachment for her Empac. Check with Keith Resol: Gave her keyboard and connector. She will try but is doubtful the keyboard will help with her current keyboard tray. She is going to let me know.			
17035	03/30/99	KEYBOARD	04/16/99
Descr: getting keyboard error 301. tried disconnecting and reconnecting keyboard. rebooted still having error. IBM keyboard Resol: Client Called Again re. Status of Call			
18529	05/10/99	KEYBOARD	05/10/99
Descr: need a new keyboard; he has a natural keyboard and wants a new one Resol: Replaced keyboard wil a normal IBM one. There was no need to power of laptop. Just remove and plug-in the new one.			
19314	05/28/99	KEYBOARD	06/01/99
Descr: The enter key on the keypad is not working on her new pc. Resol: xwave contacted and dropped off a new keyboard			
19957	06/11/99	KEYBOARD	06/11/99
Descr: num lock is not working on her keyboard; can she please have another Resol: She fixed it herself; let Vendor know			
20964	07/07/99	KEYBOARD	07/08/99
Descr: She has a keyboard that has a trackball mouse built in; lately she is finding it sticking, cna we have a look at it Resol: Visited Client...Checked scroll point mouse, it did stick, however once I move it left and right several times, it moved more freely. will check with user in the morning to see how it feels to her.			
21117	07/13/99	KEYBOARD	07/13/99
Descr: when she hits her tab key an application pops up. something wrong with the tab key Resol: had he press alt-tab a couple of times and this worked. key must have been temporarily stuck			
21957	08/06/99	KEYBOARD	08/09/99
Descr: Needs a new keyboard for the computer located on the 1st floor in the same area where the XWave people are; the keyboard there now has keys that are sticking Resol: Visited Client...door was locked, notified client that the replacement keyboard is in the room on the left.			
468	08/23/99	KEYBOARD	08/23/99
Descr: Request for an external keyboard			

Problem #	Opened Date		Closed Date
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Resol: Visited Client...gave user a new keyboard, install and test

22836 08/31/99 KEYBOARD 09/02/99

Descr: Keyboard with ps2 plug Ergonomic for IBM PC

Resol: Advised client...do not have one, suggest go buy one.

24140 10/07/99 KEYBOARD 10/07/99

Descr: external keyboard not working. it worked ok last night when she left. she checked the connections and restarted her laptop twice.

Resol: Visited Client...reseat notebook in replicator, test keyboard/mouse/printer.

25727 11/18/99 KEYBOARD 12/02/99

Descr: Space bar doesn't work on the PC in Petty Hr. It is a vtech pc. They have to hit the space bar 3 or 4 times to get it to work. Please send up a new one.

Resol: Work done on problem to date..... shipped keyboard to Petty harbour

25900 11/24/99 KEYBOARD 11/26/99

Descr: Kathy is on a course but she stopped in yesterday to check her mail and got keyboard error messages when trying to start up. Please check her pc for her.

Resol: Visited Client...keyboard was unplugged,

26328 12/07/99 KEYBOARD 12/10/99

Descr: keyboard needs to be replaced; space bar not working; Asset# NP 012111; (the service walk in area) S/N 78FGNMZ

Resol: keyboard was swapped out by xwave for a new one

26842 12/29/99 KEYBOARD 01/10/00

Descr: keyboard error

Resol: Had a look and tried a different keyboard. Problem appears to be with the keyboard connector on the motherboard. The student who uses this system is leaving on Friday and they need to check files on the hard drive. Got another VTech from Duffy and swapped hard drives. system OK now.

26999 01/04/00 KEYBOARD 01/04/00

Descr: when he uses the symbols such as the arrows or apostrophe he is getting strange symbols that resemble french characters

Resol: under Control Panel, Keyboard, Input Locales the keyboard was set to Canadian(English) this sets the keyboard up for multi-lingual typing therefore changing some of the characters; change the Input Locales to English(United States) and the characters will type as they appear on the keyboard

27201 01/10/00 KEYBOARD 01/14/00

Descr: when he presses the tab key another application opens

Resol: press on alt-tab a few times - key must have been stuck

Problem #	Opened Date		Closed Date
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27237 01/10/00 KEYBOARD 01/11/00

Descr: keyboard not functioning - getting ekeyboard error

Resol: keys were not functioning. Scroll lock would not toggle off and when she tried other apps some problem. had her restart her pc and try cables.

27812 01/26/00 KEYBOARD 01/26/00

Descr: The 0 key on her keyboard will not work... She has a different keyboard than everyone else. It is the one with the mouse built into it. she's tried spraying it clean... but it still do not work...

Resol: After spraying it with cleaner. It cleared up after, and worked fine

28126 02/04/00 KEYBOARD 02/07/00

Descr: would like a replacement keyboard; some of the keys on his aren't working; he has a Sona PC

Resol: Visited Client...replace keyboard and test....

28529 02/16/00 KEYBOARD 02/17/00

Descr: Don Bragg would like a new IBM keyboard. The one he has now is filthy and not fit to use. Could it either be cleaned or preferably replaced? (Gerry Colbert and I also have to use it on a regular basis).

Resol: Visited Client...Replace key board, there was coffee spilled on keyboard, key were starting to stick

29246 03/09/00 KEYBOARD 04/10/00

Descr: Keyboard not working on a PC in the Customer Service Area. Will use one from a PC not in use for now. But needs the new one ASAP

Resol: Work done on problem to date... replaced

29584 03/21/00 KEYBOARD 03/23/00

Descr: I am looking for a key board for ergonomic reasons to use in conjunction with my Think Pad. I have a new office with a single computer station and find it very uncomfortable to be buckled in over the top of this station to work. Do you have a key board that I could use? If you are not the right contact, please let me know who is and I will contact them. Thanks very much!

Resol: Work done on problem to date.....sent user a keyboard.....

30534 04/13/00 KEYBOARD 04/26/00

Descr: Keyboard sticking has a sona pc would like a keyboard We still do not have any here at the Help DEsk to send out

Resol: Work done on problem to date...ship user a replacement keyboard...

30803 04/19/00 KEYBOARD 04/19/00

Descr: Using an external keyboard with a laptop and it doesn't work

Resol: HAd her unplu it plug it back in and reboot

31381 05/03/00 KEYBOARD 05/03/00

Problem #	Opened Date		Closed Date
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Descr: Keyboard not working keys missing dirty
Resol: Sent her a new keyboard Old one to be returned to John Norris

31446 05/04/00 KEYBOARD 05/04/00

Descr: requesting a keyboard for his laptop
Resol: Dropped one of to him

31447 05/04/00 KEYBOARD 05/04/00

Descr: requesting a keyboard for his new laptop
Resol: delivered a new one to him

31675 05/09/00 KEYBOARD 05/09/00

Descr: looking for a keyboard he can use with his laptop
Resol: gave him a keyboard

31805 05/12/00 KEYBOARD 05/12/00

Descr: I now have a Dell Notebook. When someone has a few minutes could you arrange to get me a regular keyboard to add to my set-up in the office?
Resol: sent him a keyboard

32004 05/16/00 KEYBOARD 05/23/00

Descr: requesting an external keyboard; she just received a new laptop and would like one
Resol: Sent her a keyboard

32119 05/18/00 KEYBOARD 05/24/00

Descr: tab key not working.
Resol: see if there is a spare keyboard. mouse will work also.

32298 05/24/00 KEYBOARD 05/30/00

Descr: Looking for a keyboard for his laptop
Resol: Work done on problem to date.... keyboard given to user by helpdesk....

32429 05/25/00 KEYBOARD 05/25/00

Descr: has an old keyboard, what should he do with it
Resol: can send it into the Help Desk - we will take care of it

33321 06/15/00 KEYBOARD 06/15/00

Problem #	Opened Date		Closed Date
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Descr: finding keys sticking on keyboard - not working very good
Resol: sent her over another keyboard to try

34267 07/17/00 KEYBOARD 07/17/00

Descr: unable to use her keyboard; she is typing but words aren't appearing
Resol: had her check the cable in the back of her PC; it was removed; put it back in and could use the keyboard

34282 07/18/00 KEYBOARD 07/18/00

Descr: hitting ctrl alt del to login but it isn't bringing up the login screen
Resol: keyboard chord was disconnected; had him reconnect it and it worked

34830 08/10/00 KEYBOARD 08/10/00

Descr: keyboard not working
Resol: wasn't plugged in; plugged it in and everything was fine

34838 08/10/00 KEYBOARD 08/10/00

Descr: Cannot get page up button to work
Resol: She came down and I gave her a new keyboard

35236 08/24/00 KEYBOARD 08/24/00

Descr: requesting a keyboard for test pc
Resol: gave him an IBM keyboard

36076 09/25/00 KEYBOARD 11/08/00

Descr: Another customer representative wants to try the ergonomic keyboard. Trak101 does not exist any more. Is there any other vendors that supply similar keyboards?
Resol: Reviewed...Request has to come from a supervisor. I contacted Mel to see exactly what the requirements are, and whether it is approved. Approval from supervisor was never provided.

36170 09/26/00 KEYBOARD 09/26/00

Descr: a pen exploded over her keyboard - what should she do?
Resol: sent a replacement keyboard and asked her to send back her old one

37378 11/03/00 KEYBOARD 11/03/00

Descr: keyboard error 301.
Resol: told him he had a loose connection on the back of his machine

37901 11/21/00 KEYBOARD 11/22/00

Problem #	Opened Date		Closed Date
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Descr: keyboard not working
 Resol: sent him a new one

37961 11/23/00 KEYBOARD 11/23/00

Descr: wondering if Keith sent the keyboard yesterday afternoon
 Resol: it was in this mornings outgoing mail - should have it with mail run this morning

38002 11/24/00 KEYBOARD 11/28/00

Descr: need new keyboard - B key not working.
 Resol: Found a new keyboard and sent it over to Glen.

39412 01/16/01 KEYBOARD 01/16/01

Descr: would like external mouse for keyboard
 Resol: sent his ibm keyboard s/n1180115

40024 02/01/01 KEYBOARD 02/14/01

Descr: there was a leak in Stores last night and water got on the keyboard Should check the pc as well
 Resol: Work done on problem to date.....replace keyboard

40060 02/02/01 KEYBOARD 02/02/01

Descr: has a vtech keyboard and it is not working
 Resol: Replaced it for her

40416 02/14/01 KEYBOARD 02/15/01

Descr: keyboard not working some keys stick
 Resol: sent him a new keyboard

40556 02/19/01 KEYBOARD 02/19/01

Descr: no lights on the keyboard
 Resol: check the connection on the back and then restart her pc

40557 02/19/01 KEYBOARD 02/19/01

Descr: keyboard not working - cannot login properly - spilled tea on it on friday
 Resol: Ron H. brought up to new keyboard to try

40704 02/20/01 KEYBOARD 02/22/01

Problem #	Opened Date		Closed Date
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Descr: Keith the keyboard tht I m using hs letter stuck cn i get nother one thnks

Resol: Provided Frank with a regular keyboard and mouse.

41234 03/05/01 KEYBOARD 03/05/01

Descr: cancel request for moving trackball keyboard to another user

Resol: request cancel

41893 03/26/01 KEYBOARD 04/17/01

Descr: finds that the space bar is not always working can you stop by and clean out his keyboard

Resol: The key was only sticking for a day or two. It is no longer sticking, he don't need a new keyboard

42030 03/29/01 KEYBOARD 05/02/01

Descr: John,
Please acquire a dozen keyboards and pass a few along to Frank Antle.

Frank, please make this a Help Desk call.

Keith

Resol: Work done on problem to date... recieve the Mice today

43038 05/02/01 KEYBOARD 05/02/01

Descr: need new keyboard

Resol: sent her a replacement

43090 05/03/01 KEYBOARD 05/03/01

Descr: wanted to borrow keyboard for Michelle Pearce's PC

Resol: gave her keyboard

45278 07/06/01 KEYBOARD 07/12/01

Descr: We gave her a keyboard so when she went up stairs the weekend(shes coming in on the weekend) she could replace the eurgo nomic keyboard with the standard one.

Resol: She used the replacement Keyboard, and sent it back to us by John when she was finished

45703 07/20/01 KEYBOARD 07/20/01

Descr: We recieved the following email:

Mena Hackett had a problem with her keyboard. When she went to type each keystroke produced 2 or 3 letters. We checked the connections. They were fine. I replaced her keyboard with another from a CAR who is currently on vacation. It worked. Please have Mena's keyboard replaced asap.

Thanks.....

Blair

Resol: Blair called back and said that there was nothing wrong with the keyboard. He used a can of compressed air on it and it was full

Problem #	Opened Date		Closed Date
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of crumbs. After that he tired it out and it worked fine.

46061 08/02/01 KEYBOARD 08/02/01

Descr: He came by asking to have a new Keyboard. He said that currently the one he is using the keys are sticky. I think he ment that the keys am't responding very well. (He said that they weren't sticky as if something was spilled on them)

Resol: I gave him a keyboard and John disposed of the old one.

46575 08/17/01 KEYBOARD 08/29/01

Descr: she had a vtech keyboard which is very clicky - very loud - would like a replacement

Resol: Replaced her old Vtech Keyboard.

47008 08/31/01 KEYBOARD 08/31/01

Descr: need external keyboard

Resol: gave him a gave him new Eagle Touch keyboard from help desk store

47369 09/11/01 KEYBOARD 09/12/01

Descr: I am looking for a wrist rest for my PC here in internal audit.

Thanks

Glenda Winsor 737-5348

Resol: Delivered a wrist rest for Glenda

47670 09/19/01 KEYBOARD 09/19/01

Descr: She mistakenly hit the scroll key when she was in excell and now can't get it off.

Resol: She has to go into reflections do a CTRL + H and go back into the original program.

48372 10/10/01 KEYBOARD 10/15/01

Descr: The 2 keyboards downstairs on the transformer shop needs replacing. Glen Said the cntrl and alt keys on one don't work, and the other one is absolutly filthy, and needs replacing.

Resol: Work done on problem to date....sent 2 keyboards via internal mail

48380 10/10/01 KEYBOARD 10/10/01

Descr: could she get a dell keyboard - the one she got is small and she keeps missing letters.

Resol: provided dell keyboard

48406 10/11/01 KEYBOARD 10/18/01

Descr: two dell keyboard under warrenty that need to be replaced. they are at the Help Desk on Kenmount Rd.

Resol: two dell keyboards replaced - delivered to help desk by Scott Thurston

Problem #	Opened Date		Closed Date
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48480 10/15/01 KEYBOARD 10/15/01

Descr: His keyboard is really dirty, and he is wondering what the best way to clean it is

Resol: Told him to disconnect his keyboard, and use spray 9 on a cloth, and clean the keys. Told him, if that don't work, to let us know, and we'll get him a replacment

49162 11/01/01 KEYBOARD 11/01/01

Descr: the caps lock not working on his keyboard - also needs his password reset

Resol: supplied new keyborard - he will pick it up this evening and changed password

49180 11/01/01 KEYBOARD 11/01/01

Descr: John wanted me to get him a new keyboard

Resol: Give John a new keyboard

49310 11/06/01 KEYBOARD 11/06/01

Descr: I recently had my workstation lowered and a new keyboard tray installed. Now I would like to tip my keyboard at an angle but one of the legs is missing. Can you provide me a new True Touch keyboard ?

Resol: Replaced Glenda's Keyboard

50129 11/29/01 KEYBOARD 11/29/01

Descr: He just restarted his mahine, and now he can't log in the keyboard will not work

Resol: Had him shut the machine down, and un-hook the keyboard, and hook it up again, then boot up. it then worked fine

51036 01/02/02 KEYBOARD 01/02/02

Descr: her scroll lock is not working

Resol: presss the scroll lock several times to toggle of

51135 01/04/02 KEYBOARD 01/07/02

Descr: Can you please ship a new keyboard to Peter Feehan?

Resol: sent him a keyboard

51366 01/09/02 KEYBOARD 01/15/02

Descr: The keyboard that I am currently using as a cashier (register #003, or the one by the window) has a malfunctioning TAB key. It just won't work. Please replace ASAP.

Resol: Visited Client...Keyboard was working fine, replaced anyway.....

52121 01/30/02 KEYBOARD 02/07/02

Descr: she has a track ball keyboard (has the large track ball on side) the F5 key is not working - she has to press it five or six times to activate waiting for call - this is delaying taking calls - need fixed ASAP

Problem # Opened
Date

Closed
Date

Resol: Work done on problem to date... talked with KP, he has a spare that he will send along, he will also order another keyboard for a spare.

52149 01/31/02 KEYBOARD 01/31/02

Descr: Please open a call to have a keyboard supplied for Glen King at Duffy Place.

Resol: duplicate call

52151 01/31/02 KEYBOARD 01/31/02

Descr: Glen King requires a keyboard for his laptop

Resol: provided an IBM keyboard

52183 01/31/02 KEYBOARD 01/31/02

Descr: When she hooked her new keyboard up, it asked her did she want to configure the drivers. She do not know what to press

Resol: Told to say yes, and the keyboard configured itself, and that worked

52677 02/14/02 KEYBOARD 02/15/02

Descr: has a new keyboard that has a power button in the middle of it? when she hits it it reboots the PC. Can it be replaced?

Resol: Work done on problem to date.... shipped replacement keyboard

54131 04/01/02 KEYBOARD 04/09/02

Descr: Please open a Help Desk call to have one of these keyboards installed in Cash, and to have the other one supplied to Anne as a spare. Keith Perry has the keyboards at his desk.

-----Original Message-----

From: Ball, Anne
Sent: Monday, April 01, 2002 9:43 AM
To: Perry, Keith
Cc: Murphy, Greg J.
Subject: RE: Compaq Keyboards

Charge one to each of the following charge numbers:
60860 5410 658
60900 5410 658

Please send them on over for now. Thanks for the offer of installation and we will contact you if we want you to make arrangement for installation. I am not sure what Greg's plans are for these at this time.

Thanks

-----Original Message-----

From: Perry, Keith
Sent: Thursday, March 28, 2002 4:43 PM
To: Ball, Anne
Subject: RE: Compaq Keyboards

Hi Anne,
I think I already have two in stock, but I will need the charge number. We paid about \$230 for them.
Would you like us to install them for you?
Keith

-----Original Message-----

Opened
Date

Closed
Date

From: Ball, Anne
Sent: Thursday, March 28, 2002 2:45 PM
To: Perry, Keith
Subject: FW: Compaq Keyboards

Hi Keith

Can you arrange for the delivery of two of the ergonomic Compaq keyboards. If so you can have the company bill me and I will look after payment. If you have to pay for them and need function numbers to charge them to, please let me know.

Any questions, please call me since I am now looking after equipment for the call centre.

Thanks

-----Original Message-----

From: Murphy, Greg J.
Sent: Thursday, March 28, 2002 12:11 PM
To: Ball, Anne
Subject: Compaq Keyboards

Ann, can you please order two of the ergonomic Compaq keyboards. We require one as a spare for the Call Center and also need one for Cash Control. Mel or Keith Perry should have some specs on this keyboard. Please let me know when they arrive.

Greg

Resol: Visited Client...install one at cash control, give one to Ann for a spare.

54116 04/01/02 KEYBOARD 04/01/02

Descr: My keyboard took a tumble the other day when my rollout tray fell out of its tracks. The space bar popped off. I was able to pop it back on, but when typing it is really leaving something to desire - it's sticky, and isn't operating smoothly. For now it works, but is a bit of an aggravation. When someone has a quick bit of time, could you ask them to fix/change it out for me. (This is not a 'must do now' issue - especially given the big we're having.)

Resol: Visited users machine and swapped out the keyboard

54243 04/02/02 KEYBOARD 04/02/02

Descr: The laptop he had that belonged to Fortis is going to be sent back to them, so he is wondering what to do with the Keyboard he had to hook to it externally

Resol: John Norris took it to use as a replacement for Don Barnes.

55111 04/29/02 KEYBOARD 06/26/02

Descr: keyboard is locking up regularly
Wanda McLellan 129394
Jean Rideout 12306

Chris, I can't remember what day last week Jean's keyboard locked up. She couldn't remember either.

Resol: Visited Client...Wanda was due to slow CSS, working ok now

57554 06/19/02 KEYBOARD 06/19/02

Descr: Remi was wondering how to get the number pad on the side to work.

Resol: I told him to press the num lock key and then got him to see if it worked. Everything fine.

57774 06/26/02 KEYBOARD 06/26/02

Problem #	Opened Date		Closed Date
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Descr: Kevin had accidentally disabled his keyboard on his laptop and he was wondering how to get it back.

Resol: We checked his keyboard settings and never noticed anything. I got him to restart and everything was fine.

57814 06/27/02 KEYBOARD 06/27/02

Descr: Donna was having problems with her keyboard. While she was logged on working on a file, her keyboard would not work any more.

Resol: Glenn dropped up with another keyboard for her.

58309 07/12/02 KEYBOARD 07/24/02

Descr: Roddy is using his system and is at the screen to press ctrl+alt+del, but when he presses the keys nothing is happening. He tried rebooting and nothing. As well, he mentioned that when he presses his caps lock, etc, the lights come on. It is a new compaq keyboard he had just gotten with his new pc (np012707).

Resol: The new keyboard was dropped off and put into internal mail for Roddy. I emailed him to let him know.

60692 09/23/02 KEYBOARD 09/30/02

Descr: Keyboard sticking.

Resol: Lisa had keyboard on her desk for Doug
Installed by Keith

3560 01/06/98 MONITOR 01/06/98

Descr: Monitor went dead, needs a new one

Resol: Sent him out a new one

3719 01/12/98 MONITOR 01/22/98

Descr: Monitor will nit power on

Resol: Checked old monitor and it worked ok

3773 01/13/98 MONITOR 04/17/98

Descr: Monitor flickers after he changed resolution. He has a Daewoo 15" and a VTech 120

Resol: Don't change resolution.

3838 01/15/98 MONITOR 01/22/98

Descr: Monitor not working

Resol: replaced

4181 01/27/98 MONITOR 03/04/98

Problem #	Opened Date		Closed Date
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Descr: Cannot get correct resolution on Rose keough's PC to show full SMS screen
 Resol: o.k.

4495 02/04/98 MONITOR 02/06/98

Descr: Monitor on instructor PC in classromm not working
 Resol: Reboot pc

4854 02/11/98 MONITOR 06/11/98

Descr: Monitor no longer gives full screen. Has a dell computer and is requesting a new monitor
 Resol: Replace monitor

5178 02/23/98 MONITOR 02/23/98

Descr: Monitor will not power on
 Resol: Power cable was loose in the back of the monitor.

7139 04/23/98 MONITOR 04/23/98

Descr: Mega Image montior now only uses 3/4 the actual screen size.
 Resol: He admitted to changing the desktop area under Display Settings. Talked him through changing back to the configuration that works ok.

9297 07/06/98 MONITOR 07/06/98

Descr: went to lunch when she returned her monitor was blank, couldn't get anything on it no matter what she tried
 Resol: New IBM; had her remove the display adapter and re-install

9446 07/15/98 MONITOR 08/06/98

Descr: Changed out monitor for Catherine Barker to a Mega Image. She has an Empac -P90 PC. since then when moving mouse there are a few grey blocks that follow along with the mouse and it reoccurs every time mouse is moved.
 Resol: Talked to Brian Walsh - Ivan was not available when I called back - suggested checking which monitor type was selected when the new monitor was installed. Make necessary adjustments. Call me back it this does not work. received no call back

9503 07/20/98 MONITOR 07/21/98

Descr: Switch monitors in library. Susanna's monitor goes to Pauline .
 Resol: Switched monitors are requested

9612 07/23/98 MONITOR 08/11/98

Descr: Powering on monitor made a spitting sound then a flash of blue light from the bottom; hasn't worked since, contact Mel Osmond for details 5605
 Resol: Still no reply from Paragon who are waiting for a reply from IBM. Paragon replaced monitor August 3. All ok as of today Aug. 11.

Problem #	Opened Date		Closed Date
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9653	07/24/98	MONITOR	07/30/98
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Descr: multiple cursors on the screen

Resol: selected to show mouse trails at a high speed sothey wouldn't be noticeable

9672	07/27/98	MONITOR	07/27/98
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Descr: Monitor would not power on; screen was black, hard drive seems to be functioning fine

Resol: All cords seemed to be in place however when he touched the one from the monitor to the PC he found it to be loose; tightened this connection and the monitor was fine

10194	08/19/98	MONITOR	09/10/98
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Descr: Trevor has a empac pc with a daewoo monitor. Monitor is turning blue and is difficult to see. Please send a new monitor to Carbonear for trevor.

Resol: Called... talked to roger conway, shipped replacement monitor via al and sherina

10324	08/25/98	MONITOR	08/25/98
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Descr: Came in this morning and when he turned on the PC the monitor light comes on but the monitor is black. Please check.

Resol: Visited Client... client was not in office, powered off monitor, unplugged monitor, plugged monitor back in, powered on monitor. monitor ok. pc screen saver was on, moved mouse, had login prompt.

10749	09/10/98	MONITOR	09/10/98
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Descr: Has a Daytek monitor and Vtech PC. The monitor is very dull. Frank Flynn tried to help her adjust brightness etc. but nothing works. Requesting a replacement as she is working in PWQ all day along. She is currently located in Fred Colbourne's section. Can this be changed out today? If you do not have a new one CarolAnn Poole said there may be one over there that can be changed out temporarily,

Resol: Visited Client...replaced monitor user happy

10769	09/10/98	MONITOR	06/09/99
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Descr: Using a Eurocom 233; Dropped something heavy on his screen, was bad but is constantly getting worse

Resol: Visited Client...REPLACED SCREEN AND TEST.

10791	09/10/98	MONITOR	09/15/98
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Descr: Using a Vtech; her monitor is getting very difficult to read; greying and fuzzy etc., can we replace it?

Resol: Visited Client...replaced monitor and test

10809	09/11/98	MONITOR	09/11/98
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Descr: monitor was flickering, very irritating

Resol: Called Frank Flynn, he tricked the computer to think it was using a different monitor, now he could set the refresh rate to 60, it was around 40

10821	09/14/98	MONITOR	09/14/98
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Problem #	Opened Date		Closed Date
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Descr: Programs are appearing very small on screen;
Resol: Changed his screen setting to 640*480 this made the screen appear normal;

11357 10/01/98 MONITOR 11/02/98

Descr: Monitor is very fuzzy is sending it in for repairs
Resol: Work done on problem to date... shipped replacement.

11488 10/07/98 MONITOR 10/23/98

Descr: Screen on monitor flashes different colours; checked settings and connections all seem fine; has a VTech
Resol: Visited Client...replaced screen.

11643 10/14/98 MONITOR 10/14/98

Descr: Vtech monitor gone black, won't power on; no noise, smoke etc. Will bring it out for an exchange when he gets a chance
Resol: wasn't plugged in properly; tightened connection and it was fine

12148 11/02/98 MONITOR 11/04/98

Descr: 23acomc . Monitor turned pink
Resol: Replaced monitor. Will send old one back to Bernie at Paragon.

12278 11/05/98 MONITOR 11/05/98

Descr: Roger called about his monitor and I had him switch it with the one that was on J. Power's old desk. However that one is a dell.
Resol: Visited Client...monitor ok with him, will remove old one.

12380 11/09/98 MONITOR 11/09/98

Descr: Unable to get the screen working properly. Brian Malone thinks it is the video card.
Resol: Visited Client...Changed settings to 32 bit true colors, test ok.

12417 11/10/98 MONITOR 11/10/98

Descr: Needs a replacement chord for monitor to PC; it is faulty and the screen keeps shutting off when he is helping taking calls
Resol: The chord was loose; John Baggs fixed it and it seems fine

12508 11/13/98 MONITOR 01/22/99

Descr: the screen on her PC is very bad again; it now has many lines on it; Does the motherboard have to be replaced? Also she needs a new battery; can she have this battery for tomorrow? she is going away next week
Resol: Replaced unit. Removed her harddrive and put in new Eurocom. She has a new battery.

12704 11/20/98 MONITOR 11/24/98

Problem #	Opened Date		Closed Date
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Descr: Her monitor refresh rate is terrible; showed her where she can change it but she said it is still really bad, she mentioned she was supposed to get a new monitor
Resol: Replaced monitor. Installed proper video card driver. It was like that on the other Pcs she had aswell. Some interference. She is going to get a surge protector and a glare screen.

12740 11/23/98 MONITOR 11/25/98

Descr: received new monitor, was left in truck overnight took it in and plugged it in right away; ever since the colour has been off, seems like very little colour on the monitor at all
Resol: Sent monitor to mail room. Will go out to charlie tomorrow.

12776 11/24/98 MONITOR 11/25/98

Descr: When Janine starts up her PC the monitor is green and takes most of the day to clear up she has a Daewoo monitor. Please check and or replace.
Resol: Replaced monitor.

12841 11/26/98 MONITOR 11/26/98

Descr: when he turned on his pc this morning monitor is fuzzy and screen jumping.
Resol: Darrin going to remove display adapter from - control panel\system\device manger and then reboot pc to pick up display adapter.

987 12/01/98 MONITOR 12/03/98

Descr: has a Daewoo monitor that is not working properly. It has been occasionally making a beeping noise and shutting off on its own. Gradually can get it back on again.
Resol: Replaced monitor with another Daewoo.

13148 12/07/98 MONITOR 12/09/98

Descr: Has a Daewoo monitor. Would like help adjusting settings. Cannot see all the screen. Tried to talk her through it - but did not work
Resol: Visited Client...adjust screen as requested.

13172 12/08/98 MONITOR 12/08/98

Descr: HAS A 17" MONITOR THAT HE SWAPPED WITH BETTY HUTCHINGS TO GET - WHEN YOU ARE OVER HE WOULD LIKE THIS MONITOR SETUP.
Resol: Visited Client...setup a 17" monitor. and test.

13383 12/16/98 MONITOR 12/16/98

Descr: Monitor acts weird every so often; He can only see part of his screen, can't see toolbars or the taskbar; Can't complete his work; this has been happening off and on for weeks; can he get a new monitor; also wondering when he will get his new PC he was supposed to have one by now and is finding his old one very slow
Resol: Called Client and Left Message.... left message about my findings user to notify if anymore problems

440 12/18/98 MONITOR 04/08/99

Descr: his monitor was on all night - when he came in this morning screen is green and pale with horizontal lines across. has rebooted

Problem #	Opened Date		Closed Date
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and powered off/on monitor. he has a Daewoo monitor.
Resol: Replaced monitor, tested, OK. Sent inventory change to Jennifer.

13483 12/21/98 MONITOR 12/21/98

Descr: monitor fades in and out constantly; contact Doug Jackman, Jim is on vacation so anytime this week is good
Resol: Visited Client...checked connections, cable on PC was loose, tighten cable, test ok, user will call again if problem comes back.

13775 01/06/99 MONITOR 01/06/99

Descr: Mega Image Monitor on a VTech. Not working this morning. Was working when she left yesterday. Today it is black. Checked cable connections. Turned it on and off several times
Resol: Visited Client...monitor ok, power was disconnected.

13930 01/11/99 MONITOR 01/13/99

Descr: screen wasn't working properly; had weird lines all over it and then went blank
Resol: Backed up old drive. Replaced laptop with IBM desktop. Setup applications and restored files to new PC.

14144 01/18/99 MONITOR 01/21/99

Descr: Was adjusting the monitor and she broke the base; can she get a replacement? has an IBM G52
Resol: Bernie replaced base.

14168 01/18/99 MONITOR 01/21/99

Descr: Barry Martins monitor not showing correct colours; he will send it out can we send another?
Resol: Work done on problem to date.... ship replacement (an IBM monitor)

14189 01/18/99 MONITOR 01/19/99

Descr: Replacement monitor for student J Clarke
Resol: Replaced with new monitor.

14267 01/20/99 MONITOR 01/21/99

Descr: monitor is blacking out all day; checked connections and everything seems fine; he will be working away and then the monitor goes black and the green light turns to orange as if he turned it off; Serial # 23-45667
Resol: Hasn't happened since; John told XWave not to order another yet; he will call again and reopen problem if it occurs again

14665 01/29/99 MONITOR 02/03/99

Descr: Barry was doing the install on Sharon's Pc and found the monitor quite fuzzy Had to reboot several times to get it looking good.
Resol: Visited Client...replace monitor, adjust/test.

14796 02/01/99 MONITOR 02/03/99

Problem #	Opened Date		Closed Date
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Descr: Power surge caused the monitor to blow

replacement 23-hdk81 sent from paragon

Resol: Visited Client...replace monitor and adjustscreen./test

14683 02/01/99 MONITOR 02/02/99

Descr: Monitor was fuzzy this morning when she turned it on. It was ok after a few minutes. Please check.

Resol: Visited Client...monitor seemed ok, however the settings was off, set to 32 bit true color, user seemed pleased.

14790 02/01/99 MONITOR 02/03/99

Descr: Power surge; monitor went black, can't get it to work; power button not on; serial # 23-Z2138;

Paragon has sent monitor 23-x9635 as a replacement

Resol: Visited Client...replaced monitor and adjust.

14795 02/01/99 MONITOR 02/05/99

Descr: Power surge caused monitor to blow

Resol: New monitor replaced by XWave

14819 02/02/99 MONITOR 03/08/99

Descr: Monitor fuzzy. John Norris aware of it.

Resol: Visited Client...sent monitor out for repair, came back 99/03/05. istalled, user ok with monitor.

14899 02/03/99 MONITOR 02/03/99

Descr: has a Daytek monitor - recently screen has been fading and yesterday several times monitor just cut out on its own. would like to have it checked.

Resol: Visited Client...replaced monitor and test.

14998 02/05/99 MONITOR 02/05/99

Descr: Nec monitor; turns the power on but nothing happens, the screen is black

Resol: Visited Client...HGad a diskette in drive, pc would not boot, thus nothing to screen.

15140 02/09/99 MONITOR 02/16/99

Descr: Mega Image monior on one of the PCs in Stores making a buzzing noise and horizontal picture etc what right - looking for replacement.

Resol: Work done on problem to date.... replace monitor.

15159 02/10/99 MONITOR 02/16/99

Descr: Monitor is fuzzy again. John was there some time ago.

Resol: Visited Client...call already logged.

Problem #	Opened Date		Closed Date
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15269 02/12/99 MONITOR 03/09/99

Descr: Would like to have her monitor replaced; the colour has been off a lot and she believes it is dying

Resol: Visited Client...sent monitor for repair.

15302 02/15/99 MONITOR 02/17/99

Descr: IBM 17" monitor. flickering and not very clear.

Resol: Changed monitor refresh rate.

15395 02/17/99 MONITOR 02/17/99

Descr: When she goes away from her desk her monitor goes blank and people do not think she is in

Resol: Checked screen saver properties, right clicked on screen, properties, Screen Saver tab; had it set to blank screen; had her choose another

15583 02/23/99 MONITOR 02/23/99

Descr: Win95 screen not using full screen on monitor. there is a black border around the desktop area.

Resol: John B. is on Duffy and will adjust settings. Checked with her, but she was by then. Mel had a look.

15783 03/01/99 MONITOR 03/01/99

Descr: The icons on her monitor at home are huge; what can she check to make them normal again

Resol: Check display properties; choose small icons and make sure the resolution is correct for her monitor type

15758 03/01/99 MONITOR 03/03/99

Descr: recently got an IBM monitor - was o.k. when she turned it on first this morning - then the colors started change went light pink to dark pink?????

Resol: Called Client and Left Message. Told user that her monitor will be ready this week. can she wait till then or would she like a replacement now.

15825 03/02/99 MONITOR 03/02/99

Descr: Needs to adjust monitor settings so that the window is full size of monitor

Resol: Using an IBM monitor; pull out the blue button, click the button next to this with the arrow under it; select the type of change you want to make using the blue adjuster and adjust it accordingly

15872 03/03/99 MONITOR 03/03/99

Descr: Monitor is dead; sending it in; please send a replacement

Resol: Work done on problem to date..... sent replacement

15976 03/05/99 MONITOR 03/08/99

Problem #	Opened Date		Closed Date
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Descr: Getting a lot of flickering on his monitor
Resol: Visited Client...replaced monitor and test.

16092 03/09/99 MONITOR 03/09/99

Descr: Wondering when her monitor will be installed. The IBM monitor she is using is getting very bad
Resol: Visited Client...monitor was already switched.changed settings, and test

16183 03/10/99 MONITOR 03/15/99

Descr: Appears color is gone is monitor. IBM monitor at Blair Clarke's
S/n 78zzmd1 or mo1
monitor - 23-f9635
Resol: Monitor was ordered and should be in this afternoon Replaced

16964 03/29/99 MONITOR 03/29/99

Descr: working away and monitor went blank.
Resol: started typing and screen came back on - maybe a screen saver - he did not have time to check he will call back again if it reoccurs.

17347 04/09/99 MONITOR 04/15/99

Descr: Color bad on monitor IBM G72 Black 17inch
s/n 23-FBKD1
Resol: Placed Service Call to Vendor. New monitor received

17574 04/15/99 MONITOR 04/15/99

Descr: problem connecting new monitor
Resol: spoke to Carl - he checked with a paragon rep and was told it was wrong monitor - connection is different. They are going to replace

17882 04/26/99 MONITOR 04/26/99

Descr: left voice mail that her monitor would not come on.
Resol: when I called back - she had rebooted her pc and the monitor was working. the light was red first when she tried

18908 05/18/99 MONITOR 05/18/99

Descr: wondering if we had a spare 20" monitor to lend for the Fortis presentation
Resol: Spoke to Keith; he says there are no spare monitors over a 17"; he called to let Colleen know

19123 05/25/99 MONITOR 05/28/99

Descr: Monitor is black since he turned on the PC this morning; cannot get anything to display on it
Resol: Total Time Spent to Complete Call

Problem #	Opened Date		Closed Date
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20126	06/16/99	MONITOR	07/05/99
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Descr: monitor will not display red; he is using the Diamond Stealth 3D accelerator graphics driver;

Resol: Work done on problem to date.... shipped moniotr, np010604, Deawoo 15"

20714	06/29/99	MONITOR	07/05/99
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Descr: The power was out in Stephenville. When it came back the monitor on the pc in the lineman's area is causing problems. There is color patters and strange characters. The PC starts up ok but theses colors and characters block the user from seeing all the screen

Resol: Work done on problem to date....connect monitor cable to PC using both screws.top and bottom

20872	07/05/99	MONITOR	07/05/99
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Descr: finding the monitor is making her eyes tired; although it looks normal it seems to be flickering in her eyes

Resol: Visited Client...Monitor settings was set for win95 control, set it to matrox/ibm/g72 monitor, changed setting to 32- bit true color, saved setting without restarting, test ok.

21041	07/08/99	MONITOR	07/08/99
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Descr: Monitor not working in board room This is one Pauline gave you this morning

Resol: Visited Client...connect monitor and keyboard to PC and Test

21042	07/08/99	MONITOR	07/19/99
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Descr: He received a black monitor from Xwave and was wondering when he will get the correct one

Resol: Bernie called - sending out new monitor - asked Brian to send other one back to his attention. Brian has received the new screen.

21067	07/09/99	MONITOR	07/09/99
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Descr: The monitor they use for Day and Ross shipping computer is gone; it is black but flashes yellow; they say they need this asap

Resol: Visited Client...replace monitor, still not working. replace memory in PC. test ok

22137	08/12/99	MONITOR	08/12/99
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Descr: J Kings monitor is going fuzzy It is a 21 inch NEC. Please check it out

Resol: Visited Client...Had video cable repaired, test ok,

22615	08/25/99	MONITOR	09/07/99
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Descr: completed the rollout last night; there was one computer that is in Jon Tizzard's area that needs to be checked; the monitor is not displaying the internet correctly; It seems like a problem with the display driver or something like that

Resol: Visited Client...screen ok.

2337	08/31/99	MONITOR	08/31/99
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Descr: Problems with monitor.

Problem #	Opened Date		Closed Date
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Resol: John Norris had already corrected the cable connection.

22858 08/31/99 MONITOR 08/31/99

Descr: Monitor showing wrong colors. Monitor is a NEC XP21.

Resol: Visited Client...Confirmed that the colors were wrong. Took cable out to DISPLAY TECHNOLOGIES.. The cable had the pins reversed...This was the result of a previous call, monitor would flicker. Had a new connector put on the cable, fixed the flicker problem, however 2 wires got reversed in assembly.

22935 09/02/99 MONITOR 09/02/99

Descr: No signal to projector and monitor not working IN Main Boardroom.

Resol: Found they were trying to hook up a laptop by connecting the video cable from the PC to the back on the notebook. Re-routed cable to connect to the PC, made sure the projector worked and they could display the presentation.

22996 09/03/99 MONITOR 09/09/99

Descr: every once in a while the screen looks as if another screen is covering it but he can't get rid of it; it seems it isn't refreshing or something

Resol: Visited Client...updated Bios, open several windows, switched back and forth, window to window, system checked.Old Bios V11, new Bios v22

23333 09/15/99 MONITOR 09/15/99

Descr: Working away and his monitor went. Checked all connections and nothing. Daytek monitor Sona 200 PC

Resol: Visited Client...Monitor dead, replacve, email sent to K Perry with Asset #'s

23436 09/17/99 MONITOR 09/21/99

Descr: Monitor is fuzzy and causing problems for Paul to see. NEC 17inch

Resol: Visited Client...Monitor looks ok, user had turned off/on, came back ok, Changed monitor settings to 24-bit true color, test ok.

23453 09/17/99 MONITOR 09/17/99

Descr: wondering if he could have an anti glare screen for his 17" monitor

Resol:

23598 09/22/99 MONITOR 09/22/99

Descr: questions on resetting monitor settings

Resol: explained how to change settings.

23608 09/22/99 MONITOR 09/22/99

Descr: Says his monitor is making a loud noise

Resol: Visited Client...Checked monitor, no noise, Bob will notify if he hears it again."note" I have passed by that office approx. 8 times in the last 2 days, I did not hear anything. If it comes back, I will replace the monitor.

Problem #	Opened Date		Closed Date
24179	10/08/99	MONITOR	10/12/99
Descr: He was fooling around in settings and now his screen is completely black Resol: Reboot in safe mode and change the resolution			
24854	10/26/99	MONITOR	10/26/99
Descr: getting a message that there was a problem with her display settings Resol: Had her change the settings to true color and then rebooted. All ok			
25051	10/29/99	MONITOR	10/29/99
Descr: screen is black on the computer; unable to get the display at all Resol: went into Control panel and double clicked System, double clicked monitor, clicked the driver underneath the Monitor listing and click Remove. Restarted the computer the monitor reappeared			
26394	12/09/99	MONITOR	12/13/99
Descr: powers on the PC; IBM sign pops up and then fades away a cursor appears and then that goes away and screen goes black Resol: installed new system board and monitor; reinstalled image, tested system, seemed fine			
26487	12/13/99	MONITOR	12/17/99
Descr: IBM 17" MONITOR (Asset tag NP010444, s/n 23-w-g74, m/c 6547-00N) One side of the monitor the color shows as purple and sometimes yellow - the other side is ok Resol: Visited Client...checked monitor and settings, everything looked fine...			
26968	01/04/00	MONITOR	01/05/00
Descr: Makes a high pitch noise for about 10 minutes when he starts it up Resol: Visited Client...Booted PC, no noise, will advise client to notify IS Helpdesk if it happen again.....			
27001	01/04/00	MONITOR	01/04/00
Descr: Chris is still having problems. Just stopped by looking for you. Resol: Visited Client...tried reinstalling drivers, did not work, re-image PC, setup office/mcafee/SMS			
27183	01/07/00	MONITOR	01/10/00
Descr: Continuous wavy lines on monitor Resol: Visited Client...PC checked out ok.....			
27431	01/14/00	MONITOR	01/21/00
Descr: His monitor is making a high pitch noise when he first starts it in the morning. Usually lasts for a few minutes. Also the quality of the image on the monitor seems to be getting worse, and it is not clear, especially in the corners. Resol: Xwave replaced monitor with a new one; the s/n 23-12675;			

Problem #	Opened Date		Closed Date
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28596 02/18/00 MONITOR 02/24/00

Descr: Monitor fuzzy and shaky. Chris Wells tried a few things and it didn't work The whole screen image is shaking

Resol: Visited Client...replace monitor, test ok....

28753 02/23/00 MONITOR 02/23/00

Descr: accidently changed monitor settings and now all icons on screen are really big and she cannot fix it.
Daewoo monitor

Resol: change to true color 16bit 800 x600 with small font

29167 03/07/00 MONITOR 03/07/00

Descr: Using someone else's pc and when he leaves it for a few minutes the screen saver kicks in. How do I disable it

Resol: Right click on the desk top go properties and select screen saver and select none

29351 03/13/00 MONITOR 03/17/00

Descr: Sandra Reynolds (Carbonear) has a customer who needs a 15" monitor. I've asked J. Norris to send one c/o Sandra. Mar 13, 2000.

Keith Perry
Supervisor, Desktop Services, IS
Newfoundland Power

Resol: Work done on problem to date.... shipped monitor

29358 03/13/00 MONITOR 03/14/00

Descr: Hi
The screen on one of my PC'S needs to be corrected. The left hand side is off and there is a line down through it
Maureen

Resol: Visited Client...Adjusted screen size, user ok with it...

29491 03/16/00 MONITOR 03/21/00

Descr: Requesting a 17 inch monitor for Felix

Resol: Called...Advised this would require charge numbers. Decided to change a 15" mon in CLV for a 17" mon in SLP.

30673 04/17/00 MONITOR 04/17/00

Descr: finding she cannot expand her applications beyond a black border on her PC

Resol: the screen was minimized; had her use the controls (the blue button) on her Monitor to chage the height and width of her display

30723 04/18/00 MONITOR 04/18/00

Descr: Unable to get the display to work correctly

Resol: had him map a drive to np-ken-user1\rollout99\$c and go to the nt \ibm300pl450\s3video directory and run the v28 executable and then reboot

Problem #	Opened Date		Closed Date
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30745	04/18/00	MONITOR	06/30/00
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Descr: George has requested a 21inch Mointor for DTucker
Resol: Reviewed...They have provided funding. I've ordered a Sony 21" monitor.

30817	04/20/00	MONITOR	05/08/00
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Descr: Screen is out of sync. Trying to adjust with the buttons on the monitor but they will not change
Resol: This was a problem with a pc in Stephenville not his PC

31271	05/02/00	MONITOR	05/02/00
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Descr: changed the resolution on his screen now when it boots up he gets a black screen
Resol: reboot and when starting windows press F8 and start PC in Safe Mode then modify settings back to what they were and restart PC

31340	05/02/00	MONITOR	05/05/00
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Descr: Has an IBM monitor that has warped; s/n 23-z2308
M/C 6546-00N
Resol: Monitor was replaced today

31640	05/09/00	MONITOR	05/09/00
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Descr: changed his monitor settings; now he is getting the message "out of signal"
Resol: restarted the computer then chose space bar to go back to the default configuration when it prompted to do so; it then returned to normal

31746	05/11/00	MONITOR	05/11/00
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Descr: got a message on her PC saying "there is a problem with your adapter"
Resol: went into display properties by right clicking the screen and choosing properties; video settings were set for 16 colors, set for 24-bit true colors. restarted and it was ok

31888	05/15/00	MONITOR	05/30/00
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Descr: Dell monitor not working. s/n 043-H-220 asset tag np012447
Resol: Placed call to MITI. - Bride has loaner monitor until decision made to replace or repair, Replaced with s/n 5322DE530679

32186	05/19/00	MONITOR	05/24/00
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Descr: Left for lunch and when she returned her monitor was purple Shut down and restarted and still purple. IBM - G52
Courtney Burry in ENV
Resol: Pat Slade ask us to contact Vendor with expected time. MITI arrived with the monitor

32154	05/19/00	MONITOR	06/07/00
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Problem #	Opened Date		Closed Date
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Descr: She is in the cash bak room and the monitor is not very good background appears faded

Resol: Visited Client...client no longer woking at the cash, however I looked at the monitor, it was a little dull, and off centered.....
Adjusted as required, test ok

32398 05/25/00 MONITOR 06/30/00

Descr: requesting 17" monitor to use with his new laptop

Resol: Duplicate call for the same problem. It has been resolved and Darrell has a monitor on order.

32747 06/01/00 MONITOR 06/06/00

Descr: the monitor (Daewoo) for her TCS Scheduling PC is fading in and out and making a sizzling noise. She checks cabled they seem secure - she will power off the monitor, but would like it checked or replaced

Resol: Visited Client...replace monitor, test ok....

32889 06/06/00 MONITOR 06/08/00

Descr: Finding monitor hazy especially in the middle of the screen

Resol: monitor replaced serial number now - 23-fwp25; asset tag was 012211 needs a new tag

33184 06/12/00 MONITOR 06/12/00

Descr: desktop not taking up full space on screen

Resol: talked her through adjusting her monitor settings.

33559 06/22/00 MONITOR 06/22/00

Descr: looking for a video driver for a monitor for the new dual boot dell

Resol: they are not on the network that I can see - found one on the internet and downloaded it; if it doesn't work he will call back

33957 07/07/00 MONITOR 07/07/00

Descr: started the PC and got the error "there was a problem with your display settings"

Resol: the colour in the video settings were changed; changed it back to True colour and restarted; monitor was back to normal

34091 07/12/00 MONITOR 07/13/00

Descr: Monitor is shaky a couple of times a day;

Resol: asked if she would like the monitor replaced but she said it wasn't that bad. If it gets worse she will call again

34720 08/07/00 MONITOR 08/10/00

Descr: Monitor has turned a yellow greenish color Please check.

Resol: monitor was received and will be delivered shortly. Delivered noon Thursday

35247 08/24/00 MONITOR 08/24/00

Problem #	Opened Date		Closed Date
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Descr: having the same blurred screen problem as other CARs
Resol: let her know that this is being investigated by IS and Mel Osmond

35293 08/28/00 MONITOR 08/28/00

Descr: problem with monitor; it won't come on
Resol: had him change monitors and they both worked fine - could have been the connection

36117 09/25/00 MONITOR 09/26/00

Descr: His 17" monitor is blurry. Please replace from stock.
Resol: Replaced monitor, found replacement was worse. Put back original and adjusted focus on side with a screwdriver - fixed it.

36235 09/27/00 MONITOR 09/28/00

Descr: Her 15" monitor is too small, and is getting fuzzy. Please upgrade to an IBM 17" monitor. (Cathy is working here in IS for the next couple of months).
Resol: Replaced monitor.

36916 10/20/00 MONITOR 10/20/00

Descr: Please arrange to have xwave replace Rob's current 17" monitor with a newer IBM 17" monitor.
Resol: xwave called to say that the monitors were replaced

37241 10/31/00 MONITOR 11/01/00

Descr: Has a Nec monitor that began dimming then went black; checked all cables they are fine; rebooted and powered off and on and still nothing; this was a 21 inch monitor
Resol: Called...client called, monitor ok today, will notify if anything happens today....I would also like to know if PC or any other equipment shut down ????. Monitor is OK today. There is some electrical mods being made at Duffy, and this is the probable cause.

37261 11/01/00 MONITOR 11/07/00

Descr: Since they had problems with the PC in the control centre then monitor has about 1 inch all around blacked out
Resol: Set the resolution to 1024x768; set screen colours to standard windows default; he is happy now.

37349 11/03/00 MONITOR 11/03/00

Descr: screen is blank He tried changing setting yesterday and now it doesn't work
Resol: He had changed the video settings to 1800x1600. Booted in VGA mode and set them back.

38120 11/28/00 MONITOR 11/28/00

Descr: screen is too small
Resol: change settings from 1024 to 800

Problem #	Opened Date		Closed Date
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38204	11/30/00	MONITOR	02/23/01
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Descr: he was logged in on pc in Petty Harbour - seem to be problem with the monitor - everything is wavy on the screen. Tag # of monitor is np010816 and it is an IBMG52.

Resol: Work done on problem to date... haven't heard from user in awhile,

38854	12/27/00	MONITOR	12/27/00
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Descr: the icons on his montitor are tiny and he can't read them

Resol: changed his resolution to 800x600; he was then able to read the icons

38961	01/03/01	MONITOR	01/04/01
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Descr: NEC 17" monitor - fuzzy images

Resol: Work done on problem to date... shipped user aDell 17" monitor.. Asset # Np012474

39363	01/15/01	MONITOR	01/15/01
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Descr: display settings not right - too large for screen

Resol: suggested checking the settings on another monitor and then duplicate them on the other pc

443	01/17/01	MONITOR	01/22/01
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Descr: As per our discussion, is it possible that you could put me on the list for a desktop monitor that I could use with my laptop. My eyes are getting fuzzy when working for long periods. I didn't experience this with my previous desktop.

Thanks,
N.

Resol: Visited Client...user needed to rearrange his desk, when I went back, he had already installed the monitor.

39575	01/19/01	MONITOR	01/22/01
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Descr: G72 monitor - IBM - color has changed to a pale green - has rebooted PC and monitor

Resol: Visited Client...monitor looks ok.checked connections, test ok.

39970	01/30/01	MONITOR	02/21/01
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Descr: Asset tag #np011128 - G52 monitor for the Cash Machine - showing purple color - can still work with it, but would like replaced or repaired asap.

Resol: Work done on problem to date.... shipping today...

39973	01/30/01	MONITOR	02/02/01
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Descr: My monitor is on the blink again. The screen is yellow in colour. It happened a couple of weeks ago, its been back and forth since. Please advise..

Resol: Received her new monitor today from xwave - installed and working fine

39996	01/31/01	MONITOR	02/01/01
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Problem #	Opened Date		Closed Date
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Descr: Hi,

My monitor is on the blink again. The screen is yellow in colour. It happened a couple of weeks ago, its been back and forth since. Please advise..

Maureen
Safety Section
@737-5698

Resol: duplicate call - see 39973

41113	02/28/01	MONITOR	03/08/01
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Descr: Please ship a 17" monitor. They will return a 15" (np010369)

Resol:

41168	03/02/01	MONITOR	03/02/01
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Descr: has 2 monitors to return who does he send them to

Resol: send them to jnorris and send an email telling us the np #'s

41402	03/09/01	MONITOR	03/12/01
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Descr: received a new monitor and it is too bright needs a anti glare screen for it

Resol: Reviewed...This is an ergonomic issue. Referred her to Robin Vivian.

41795	03/22/01	MONITOR	03/22/01
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Descr: running a software pkg and can only see a portion of the screen

Resol: Called...Software is called GVR and is for a re-closer. It displays fine on Adrian's laptop but only part of the screen is showing on Adrian Walsh's Dell laptop.
Tried changing the resolution on the laptop to 800 & 600 - same problem.
Tried changing the resolution on the laptop to 640 * 480 - That solved the problem.

42379	04/09/01	MONITOR	05/16/01
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Descr: monitor on server died. he is going to change it out with a spare and will email tag numbers involved.

Resol: both the monitor on server and the one is putting in its place does not have an asset tag. he said he will send in the old monitor and if you send him a tag he will send in the s/n and information on the other monitor

43262	05/09/01	MONITOR	05/09/01
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Descr: On her Notebook, she cannot display anything on the external monitor

Resol: Pressed Function F7, and it would display on her external monitor

43384	05/15/01	MONITOR	06/14/01
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Descr: Sherina wall sent the following email.

Please provide a new monitor for Bob Meyers.
Let me know when this has been logged and is completed.

Problem # Opened
Date

Closed
Date

Thanks,
Sherina.

Resol: Visited Client...setup by Bob, test ok

43611 05/23/01 MONITOR 05/23/01

Descr: Just hooked a notebook to an external monitor, but it wasn't using the full screen.

Resol: This is normal when switching using a different video adapter at a different refresh rate. he just has to adjust the monitor settings to stretch to the sides.

44384 06/08/01 MONITOR 06/08/01

Descr: Wondering how she can make all of the icons and the text be smaller on the screen

Resol: explained how to increase the resolution of her screen to 1024 X 768.

44387 06/08/01 MONITOR 06/08/01

Descr: She was using a particular application and surrounding the windows was a black screen

Resol: got her to minimize and then maximize. This fixed the problem

44393 06/08/01 MONITOR 06/14/01

Descr: He called and said that the PC that was fixed for him recently was having a problem. The monitor light will stay green for a second and then blink amber.

If he's not at the the Lawn plant he can be reached at his cell 873 7561.

Resol: Work done on problem to date... shipped replacement monitor to Burin, C/O Jerry Pike.

44493 06/11/01 MONITOR 06/15/01

Descr: Scott wanted this call logged. He is the contact

There is a Dell 17" Monitor s/n 12K H2NA

Model Number M781P

There is no power in the monitor.

Resol: Scott is delivering

44559 06/13/01 MONITOR 06/13/01

Descr: Everything on his monitor is green. All of the pictures and stuff has a green tint

Resol: Got him to check the cable at the back of his computer. It was loose, he put it back in and it worked.

46014 07/31/01 MONITOR 02/22/02

Descr: Scott called and said the monitor that is really dim in the control center is a monitor cable problem. It will need the cable replaced. It is a Viewsonic G810. Model # WV93200546.

Asset Tag # NP011241. Serial # VCDTS21541.

Resol: Work done on problem to date... working ok now, bent pin in connector,

46085 08/02/01 MONITOR 08/02/01

Problem #	Opened Date		Closed Date
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Descr: working in auto cad and the colors on his monitor changed - purple lines etc down screen
Resol: had time power off monitor and power it on again and it worked. asked him to call back if it happened again.

46261 08/08/01 MONITOR 08/08/01

Descr: She is on her own computer and she said that her monitor is a lot more blurry that Arlene Churchills.
Resol: Her refresh rate was set at 60 Hertz, I upped it to 75 Hertz, and everything is much clearer to her now.

46367 08/13/01 MONITOR 08/13/01

Descr: Her monitor is really blurry. She is not the only one who notices it. I reset her refresh rate to 75 Hertz but it didn't change anything. She would like for someone to have a look
Resol: Visited Client...Screen really bad, replace ASAP.

46454 08/15/01 MONITOR 08/16/01

Descr: He had his monitor replaced by John Norris last week, but today is the first day he has had a chance to use it. The picture seems to fade in and out. It gets brighter, then darker. He would like someone to have a look.
Resol: Visited Client...replaced monitor, test ok.

46501 08/16/01 MONITOR 08/16/01

Descr: He accidentally set the resolution of his monitor higher than his monitor could support.
Resol: I unhooked Celine's monitor, and hooked it to John's machine, to change the resolution back to normal

47390 09/12/01 MONITOR 09/13/01

Descr: Her monitor is off center and she wants to know how to use the buttons on the monitor to fix it.
Resol: She emailed back saying that she figured how to do it after.

47556 09/17/01 MONITOR 09/19/01

Descr: Her monitor is showing her fonts really small on the screen. She would like it set back to the larger size
Resol: Changed her resolution to 800 X 600 and adjusted the vertical and Horizontal controls on the minitor to fit the screen. This is what she wanted

47866 09/24/01 MONITOR 10/04/01

Descr: Michelle said her monitor was flickering. It seem to close in horizonitally and vertically.
Resol: Work done on problem to date.... monitors replaced ok.

48075 09/28/01 MONITOR 10/01/01

Descr: She has set the resolution on her monitor to a high resolution, now the monitor is showing no signal. She is wondering how she can get the signal back
Resol: After Bob changed it with the new monitor, she had to re-boot and the monitor was working fine

Problem #	Opened Date		Closed Date
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48630	10/17/01	MONITOR	10/17/01
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Descr: fred was changing the display settings on his monitor, and set it to a high range, and now his monitor will not receive any signal at all.

Resol: Told Ivan to use the 19 " monitor out there, and hook it up to support the resolution, and then he can change it back for the original monitor.

48793	10/23/01	MONITOR	10/24/01
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Descr: His monitor goes black every once in a while. He hits his mouse and it comes back on; Power Mgmt was disabled when he first got the laptop but may be back on???

Resol: Visited Client... Power management is an individual setting. It was not set to off for Earl's profile. It is now.

49524	11/13/01	MONITOR	11/13/01
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Descr: The external monitor that was given to him as a replacement, can now be picked up, as he do not need it anymore

Resol: Visited Client...remove as requested

49693	11/16/01	MONITOR	11/22/01
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Descr: colors on his external monitor are yellow and other colors on side. he had an IBM G52 monitor tag # NP010444.

His laptop is an IBM tag #NP010325

Resol: Visited Client...Degaused monitor looks great, show user how to do it.

49747	11/19/01	MONITOR	12/11/01
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Descr: monitor attached to PC asset Tag NP010352 in the research centre has a firey looking display in centre of monitor and there is a bury smell coming from monitor as well

Resol: Xwave has replaced the monitor

49910	11/22/01	MONITOR	11/28/01
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Descr: tag number np012259 - monitor screen is pink, IBM G52

Resol: Visited Client...adjusted monitor, cable was loose

49972	11/26/01	MONITOR	11/26/01
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Descr: monitor in stores showing pink colors.

Resol: call already open and forwarded to desktop services - see call number 49910

50206	12/03/01	MONITOR	01/24/02
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Descr: when he moves his mouse to right side of screen it keeps moving and icons disppear and all he gets his the green desktop. Monitor is a IBMG52 (he was in twillingate)

Resol: ASU resolved the problem some time ago.

50342	12/05/01	MONITOR	12/05/01
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Problem #	Opened Date		Closed Date
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Descr: need assistance adjusting monitor settings for Wally hicks - be brought his pc in and connected it to his 19" monitor
Resol: stepped his through as best as I could without having same type monitor

51615 01/17/02 MONITOR 01/21/02

Descr: He is having a problem with his PC this morning, he powered on, but then realized that the mouse wasn't connected. Then he reconnected the mouse, and now his monitor is black
Resol: The Monitor cable was loose, Pat O'keefe hooked it back up, and everything was then working fine for him

51762 01/22/02 MONITOR 02/13/02

Descr: Maxine George has a 15" monitor; can this be upgraded to a 17" as she is a remote agent; Glenn Fisher felt it would be better for her
Resol: Work done on problem to date... moitor was shipped last week, I phoned, and they said "yes we got it "

51770 01/22/02 MONITOR 02/13/02

Descr: Monitor is dead; it's a Daewoo CMC 1427X1
Serial # M6071G00946.
Resol: Work done on problem to date.... advised Maxine George to give her old 15" to Bruce, and have the defective one sent back.. Also to send along the Tag Numbers....

807 01/23/02 MONITOR 02/07/02

Descr: Please have Maxine George's Monitor replaced with a 17" model.
Resol: Work done on problem to date.....shipped monitor

52054 01/29/02 MONITOR 01/30/02

Descr: He has Set the Resolution too high on his monitor, and he cannot turn it back down, he is getting an error message signal out of range
Resol: Visited Client...installed new drivers, still would not work, tried several times to install, even updated the bios, finnally had to re-image, test ok, then....

52684 02/14/02 MONITOR 02/15/02

Descr: Monitor NP010792 is very dull and needs to be replaced
Resol: Work done on problem to date.... shipped replacement

53130 02/28/02 MONITOR 03/25/02

Descr: Ray Adams has a 15" monitor - tag #NP011184. Need this replaced with a 17" monitor. He said he checked with Keith Perry and Keith said ok
Resol: Visited Client...setup a 17" monitor

53656 03/15/02 MONITOR 03/15/02

Descr: requesting 21" monitors for himself and Basil. They need these for working with their AutoCad drawings.
Resol: Roger will contact us if he wants to proceed further.

Problem #	Opened Date		Closed Date
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53657 03/15/02 MONITOR 05/23/02

Descr: requesting a 17" monitor for the cash machine that is being replaced

Resol: Visited Client...done

53971 03/25/02 MONITOR 03/26/02

Descr: A new 19" monitor has arrived at Stores for Rose Kehoe. Please open a call to have it installed.

Resol: Visited Client...install monitor and test....

55171 04/30/02 MONITOR 05/17/02

Descr: open a call to upgrade Ray Adams 15" monitor to a 17" monitor.

Resol: Visited Client...replace with IBM 17" Np012109

55170 04/30/02 MONITOR 05/17/02

Descr: Please have the monitor on NP-CAR-BDC replaced.

Resol: Visited Client...replace with np011184

56271 05/02/02 MONITOR 05/03/02

Descr: The monitor on the TVD system is burned out, and needs to be replaced.

Resol: Work done on problem to date.... replaced defective unit with a good one.....NP010711

55483 05/08/02 MONITOR 05/16/02

Descr: has a 21" monitor to use with his laptop - finds it takes up to much space - can he trade for a 17"?

Resol: Visited Client...swap 17" with 19" IBM

56151 05/22/02 MONITOR 06/04/02

Descr: She said that she needs a new monitor (Jeff Churchill advised her to call for one). She said that she has lines going through it, that the colors are not right, and that it is shaky.

Resol: Visited Client...replace monitor, test ok....

56301 05/24/02 MONITOR 05/24/02

Descr: One of the cash monitors has packed it in and we need a replacement (17 inch). Can you supply one fairly soon?

Resol: Work done on problem to date shipped 17" NP010202 G74

56344 05/24/02 MONITOR 05/24/02

Descr: He is wondering if there is a monitor stand for the TVD Monitor that was replaced.

Resol: Visited Client...deliver stand, install, test ok....

Problem #	Opened Date		Closed Date
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56750 06/03/02 MONITOR 06/26/02

Descr: Flora left a voice mail that Larry Walsh's monitor (he is next to Dianne Whalen) did not seem to be working, and the monitor seems dead.
Resol: Work done on problem to date.... replaced by Xwave....

57308 06/13/02 MONITOR 06/28/02

Descr: For the purposes to lessen eye-strain, I feel it would be advisable to have a larger monitor for the TVD. The existing 14--inch is very hard on the eyes, and as one needs to constantly glance at the TVD screen, it would be helpful if it were larger.
 Thank you,
 Glynis
Resol: A new one was ordered and installed.

57667 06/21/02 MONITOR 07/23/02

Descr: 2nd monitor too be added to work station
Resol: Visited Client...install, and test

57631 06/21/02 MONITOR 06/25/02

Descr: New Compaq Monitor Serial # 209CL26EA292 is dead on arrival, and will need a replacment. It will not power on
Resol: Recieved this email:
 Call # 57631 is for a dead monitorOld serial # 209CL26EA292
 new serial # 139CL23EB804
 TAG # NP012769

57827 06/27/02 MONITOR 06/27/02

Descr: Tony said that when he goes to turn on the computer, it starts up and then the monitor flashes and goes black. He said that it starts to boot but then the screen goes black.
Resol: I got him to shut down the system and then start it up again. I was going to have him listen to see if he heard any unusual beeps. However, his machine started back up fine. I told him that if it happens again then to check the wires in back of the monitor and the machine to insure that they are not loose.

57829 06/27/02 MONITOR 06/28/02

Descr: Don is having a problem with the monitor on one of the systems over on Topsail Road. He said that the system seems to be trying to boot up and then the monitor goes black.
Resol: Visited Client...replace monitor, test ok.

57860 06/28/02 MONITOR 06/28/02

Descr: can the screens on the JR side be revised so that the Jr is facing the board.
Resol: Discussed with Ed and John Monitors rearranged for a temp period

57968 07/02/02 MONITOR 07/02/02

Descr: Phonse has a new monitor for his laptop, but it is not displaying the whole screen. He said that the first letter seem to be missing off of everything on the left had side.

Problem #	Opened Date		Closed Date
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Resol: Directed him to go to the menu for the monitor and change his settings.

58145 07/09/02 MONITOR 07/23/02

Descr: EMAIL:

Please arrange to have John Norris install 2 TVD 21" Monitors and a 21" monitor for Frank Antle at the Control Centre. If possible, schedule for July 23. Contact will be John Pardy.

Resol: Visited Client...install and test

58601 07/22/02 MONITOR 07/22/02

Descr: Kent tried changing his resolution on his screen. He is not getting a message saying signal out of range. He said he cannot get rid of the error. It is not a traditional windows error type screen, rather it is a monitor error. He is not even getting to the login screen. He has tried ctr+alt+del, and even shutting down the system, but same thing again.

Resol: Visited Client...What a mess,,, not so bad.....user had set screen to 1600X1200, while trying to make the icons bigger... I booted to vga mode, and set screen to 800 X 600, test ok, user pleased

58602 07/22/02 MONITOR 07/22/02

Descr: how to change monitor settings to utilize entire desktop

Resol: these settings are changed by adjustment the screen using the buttons on the monitor.

297 09/11/02 MONITOR 09/16/02

Descr: at Michelle Saunders PC - the monitor - compaq - #NP012779 turning gree on bottom of the screen

Resol: she powered off the monitor which fixed the problem. will call back if problem re-occurs

61229 10/07/02 MONITOR 10/11/02

Descr: requesting a monitor for their Server - they have a Daewood (tag #Np011067) burned out. Do you want it sent back?

Resol: Work done on problem to date.....shipped replacement monitor

61238 10/07/02 MONITOR 10/07/02

Descr: The Server monitor is burned out and a new one is being sent. What do they do with the old one?

Resol: Ship it to John Norris at Duffy.

3583 01/06/98 MOUSE 01/07/98

Descr: Mouse not working. Is connected to PC fine

ol: Sent him out a new mouse

3685 01/09/98 MOUSE 01/09/98

Problem #	Opened Date		Closed Date
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Descr: cannot get mouse to work on his laptop.
Resol: rebooted

3830 01/15/98 MOUSE 01/17/98

Descr: Cannot see mouse pointer from within Windows
Resol: Enabled Mouse Pad, removed mouse and let Windows95 find it.

3854 01/16/98 MOUSE 03/04/98

Descr: request for new mouse
Resol: done

3909 01/19/98 MOUSE 02/11/98

Descr: Requires new mouse. Mouse on Cathy Byrnes PC not working. Tried cleaning still nothing.
Resol: Done

4237 01/28/98 MOUSE 01/28/98

Descr: Needs a loan of an external mouse for her laptop
Resol: Gave her a loan of a mouse

4306 01/30/98 MOUSE 01/30/98

Descr: Mouse not moving very well-jumpy
Resol: Gave him a new mouse

4678 02/06/98 MOUSE 02/06/98

Descr: Dropped mouse. Broken
Resol: Checked out ball. All ok

5258 02/24/98 MOUSE 03/05/98

Descr: Needs a left handed mouse, because of an injury she has.
Resol: taken care off.

5292 02/25/98 MOUSE 03/05/98

Descr: Mouse not working properly.
Resol: done

5750 03/10/98 MOUSE 03/10/98

Problem #	Opened Date		Closed Date
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Descr: DOUBLE CLICK NOT WORKING
Resol: SET TO FAST - SET TO MODERATE O.K.

6268	03/25/98	MOUSE	03/26/98
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Descr: Her mouse is not working. Tried cleaning it but it is still jumpy.
Resol: new mouse delivered to her

7444	05/05/98	MOUSE	05/05/98
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Descr: mouse not working
Resol: locked up in vehicle software had to close programs and restart pc

9757	07/30/98	MOUSE	07/30/98
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Descr: mouse slow - not moving where it should
Resol: gave Peter a new Microsoft Mouse and he returned old one

9783	07/30/98	MOUSE	08/10/98
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Descr: Has a new laptop PC would like to have a regular mouse when it is in the docking station
Resol: Visited Client... installed mouse, client was not there,

9815	07/31/98	MOUSE	07/31/98
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Descr: Moved PC and removed mouse; now mouse won't work
Resol: Plugged in mouse when computer was already turned on; shutdown computer plug in mouse then turn on computer again; mouse now worked

9920	08/06/98	MOUSE	08/06/98
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Descr: External mouse on IBM laptop does not work since main board was replaced by Paragon.
Resol: Total Time Spent to Complete Call

10081	08/13/98	MOUSE	08/14/98
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Descr: Mouse connector broke off in computer; piece still stuck in there serial number 784ZN36,
Resol: Visited Client... center support broken in mouse connector mouse works ok still stays in pc

10056	08/13/98	MOUSE	08/13/98
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Descr: Mouse not working properly
Resol: Cleaned the roller and all is well

10562	09/01/98	MOUSE	09/02/98
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Problem #	Opened Date		Closed Date
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Descr: attending an out of office presentation tomorrow afternoon - need an external mouse.

Resol: Visited Client...When arrived, presentation was cancelled.

10879 09/15/98 MOUSE 09/15/98

Descr: Mouse wasn't working properly

Resol: Replaced mouse

10894 09/15/98 MOUSE 09/28/98

Descr: 6-7 people's mice stopped working; he re-booted the machines and it was fine but found this odd.

Resol: Bernie checked on this and could find no reason for this problem; will keep an eye on it to see if it recurs

11018 09/21/98 MOUSE 09/22/98

Descr: requesting a BUS MOUSE

Resol: Visited Client...gave user bus mouse

11386 10/02/98 MOUSE 10/05/98

Descr: Darren had to replace Doug Grouche's mouse and now he needs another spare.

Resol: Called...Darren rebooted Doug's PC, mouse works ok.

11460 10/06/98 MOUSE 11/02/98

Descr: Made weird noises when dragging across screen couldn't use it

Resol: Visited Client...System checked ok, Bugs,bugs,bugs

11746 10/16/98 MOUSE 10/21/98

Descr: Mouse not working. She has a vtech. Please send a new mouse.

Resol: Visited Client...changed mouse pads, test ok, user happy

12472 11/12/98 MOUSE 11/16/98

Descr: The mouse Greg French is using doesn't seem to be working; the right mouse button doesn't work when clicked; can we replace this? Is this one of our PC's or is it his own?

Resol: Visited Client...Right mouse button broken, replaced mouse and test.

13146 12/07/98 MOUSE 12/09/98

Descr: requesting a new Microsoft Mouse. His won't move vertically. he has cleaned it etc. but still won't work.

Resol: Visited Client...replaced mouse

13265 12/10/98 MOUSE 12/10/98

Problem #	Opened Date		Closed Date
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Descr: Needs a new mouse; his isn't working

Resol: Advised client...clean rollers inside mouse, works ok.

13290 12/11/98 MOUSE 12/14/98

Descr: Rose needs a new mouse. She has cleaned the old one several times but it still doesn't work properly. She has a CanAm pentium.

Resol: Visited Client...cleaned rollers and test ok.

14252 01/20/99 MOUSE 01/26/99

Descr: Mouse not working properly. He tried cleaning it. Would like you to either replace it or see if you can clean it better

Resol: Visited Client...replace mouse, test ok

14540 01/27/99 MOUSE 02/01/99

Descr: Mouse isn't functioning properly; it was cleaned but it still isn't working, can he get a replacement

Resol: Placed Service Call to Vendor... replaced mouse and test

14831 02/02/99 MOUSE 02/02/99

Descr: has microsoft mouse. not working properly - would like it replaced or see if you can clean or fix it

Resol: Visited Client...replace mouse and test.

15549 02/22/99 MOUSE 02/25/99

Descr: His mouse was replaced but he still has the old mouse on his desk; problem is that the mouse can't be removed easily because it is fitted into his new desk; the hole with the wire makes it too small to be removed; can he cut the wire or will they have to take apart his desk?

Resol: Visited Client...replace mouse,

16550 03/18/99 MOUSE 03/19/99

Descr: Mouse not working; need it replaced

Resol: tried several other types of mouse finally had to replace with Microsoft Bus mouse which I removed from a PC in the deploy room..

17054 03/31/99 MOUSE 03/31/99

Descr: back of mouse and the mouse ball falling out.

Resol: back was not surely attached.

17162 04/05/99 MOUSE 04/05/99

Descr: Mouse not working please replace

Resol: Gave Darren a new, faster mouse.

Problem #	Opened Date		Closed Date
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18679	05/12/99	MOUSE	05/12/99
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Descr: Her rihgt mouse button doesn't pop up the menus like it used to; she has a new NT machine

Resol: Control Panel; double click Mouse; choose the buttons tab; make #3 Context Menu/Alternative Select; this will make the pop up menus appear with the right mouse click; apply and test (Glenda is left handed so I did this to button #1 but for right handers do it for #3)

18990	05/19/99	MOUSE	05/19/99
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Descr: My mousepad has seen one too many wars. Do you have any extras? I don't care what it looks like.

Resol: Sent him another via internal mail

19043	05/20/99	MOUSE	06/02/99
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Descr: Betty and several other users are finding that the mouse they are using (IBM) has to be moved quite alot in order to maneuer on the screen which can caused wrist problems when using all day. Is there a more sensitive mouse? Adjustment etc's?

Resol: John McGuire is going to check motion of mouse and suggested ergonomic mouse pads.

19614	06/04/99	MOUSE	06/04/99
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Descr: On boot up, getting a configuratin error, asking do oyu want to conigure the scroll point mouse

Resol: Told her to select no, as theses configurations are not necessary.

20754	06/30/99	MOUSE	01/12/00
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Descr: Installed a scrolling mouse The mouse part works but the scrolling doesn't; also having problems with her floppy drive; unable to use her floppy drive and cd writer at the same time

Resol: Thight John Norris had fixed the problem. My mistake. Turns out to be a problem with the Parallel-to SCSI driver for the CD Writer. Downloaded a utilitycalled Connect-iT from Shuttle Technologies to turn off EPP on the parallel port. Works OK now. Also see #20746

21121	07/13/99	MOUSE	07/20/99
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Descr: having problems with mouse sticking. she has cleaned it - but this did not fix problem

Resol: I could not find anything wrong with the mouse, but I changed it anyway.

21313	07/16/99	MOUSE	07/19/99
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Descr: Thinks problem he was having in CRBC in CSS was because his mouse seemed to be sticking. Had problem click and dragging and button seemed to stick.

He can be reached at 5285

Resol: explained how to clean the mouse. He is going to clean it and work with it for a few hours and call back if problem persist. Tony called back - cleaning mouse seemed to solve problem

21538	07/26/99	MOUSE	07/26/99
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Descr: Mouse not working properly. Compaq pc and compaq mouse

Resol: Replaced mouse.

Problem #	Opened Date		Closed Date
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22243	08/16/99	MOUSE	08/18/99
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Descr: Has a new mouse purchased for her: needs the software installed on her PC and the mouse itself
Resol: Setup and installed mouse; tested, OK. She will work with it.

22618	08/25/99	MOUSE	08/25/99
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Descr: After the conversion last night his external mouse doesn't work.
When he uses the thinkpad mouse a symbol comes on his screen and he wants to get rid of it.
Also when he used the think pad for dial in he gets an access denied message.
Resol: Pushed laptop back into docking bay properly; rebooted, OK.

22692	08/26/99	MOUSE	10/08/99
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Descr: The right mouse button on my Eurocom lap top won't work .I am using a external mouse for now.
Resol: Work done on problem to date.... user haven't called, I guess he will when it bothers him enough..... note to be replaced in the new year.

23462	09/17/99	MOUSE	09/21/99
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Descr: Needs a new mouse to replace his old one; he dropped it by accident and now needs another
Resol: Visited Client...Mouse was very dirty, clean rollers, test ok.

23565	09/21/99	MOUSE	09/21/99
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Descr: Dianne is at Topsail Road and needs a new mouse sent out to her.The bottom is missing on hers.
Resol: Visited Client...replace mouse with new one.

24313	10/12/99	MOUSE	10/13/99
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Descr: Scrolling button only works intermittently in office suite
Resol: Research and Get Back To Client... completed by JDB

24688	10/21/99	MOUSE	01/01/00
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Descr: Mouse is not functioning properly; cleaned it but it still isn't functioning
Resol: Replaced mouse.

24802	10/25/99	MOUSE	10/26/99
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Descr: Using R Vivian's PC Mouse is stuck and noisy.
Resol: Visited Client...pc checked ok.

24919	10/27/99	MOUSE	11/01/99
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Descr: requesting an IBM mouse with Scroll button for the Senior Operators PC.

Problem #	Opened Date		Closed Date
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Resol: Visited Client...install mouse and test

25219 11/02/99 MOUSE 11/02/99

Descr: mouse not moving properly on the screen

Resol: Had him take the mouse apart and clean it; seemed better; will call back if he needs it replaced

25243 11/03/99 MOUSE 11/17/99

Descr: Left mouse button no longer working; can we replace the mouse?

Resol: Placed Service Call to Vendor... replace mouse

25467 11/09/99 MOUSE 11/23/99

Descr: Is there a mouse available with a long chord or an extension chord he can use during a presentation

Resol: Visited Client...did not need after....

25568 11/15/99 MOUSE 11/22/99

Descr: Please log a helpdesk call

-----Original Message-----

From: Duke, Susanna

Sent: Wednesday, November 10, 1999 10:39 AM

To: Norris, John

Subject: John, May I have a longer cord on my mouse? Susan

Susanna Duke

Resol: Visited Client...Adjust computer so a longer mouse cord is not required....

25569 11/15/99 MOUSE 11/15/99

Descr: Has a new mouse for K Garland

Resol: Sent it to Dufy Place.

25562 11/15/99 MOUSE 11/23/99

Descr: Mouse is not working properly; skipping and working intermittently

Resol: Still waiting for response from vendor.. Mouse received

26318 12/07/99 MOUSE 12/07/99

Descr: would like her mouse on the left hand side of her computer; how can she change that?

Resol: She would have to physically move the mouse from one side to the other as there is only one mouse connection on the PC

26459 12/13/99 MOUSE 12/13/99

Problem #	Opened Date		Closed Date
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Descr: Unable to get his external louse to work

Resol: Advised him by phone message to unplug the mouse. Turn off his PC, plug the mouse back in and restart the PC to see if the mouse was detected. Advised him to call back if there are any problems

26506 12/14/99 MOUSE 12/29/99

Descr: his mouse is not working - has borrowed one and is sending his over in the mail

Resol: Work done on problem to date... replacement order by Frank, Xwave service call.....

26631 12/16/99 MOUSE 12/17/99

Descr: Mouse not working

Resol: Darren brought over a spare mouse; will replace Darrens as well

27058 01/05/00 MOUSE 01/05/00

Descr: need four intellimice

Resol: spoke to Keith Perry - he can order those on his credit card

27153 01/07/00 MOUSE 01/07/00

Descr: Mouse will not drag and drop.

Resol: Got a mouse from Keith Garland

27163 01/07/00 MOUSE 01/12/01

Descr: Help Desk.

The mouse for my PC is severely limited in movement. It doesn't seem to be dirty. Could someone have a look at it and repair and/or replace this mouse for me?

Regards.
Kent Nicholson
737-5869

Resol: Visited Client...Rollers on inside of mouse was very dirty, dirt was caked on....removed dirt from rollers, however vertical movement was still sluggish... will get a replacement from Duffy and install.....

27419 01/14/00 MOUSE 01/24/00

Descr: has eurocom laptop with external mouse - frequently looses mouse and has to reboot - can he get a new mouse or check out to see if this is the problem?

Resol: Work done on problem to date.....mouse test ok... if problem persists, will replace...

27664 01/24/00 MOUSE 01/24/00

Descr: mouse not working in outlook

Resol: had her close programs and restart and mouse was detected

27670 01/24/00 MOUSE 01/27/00

Problem #	Opened Date		Closed Date
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Descr: Can she get the old mouse reinstalled. She doesn;t want to use the one she has.

Resol: Visited Client...replace mouse and test....

27984 02/01/00 MOUSE 02/01/00

Descr: mouse that was installed this morning with pc that was setup is not working properly

Resol: Visited Client...She had removed mouse from Brians PC, which is not in use.....working ok now...

28612 02/18/00 MOUSE 02/18/00

Descr: John gave her a new mouse a little while ago and she finds it sticking the ball does roll.

Resol: explained how to remove the ball and suggested cleaning it and also check the rollers - dust could prevent free rolling of the ball.

28723 02/22/00 MOUSE 02/24/00

Descr: the mouse you replaced a while going is not working properly - sluggish

Resol: Visited Client...replace mouse, test ok...

28710 02/22/00 MOUSE 04/04/00

Descr: Would like an extra PS/2 mouse for her IBM Thinkpad.

Resol: Work done on problem to date.... wrong mice came in, will close this call, it is opened twice....

29344 03/13/00 MOUSE 03/13/00

Descr: working away and lost mouse /pc locked up - win95

Resol: he rebooted his pc and started up again. everything worked ok - he will call again if problem reoccurs

29672 03/22/00 MOUSE 04/10/00

Descr: Mouse not working He is on Duffy Place and needs it

Resol: Work done on problem to date.... gave user a mouse, works great....

30718 04/17/00 MOUSE 05/03/00

Descr: would like a new scrollpoint mouse; his mouse is erratic and makes a loud noise when moving it; cleaned it but it is still the same

Resol: Placed Service Call to Vendor - they will send over a new one tomorrow

32182 05/19/00 MOUSE 05/19/00

Descr: mouse not working properly

Resol: Sent her a new ibm mouse

33437 06/20/00 MOUSE 06/23/00

Problem #	Opened Date		Closed Date
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Descr: Sharon would like a left handed mouse or a cord extension for her current mouse

Resol: Visited Client...install mouse extension cable and test.....

33489 06/21/00 MOUSE 06/23/00

Descr: Please install an IBM or neutral-handed mouse before Friday June 16.

Resol: Visited Client...replace mouse and test.....

33585 06/23/00 MOUSE 07/21/00

Descr: Michelle is having problems with the mouse John gave her. Please have him check it out for her

Resol: Checked with Michele; found the mouse ball retainer ring was loose and the surface she likes to use was not flat. Corrected both; she tested it and it was OK.

33716 06/29/00 MOUSE 07/07/00

Descr: her mouse has been giving her trouble lately; she cleaned it and it was ok for a little while but it is bad again; when she double clicks it doesn't always work

Resol: called her today and she said it was functioning ok now; she will call back when she wants another

34912 08/14/00 MOUSE 08/14/00

Descr: droipped his mouse now getting pointing device errors

Resol: sent him a new mouse

34928 08/15/00 MOUSE 08/15/00

Descr: Mouse not working

Resol: Sent him a new mouse

35561 09/06/00 MOUSE 09/06/00

Descr: problem with mouse - no pointer

Resol: she replaced it with another - needed to reboot to detect

35878 09/18/00 MOUSE 09/18/00

Descr: mouse not working properly

Resol: gave her a new mouse

35884 09/18/00 MOUSE 09/19/00

Descr: having trouble with her mouse; Mouse is extremely slow; Frank sent her a new one but it is having the same problem; she checked to ensure it had a tight connection and rebooted several times - mouse is still the same

Resol: Set acceleration properties, tested, OK.

36056 09/22/00 MOUSE 09/22/00

Problem #	Opened Date		Closed Date
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Descr: looking for a mouse for Anne Ball
 Resol: sent her a new one

36366 10/02/00 MOUSE 10/03/00

Descr: mouse died looking for a new one.
 Resol: Delivered 1 mouse as requested.

36371 10/02/00 MOUSE 10/03/00

Descr: Needs a new mouse. Please have the old mouse returned to Desktop Services.
 Resol: duplicate call - one had already been logged

36454 10/04/00 MOUSE 10/05/00

Descr: problem with mouse - she tried cleaning it - but since jumping and not controllable. Can she get replacement.
 Resol: Replaced mouse, OK.

36418 10/04/00 MOUSE 10/13/00

Descr: conflict with internal and external mouse on dell portable
 Resol: Found the mouse and keyboard driver were missing from devices. Re-installed driver, tested, Ok

36847 10/18/00 MOUSE 10/18/00

Descr: mouse not working
 Resol: Sent him a new one

37087 10/26/00 MOUSE 10/26/00

Descr: I AM HAVING TROUBLE WITH MY NEW KEYBOARD--THE MOUSE KEEPS STICKING---THIS ONLY STARTED HAPPENING YESTERDAY. The mouse is built into the keyboard
 Resol: she used compressed air and it worked ok after

37362 11/03/00 MOUSE 11/03/00

Descr: Would like a new mouse sent up to her.
 Resol: Sent her a new mouse and got her old one back

37414 11/06/00 MOUSE 11/06/00

Descr: requesting a mouse for his laptop
 Resol: sent him up one

37669 11/14/00 MOUSE 11/14/00

Problem #	Opened Date		Closed Date
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Descr: mouse not working - please send over new one.
Resol: forwarded mouse via internal mail

37899 11/21/00 MOUSE 11/21/00

Descr: requesting a new mouse as his is broken
Resol: sent him a replacement mouse

37875 11/21/00 MOUSE 11/21/00

Descr: mouse is tempermental
Resol: Replaed mouse, tested, OK.

37954 11/23/00 MOUSE 11/23/00

Descr: Can we get the mouse replaced on the test network that is behind Ron's cubicle. It doesn't seem to be working right.
Resol: replaced mouse

38048 11/27/00 MOUSE 12/04/00

Descr: Using the scroll button on the mouse locks up the PC.
Main PC in the computer room for operations.
1. request new scroll mouse
2. need mcafee updated.
3. when he launches internet explorer real player activates
Resol: Replaced mouse, removed real player and all associated programs.

38575 12/12/00 MOUSE 12/12/00

Descr: mouse is slow
Resol: had him check it out now it is bit faster Jon Seary to look at it when he gets there wed

38672 12/15/00 MOUSE 12/15/00

Descr:
Resol: Placed Service Call to Vendor - did not get my mouse

38723 12/18/00 MOUSE 12/18/00

Descr: Needed a mouse for his laptop
Resol: sent him up a mouse

38791 12/20/00 MOUSE 12/20/00

Descr: mouse not working
Resol: Sent him up a new mouse

Problem #	Opened Date		Closed Date
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39188 01/09/01 MOUSE 01/09/01

Descr: mouse not working properly when double clicking

Resol: gve him a new mouse

39384 01/15/01 MOUSE 01/16/01

Descr: her mouse stopped working while in outlook

Resol: had her do a control alt delete , Hit the letter s for shutdown, she was prompted to save a draft of her email, then she shut down adn restarted her pc

39396 01/16/01 MOUSE 01/25/01

Descr: Cordless Mouse for his digitizer tablet.....

It's the same mouse - John Baggs added the cord (we were both there at the time) and took out the batteries. Just remove the cord (it disconnects from inside) and replace with new batteries.

Resol: Visited Client...install batteries, configure and test.....

39558 01/19/01 MOUSE 01/26/01

Descr: getting error messge on start up regarding a scroll mouse

Resol: Visited Client...under devices, changed msi8042 from system to automatic, rebooted PC, no errors....

39659 01/22/01 MOUSE 01/23/01

Descr: good news is the Dial-up is working, the sad news is, the DELL Mouse (that built in pad thing and irritating blue button) is driving me nuts. I have a Microsoft Serial Mouse and I went into Desktop and tried to switch the system over to the serial mouse. But it will not accept it and keeps switching back to the one possessed by evil spirits.

Resol: Sent John N. Email - he will contact Carl via email

39800 01/25/01 MOUSE 03/19/01

Descr: his mouse in sitting on tray that slides out from his keyboard tray and it is lower - this is causing rist strain - what options for different mouse etc. do we have?

Resol: Updated...Left a demo trackball mouse. Gerard likes it and will continue for two weeks. The mouse is fine. Gerard will keep it.

39969 01/30/01 MOUSE 03/09/01

Descr: mouse not working properly John ASked us to log it to him

Resol: Gave him a PS/2 mouse; this corrected the problem.

40121 02/05/01 MOUSE 02/16/01

Descr: would like to have cordless mouse

Resol: Reviewed...Checked with Mel - Not warranted

Problem #	Opened Date		Closed Date
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40401	02/14/01	MOUSE	02/14/01
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Descr: mouse not working on PO'Brien's pc
Resol: sent him a new mouse

40434	02/15/01	MOUSE	02/15/01
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Descr: scroll on mouse not working
Resol: had her reboot her pc and it was ok

40959	02/26/01	MOUSE	02/26/01
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Descr: mouse stopped working; then restarted and got the error "pointing device error" then got the error "1962 no operating system found"
Resol: Mouse connection was loose in the back of the PC; had him tighten the connection and reboot; was then back to normal;

41212	03/05/01	MOUSE	03/05/01
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Descr: Can we send him a new mouse pad
Resol: Yes - sent him one

422	03/12/01	MOUSE	03/12/01
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Descr: gets a pointing error when starting his pc
Resol: gavehim a new mouse

41499	03/13/01	MOUSE	03/13/01
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Descr: cannot get external mouse that is connected to her laptop to work
Resol: Darrin JEans checked - laptop was not fully docked and mouse had not connected

41588	03/14/01	MOUSE	03/14/01
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Descr: got new mouse on monday - he was in excel and ppt today and mouse seemed to be uncontrollable -
Resol: suggested going to control panel and go to mouse and motion and slow down.

41677	03/19/01	MOUSE	03/19/01
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Descr: was was dropped and now its not working.
Resol: sent her new microsoft mouse.

42270	04/05/01	MOUSE	04/05/01
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Descr: sent over 2 rbroken mouses need 1 replacement for now
Resol: sent him a new mouse

Problem #	Opened Date		Closed Date
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42361	04/09/01	MOUSE	04/09/01
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Descr: mouse not working - no movement at all and pc seems slow

Resol: said it was ok earlier. asked him to check cable for mouse and restart his pc. he did and mouse worked and performance was better

42409	04/10/01	MOUSE	04/11/01
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Descr: frank sent him mouse and it is still not working properly.

Resol: gave him new mouse pad

42576	04/17/01	MOUSE	04/17/01
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Descr: He has had mouse problems. The helpdesk cleaned his mouse but it is still not working. He uses someone else's from another machine and it works fine

Resol: Don dropped down and I gave him a new microsoft mouse.

42605	04/18/01	MOUSE	04/18/01
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Descr: Mouse not functioning, the pointer stays at the bottom of the screen

Resol: Replaced mouse and it was working properly

42640	04/19/01	MOUSE	04/19/01
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Descr: Kelly White is having problems with her mouse, it is as if the buttons are being pressed and the mouse is jumping around, we've restarted, and still the same thing, even done a cleaning. She needs a replacement mouse

Resol: Replaced her mouse and restarted her machine, and it works fine

42700	04/23/01	MOUSE	04/23/01
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Descr: Michael French the new student is having troubles with his mouse. It did not work when he started his machine

Resol: Told him to secure the mouse connection and to also restart the machine. He did this and the mouse was working fine.

42765	04/24/01	MOUSE	04/24/01
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Descr: Her mouse was skipping, then just stopped working. Did a cold boot and it was still the same thing.

Resol: Visited client's machine, the mouse was not responding. Connected a new mouse and it worked fine.

43052	05/02/01	MOUSE	05/16/01
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Descr: The mouse on his Notebook is not functioning. It will not move with the external mouse or the Glidepoint. NP012275 - s/n 1UH54 - dell lt. cpxh500gt

Resol: Xwave has replaced the notebook system board, and everything is working again

43091	05/03/01	MOUSE	05/03/01
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Descr: would like a new mouse.

Resol: gave him an IBM scroll mouse

Problem #	Opened Date		Closed Date
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43297 05/10/01 MOUSE 05/10/01

Descr: Tag # NP 011140

Called having trouble with her mouse.

Resol: Just replaced the mouse pad and it worked fine.

44598 06/14/01 MOUSE 06/14/01

Descr: finding his mouse really sluggish.

Resol: suggested cleaning the mouse rollers and cleaning the mouse pad or replacing it. Asked him to call back if this did not work.

44878 06/21/01 MOUSE 06/22/01

Descr: Unable to configure ms mouse for left-handed

Resol: Downloaded newest win 2k driver from microsofts website for the mouse, and I changed the settings for the buttons. This worked fine

44870 06/21/01 MOUSE 06/21/01

Descr: want to setup his mouse for left handed

Resol: stepped him through configuring his mouse for left handed

44981 06/26/01 MOUSE 07/10/01

Descr: requesting new microsoft mouse - has an ibm and it is not functioning properly

Resol: Visited Client...gave user a new mouse.

45014 06/27/01 MOUSE 07/17/01

Descr: He was sitting at Doug Jackman's PC when the mouse started behaving strangely. Moving the mouse around and it would suddenly move to the side of the screen and if you were to move the mouse to the left (while stuck to left of screen) it would move up or down or straight to the other side corner. Often when moved to the side it look like the middle mouse button was pressed.

Resol: John Norris replaced the mouse and it worked fine untill he got a blue screen. related to call no.45144

45104 06/29/01 MOUSE 07/05/01

Descr: Neither of his mice are working correctly. They move around on the screen but he can't click on anything. One is the windows mouse the other is for Auto cad.

Very important he needs access to files on his PC.

Resol: Visited Client...replace mouse, test ok

45163 07/04/01 MOUSE 07/04/01

Descr: received the following email

Can I get a new mouse installed. Mine seems to have a mind of its own.

Problem #	Opened Date		Closed Date
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Resol: Peter
Installed Microsoft intellimouse

45182 07/04/01 MOUSE 07/05/01

Descr: He needs 2 mice and 4 mouse pads sent to him ,as he has a couple malfunctioning mice, and he needs some new mouse pads
Resol:

45392 07/11/01 MOUSE 07/11/01

Descr: Her mouse is not working properly, the ball keeps falling out, the plastic clip that keeps it in is broken.
Resol: Sent her a mouse via internal mail

45410 07/11/01 MOUSE 07/12/01

Descr: He has been having problems with his mouse. He has cleaned a dozen times, but after a day or too, it's reallt diirty again. The rollers are almost like they are sticky, and keeping the dust on them
Resol: Brought him a new Microsoft mouse. He will hook it up

45593 07/18/01 MOUSE 07/18/01

Descr: He called saying that his mouse is jumple. He said that when he is typing, the curser suddenly moves from one location to another and because it happens suddenly he types over other text.
Resol: Robin Vivian is getting him a new keyboard tray so that he can use an external keyboard - better for in the office

45746 07/23/01 MOUSE 07/23/01

Descr: I am sending a mouse over in the mail. It belongs to Jean Rideout. She told me her mouse had locked up but in fact it was the PC. In trying to check the mouse connection I noticed that the cord was jammed and when I tried to pull it out the wire broke. Please have this mouse replaced for Jean because I borrowed one from another PC to cover in the interim.
Thanks.....

Resol: Blair
Sent over a new mouse to her via internal mail

45908 07/26/01 MOUSE 07/26/01

Descr: mouse is very slow - can he get another one.
Resol: asked him if he tried cleaning the mouse. He had not checked and when he did there was alot of lint on rollers - said he would clean it and called back if it did not fix problem

46117 08/03/01 MOUSE 08/03/01

Descr: He called saying that he was having a problem with his mouse. HE said that he was speaking to John and he said to log the call.
Resol: Visited Client....mouse was very dirty, cleaned, works great, user saya works like a new mouse.

46140 08/06/01 MOUSE 08/06/01

Problem #	Opened Date		Closed Date
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Descr: she needed to set up her mouse as a right handed mouse. She was using Wanda Browns pc.
Resol: Done.

46357 08/13/01 MOUSE 08/13/01

Descr: finding mouse very slow
Resol: suggested cleaning the mouse. it could also be slow due to the speed. He cleaned mouse - changed speed and mouse is working fine.

46989 08/31/01 MOUSE 08/31/01

Descr: When he uses his mouse with his IBMThinkpad, the mouse tends to stick and not scroll sometimes.
Resol: Got him to take the ball out under the mouse and clean the rollers with a Q-TIP.

47303 09/10/01 MOUSE 09/10/01

Descr: Wanted to know was there a extra gel mouse pad around that they could use.
Resol: Told her we had a mouse pad here she could have.

47367 09/11/01 MOUSE 09/11/01

Descr: His mouse sticks. The ball doesn't move properly.
Resol: Gave him another mouse until a new one is available.

47475 09/13/01 MOUSE 10/04/01

Descr: Couldn't change the mouse from left to right click in the control panel.
Resol: Work done on problem to date.... checked with Mel Osmond, this is not an issue with Philys anymore.

47800 09/21/01 MOUSE 09/25/01

Descr: need a new microsoft scroll mouse and a mouse pad
Resol: Work done on problem to date.... ship as requested

47996 09/27/01 MOUSE 09/27/01

Descr: wants to clean his mouse - what should he use
Resol: can use windex or spray nine - aply to non lint cloth and clean the rollers and the track ball

48204 10/03/01 MOUSE 10/25/01

Descr: Maurice left mouse button is broke and he is having a problem accessing anything on his screen. It sticks alot on him.
Resol: Sent over a new Mouse to Maurice

48375 10/10/01 MOUSE 10/12/01

Problem #	Opened Date		Closed Date
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Descr: She left a voice mail, saying that it is not functioning well, and is wondering how she can get it replaced.

Resol: Have an IBM mouse that I will deliver to her today

48697 10/19/01 MOUSE 10/19/01

Descr: wanted scroll mouse to use with laptop

Resol: gave him scroll mouse he had with his dektop

48713 10/19/01 MOUSE 11/06/01

Descr: Wheel mouse wasn't installed with the installation; therefore the mouse works but the wheel doesn't; can someone install this for him; I think it needs a driver installed???

Resol: Work done on problem to date... user will have to make due with what he has..... he is getting a desktop back....

50348 12/05/01 MOUSE 12/05/01

Descr: Do you have a spare (new) mouse we could have?

Resol: Sent her out a new mouse via Internal mail

50399 12/05/01 MOUSE 12/05/01

Descr: right button not working on his mouse.

Resol: gave him new - used - moouse

50558 12/11/01 MOUSE 12/11/01

Descr: She is having mouse problems, and she said she tried to clean it, but it do not help.

Resol: Got a new mouse from Keith and was going to deliver, but she called back and was speaking to celine, and she had her reboot and the mouse worked fine

50565 12/11/01 MOUSE 12/11/01

Descr: her mouse is not working - she cleaned it - it is not moving on screen at all

Resol: had her do ctrl-alt-del and use arrow keys on keyboard to select the options to shutdown her pc. after rebboot her mouse worked ok

50751 12/17/01 MOUSE 12/17/01

Descr: mouse not working properly

Resol: gave her a new mouse

50800 12/18/01 MOUSE 12/18/01

Descr: the scroll button on his mouse is not working.

Resol: It has been a while since he rebooted. Other services failed to start so I had him reboot. His mouse was now working properly but Trend was not - I opened a new call relating to Trend.

Problem #	Opened Date		Closed Date
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51680	01/18/02	MOUSE	01/21/02
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Descr: mouse not working

Resol: Scott was here from xwave waiting so he brought up a new mouse

51737	01/21/02	MOUSE	01/21/02
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Descr: need mouse for other pc

Resol: sent him a microsoft scroll muose

51835	01/23/02	MOUSE	01/23/02
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Descr: scroll button not working on her mouse - can she have another one

Resol: Norbert gave me a mouse he had for her

52108	01/30/02	MOUSE	01/30/02
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Descr: logged in on pc in conference room - the mouse is not working

Resol: make the the connection for mouse is secure and reboot pc

444	02/07/02	MOUSE	02/07/02
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Descr: his mouse is not working properly

Resol: he said he would clean it - but is old and maybe won't work. I had a mouse at my desk for him and said he could have it

52478	02/08/02	MOUSE	02/08/02
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Descr: wanted mouse to put in Juliet's laptop bag for using with laptop when doing a presnetation

Resol: gave her a microsoft scroll mouse

52615	02/13/02	MOUSE	02/13/02
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Descr: requesting a mouse.

Resol: forwarded mnouse

52753	02/15/02	MOUSE	02/15/02
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Descr: He needs a replacment Mouse for bernie the workterm student His is not working properly.

Resol: John has new Mice ordered and Bernie is on the list to get one

52856	02/19/02	MOUSE	03/25/02
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Descr: Kieth Perry requested that 5 PS2 mice be sent to Brian Morris in Carbonear

Resol: Work done on problem to date... gave user some mice when I was out...

Problem #	Opened Date		Closed Date
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53201	03/04/02	MOUSE	03/04/02
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Descr: He booted his machine up, but it's like the computer is frozen

Resol: His mouse was loose, I had him re-seat it and reboot, and everything was fine

53202	03/04/02	MOUSE	03/04/02
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Descr: His mouse is not working properly on his laptop.

Resol: I replaced the mouse, but it didn't work, found out after that the Laptop was not properly docked.

53417	03/08/02	MOUSE	03/08/02
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Descr: His mouse will go up and down, but not side to side

Resol: Sent a new Mouse to Lewis via internal mail

53423	03/08/02	MOUSE	03/15/02
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Descr: had mouse replaced a few weeks ago and is finding it still slow - sometimes it stops moving all together

Resol: chris visited and checked ok

593	03/14/02	MOUSE	03/14/02
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Descr: Jeff from control centre called need mouse for one of the scada machines

Resol: send mouse via email

53628	03/14/02	MOUSE	03/14/02
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Descr: Carl needs a mouse for a computer he is doing for a work term student

Resol: Gave him a new mouse to go with the system

53852	03/21/02	MOUSE	03/21/02
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Descr: What's the chances of getting a new mouse? Mine is not working very well although I clean the trackball etc. I have an optical mouse at home that works for me quite well.

Resol: Gave Dale Phillips old mouse that I had cleaned up

53875	03/21/02	MOUSE	03/21/02
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Descr: She needs a replacement for a defective mouse

Resol: Sent her a new mouse

53876	03/21/02	MOUSE	03/21/02
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Descr: his mouse is not working.

Resol: gave him new mouse and new mouse pad

Problem #	Opened Date		Closed Date
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54168	04/01/02	MOUSE	04/01/02
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Descr: at times mouse gets extremely slow and difficulty to move

Resol: sent him new mouse pad and there was lint built up on rollers of mouse - suggested cleaning this and see if it helps

54330	04/04/02	MOUSE	04/04/02
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Descr: Mouse is slow responding

Resol: suspect it is the palm pilot problem that John is working on for him. John will drop down to see him

54644	04/15/02	MOUSE	05/03/02
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Descr: Had a palm pilot installed a few weeks ago and it caused problems so he disconnected it, now he has problems with his mouse. Needs some one to check it out

Resol: Work done on problem to date.....fixed conflicts, test ok...

55060	04/26/02	MOUSE	04/26/02
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Descr: She has left a message saying she is having problems with her mouse.

Resol: It was an application on Her PC that was using all of the CPU power. She restarted her machine, and it seems fine

55104	04/29/02	MOUSE	04/29/02
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Descr: His scroll button on his mouse isn't wrking right.

Resol: The wrong mouse driver is loaded. He is going to update it with the driver CD

55257	05/02/02	MOUSE	05/09/02
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Descr: the scroll button is not working on his mouse

Resol: suggested cleaning it. if this does not fix problem we will get a replacement for him.

55469	05/08/02	MOUSE	05/14/02
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Descr: need new microsoft scroll mouse

Resol: Visited Client....user was cleaning the mouse ball, not the rollers inside, show him what rollers to clean, then cleaned them, works great.

55600	05/10/02	MOUSE	06/13/02
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Descr: setup her mouse for left handed on her new pc - does not keep the settings.

Resol: See Call # 56324 - Susan Lee for fix.

56324	05/24/02	MOUSE	06/13/02
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Descr: This may sound silly; nonetheless, since my new PC was set up, I can't seem to save my mouse settings. To relieve my 'carpal tunnelled' right hand I've switched my mouse to left-hand settings. I have to change this every time I login. Is there a way to save the setting?

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Thanks,

Susan
5641

Resol: To Fix:
Update mouse driver to change device from a Logitech-compatible mouse to a generic PS/2 Compatible mouse. Reboot.
Remove Mouseware software in Add/Remove Software. Reboot.
Now, the mouse button settings will not be lost when you reboot or logoff/logon.

56345	05/24/02	MOUSE	06/13/02
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Descr: She has to change the settings on her mouse everyday for left handed use. She is wondering if this can be set permanently
Resol: See call #56324 - Susan Lee for fix.

56753	06/03/02	MOUSE	06/04/02
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Descr: I have been having trouble recently with the mouse. It is very difficult to use for fine movement, such as locating cursors and the like. It either needs to be cleaned or replaced.
Thanks,
Brock
Resol: Replaced his mouse, and tested OK

56896	06/05/02	MOUSE	06/05/02
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Descr: Her mouse has given out on her machine, she is wondering if we have a replacement
Resol: replaced her mouse and it works fine

57208	06/12/02	MOUSE	06/12/02
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Descr: His external Mouse is not working he needs a replacement
Resol: Had him pick up a replacement mouse from the Help Desk

57299	06/13/02	MOUSE	06/20/02
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Descr: A new mouse is needed for the TVD in the control center.
Thank you,
Glynis
Resol: John replaced the mouse on the TVD System

57315	06/13/02	MOUSE	06/14/02
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Descr: John; Send me over a mouse Frank
A new mouse is needed for the TVD in the control center.
Thank you,
Glynis
Resol: Visited Client...install mouse, test ok....

57612	06/20/02	MOUSE	06/21/02
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Descr: Bob has a laptop, and he is currently in the docking station, but he is having mouse problems. His mouse is not working. He

Problem #	Opened Date		Closed Date
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said that he tried restarting and nothing happened.

Resol: Visited Client...reset laptop, reboot test ok, replace users 2nd mouse (ibm) with a microsoft mouse....

58074	07/04/02	MOUSE	07/04/02
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Descr: Gord was having problems with his mouse.

Resol: I got him to restart but he was still having the same problems. I got him to check the wires and he said everything looked fine. He had another mouse on hand and decided to try that one. He restarted and the mouse worked fine.

58090	07/05/02	MOUSE	07/05/02
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Descr: Mouse is skipping and difficult to navigate screen.

Resol: Installed new mouse.
first tried standard Microsoft mouse. existing driver didn't work well even though it had detected a standard wheel mouse.
Replaced with a different IBM mouse . Works fine now.

58338	07/12/02	MOUSE	07/15/02
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Descr: He mouse is not working correctly, and it will not let her double click on anything

Resol: Visited machine, and checked all drivers, and everything is fine, rebooted 3 times and everything was fine each time. There must have been an application error, but it seems fine now

58637	07/23/02	MOUSE	07/26/02
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Descr: compaq mouse not working

Resol: mouse replaced

58706	07/24/02	MOUSE	07/24/02
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Descr: Pat is having problems with his mouse. It doesn't seem to be working correctly.

Resol: The mouse was cleaned and is working fine now.

59129	08/06/02	MOUSE	08/06/02
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Descr: Roller ball on Microsoft mouse isn't working anymore.

Resol: Reboot solved the problem and the mouse roller ball works properly again

59366	08/14/02	MOUSE	08/16/02
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Descr: Requesting a mouse to use while travelling

Resol: mouse was delivered to her

60085	09/05/02	MOUSE	09/06/02
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Descr: need new mouse.

Resol: sent mouse via internal mail

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60369	09/12/02	MOUSE	09/12/02
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Descr: dropped mouse and disconnected not working now

Resol: needed to reboot his problem so mouse will be detected. if this does not work call back and we will send new mouse

60832	09/25/02	MOUSE	09/27/02
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Descr: requesting a mouse

Resol: called her back - got voice mail - left message for her to call - mouse may need to be cleaned and if that don't fix will get new one

61044	10/02/02	MOUSE	10/02/02
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Descr: Changed his mouse this morning, now the keyboard doesn't work. (He borrowed a new mouse, I'll look for a new one for him as well).

Resol: He had changed his mouse while the PC was booted. Even though the cursor was moving, the applications were no longer seeing the keyboard or mouse. A Hard Boot fixed the problem.

61109	10/03/02	MOUSE	10/09/02
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Descr: Nora is having trouble using a normal mouse - getting hand pain.

Resol: Nora is having some success with the Microsoft Mouse and will continue using it for now.

61459	10/11/02	MOUSE	10/23/02
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Descr: compaq mouse not working properly

Resol: new mouse provided

61507	10/15/02	MOUSE	10/25/02
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Descr: His mouse is sticking.

Resol: Visited Client...install new mouse and test....

61483	10/15/02	MOUSE	10/15/02
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Descr: Sharon received a new mouse from us, but it isn't working.

Resol: It was just a poor connection

61884	10/23/02	MOUSE	10/23/02
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Descr: need a new mouse

Resol: provided him with mouse

62402	11/05/02	MOUSE	11/05/02
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Descr: mouse not working ibm

Resol: brought up mouse and connected it for her

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3855 01/16/98 PCPROBLEMS-95 02/05/98

Descr: laptop noisy, registry errors

Resol: Put in the new harddrive and never recieved the same problems.

3942 01/20/98 PCPROBLEMS-95 01/29/98

Descr: System not booting

Resol: done

7172 04/24/98 PCPROBLEMS-95 04/24/98

Descr: changed monitor settings on monitor at home and now fonts are too big and screen moved to left cannot see the bottom of setting screen to apply changes.

Resol: suggested starting in Safe mode (F8) and change that way.

916 05/28/98 PCPROBLEMS-95 05/28/98

Descr: Getting many errors at start-up including GPF, Kernal errors, Missing dll files; seems to have something to do with CaptureEze

Resol: REmove Vshield from startup. test ok.

Do not require capture eze on some pc's

9194 07/02/98 PCPROBLEMS-95 07/07/98

Descr: Her PC is locking up and kicking her out on a regular basis; she isn't in one particular program at the time; errors are usually memory errors

Resol: Memory errors, pc checked ok, no lockups this week.

9380 07/09/98 PCPROBLEMS-95 08/18/98

Descr: Tom Hogan's PC is giving Fatal exception errors all the time; VTech Printer, checked the McAfee but the problem persists. Removed all programs from statr up and problem still persists. Dave will send the PC in.

Resol: Ran Scandisk and found about 6MBs lost clusters. Ran Defrag on the drive. Deleted and recreated the c:\windows\temp folder.

9386 07/09/98 PCPROBLEMS-95 07/09/98

Descr: Couldn't see the entire screen in CSS

Resol: Adjusted the resolution to 600 by 800; improved appearance

106 07/09/98 PCPROBLEMS-95 07/24/98

Descr: Purchased a PC from the PCpurchase plan; Hard drive was wiped; can we lend him the software we typically lend employees for a home install

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Resol: Yes, sent him Office95 and Outlook disks from Stephenville

9644 07/24/98 PCPROBLEMS-95 07/24/98

Descr: Lorne was trying to install a program onto his PC but couldn't; he checked system properties and it said IDE conflicts; CD Rom is not working and he can't change the resolution

Resol: Investigation showed that the hard disk was moved from a Dell P75 to a P200. Several of the hard disk setting and cd rom settings were in correct, and could not be changed. Reinstalled Windows 95, everything is okay.

9702 07/28/98 PCPROBLEMS-95 08/07/98

Descr: Laptop in a docking station; computer makes a noise but nothing is happening, screen is black

Resol: Work done by vendor - arrived on site and repaired system.

9930 08/06/98 PCPROBLEMS-95 09/28/98

Descr: wants to switch computers with Lisa Hutchens; Also wants to make sure Lisa has all of her stuff on Michele's computer and vice versa before the switch

Resol: Work done on problem to date..... call passed over to paragon for completion

10077 08/13/98 PCPROBLEMS-95 08/31/98

Descr: The computer in the computer room won't boot; it gets hung on the screen with the primary master slave,etc details; It's a pentium 90

Resol: Visited Client...John baggs checked pc, requested a new cpu fan, pc checked ok, cpu fan ok, pc works ok.

10075 08/13/98 PCPROBLEMS-95 08/13/98

Descr: Getting an error that his sound card was not installed

Resol: needed the sound driver; has to call Sona for it or use his cd if he has it

10090 08/14/98 PCPROBLEMS-95 08/31/98

Descr: The CPU fan needs to be replaced. Can you get one for a Empac P90?

Resol: Visited Client... cpu fan works ok, pc checked ok,

10335 08/25/98 PCPROBLEMS-95 08/25/98

Descr: Rose Chafe called on his behalf System not working; no specifics given

Resol: Outlook would not respond. I rebooted the machine and ran scandisk which discovered and fixed a number of problems it discovered. Once this was complete, the machine booted normally and functioned properly. Once Don returns, Rose Chafe will get him to try it again and she will call if she has further problems

10369 08/26/98 PCPROBLEMS-95 08/28/98

Descr: cd rom not working. Sona PC

Resol: Visited Client... cd rom checked ok. problem with user.(HA HA)

Problem #	Opened Date		Closed Date
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10392	08/26/98	PCPROBLEMS-95	08/28/98
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Descr: PC is still booting her out on a regular basis; it shuts down completely and she has to wait for it to start up again and then login and hopefully resume her work if she's saved it to the last point she was working.

Resol: Ran scandisk on her drive, noticed a conflict between the Lantronix redirector com port (COM3) and physical COM2 port. Reinstalled the Lantronix port redirector. Noticed that Reflection was causing alot of lock-ups when trying to use the newly installed Lantronix. Reinstalled Reflection. CPU is running a little hot. If problem persists will put in a CPU fan.

10408	08/27/98	PCPROBLEMS-95	08/28/98
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Descr: mouse tracks across screen (actually they are dashes). he has a VTECH Platium PC. Possible video problem

Resol: Visited Client...Changed video driver from S3 to stealth 2001.PC needed to be rebooted in order for changes to take effect., user said he would reboot later

10441	08/28/98	PCPROBLEMS-95	08/31/98
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Descr: Has Kathy Toner's PC for a few months; numerous problems; hangs at start up and shut down, many times at startup getting errors such as login script for NP1, winold app not responding; must run scan disk most times he boots the computer

Resol: Remove any Capture commands from Peter's NP1 login script. IBMs seem not to like having them in there.

10452	08/31/98	PCPROBLEMS-95	08/31/98
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Descr: Started up PC and got the error: Floppy Disk Fail; also mouse is not working

Resol: Visited Client... pc working ok. user rebooted, pc ran scandisk, booted ok.

10556	09/01/98	PCPROBLEMS-95	09/01/98
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Descr: PC locked up and made weird noises; also couldn't reopen the functional database that she was working on when it crashed

Resol: Told her to re boot and turn off PC altogether wait a few minutes and turn it on again; got back into functional database no problem; if the noise returns call us asap

10508	09/01/98	PCPROBLEMS-95	09/01/98
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Descr: Brian noticed some problems with errors and locking on this PC when on a call. Suggesting a scan and defrag on PC and a quick once over to see if there are any other problems.

Resol: Contacted client, but he is not having any lock-up problems.

10579	09/02/98	PCPROBLEMS-95	09/04/98
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Descr: Cannot login - after entering username and password getting error: an application error 06 has occurred in VXD. PC is an EMPAC.

ROSE IS on the 3rd floor by Michele/Louise

Resol: Had to take her harddrive and put it in another PC. Her old one was showing a P50, when the actual processor was a P90. After she called again, I noticed that the main board was loose. Tried tightening the board but didn't work. Had another VTech P120 that I put her harddrive in.

10600	09/03/98	PCPROBLEMS-95	09/03/98
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Descr: Computer won't boot up; getting an error that windows wasn't properly shut down, run scan disk then PC gives error: Windows protection error you need to restart your computer and the cycle begins again; also PC making a weird noise

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Resol: He has a 3COM NIC. These have been know to cause Windows Protection Errors. Removed and replaced this card with an Intel PCI card.

10604 09/03/98 PCPROBLEMS-95 09/03/98

Descr: keyboard not functioning on his laptop

Resol: when he logged in this morning pc seemed slow and then keyboard did not respond - mouse worked. Had him reboot PC to check for errors - none found -logged in and everything worked fine

10726 09/09/98 PCPROBLEMS-95 09/09/98

Descr: Getting illegal operations errors a lot when trying to open applications

Resol: Asked to shut down and turn off the computer, restart, apps worked fine; May need Win95 reinstalled

10723 09/09/98 PCPROBLEMS-95 09/10/98

Descr: PC very slow; hangs on apps when starting, eventually they come up but it takes a long time, Using an NT workstation

Resol: There is already a call opened on this. Talked to John Norris, he is going to get a VTech P133 for him.

10722 09/09/98 PCPROBLEMS-95 09/09/98

Descr: Still getting numerous errors including Stack and dll errors when opening Outlook and Access, and still cannot open HRC

Resol: There is already a call opened on this problem. Talked to John Norris and he is going to free up a P133 to replace his existing one.

10711 09/09/98 PCPROBLEMS-95 09/09/98

Descr: Finding PC very slow

Resol: Told him to reboot and call back if it continues to be this slow

10815 09/11/98 PCPROBLEMS-95 09/11/98

Descr: PC is acting strange; sometimes doesn't get tooltips, screen saver doesn't move sometimes

Resol: Had her shut off the computer and turn it on again; seems to be fine; will call again if it reoccurs

10929 09/17/98 PCPROBLEMS-95 09/17/98

Descr: PC booted up in Safe mode; why and what should she do

Resol: People were using her PC so it may have been something they did; she can reboot and select not to boot up in safe mode; she did and PC appeared to be fine

10930 09/17/98 PCPROBLEMS-95 09/21/98

Descr: PC is very slow, especially opening applications like Word; has a new IBM 300pl PC; wants someone to check on it

Resol: Called Client and Left Message. Checked Mary's POC and found no problems. After speaking to Mary again she is satisfied with the performance now.

10969 09/17/98 PCPROBLEMS-95 09/17/98

Problem #	Opened Date		Closed Date
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Descr: was shutting down computer and got the fatal exception error aka blue screen of death
Resol: Told him to turn off the power. let him know that when he turns it on again he will get a message saying windows was not shut down properly and to run scandisk, once he runs this it should be ok, if not he can call back for help

11032 09/21/98 PCPROBLEMS-95 09/21/98

Descr: Was away and someone else was using her pc, modem, etc. Now she is being prompted constantly to enter a password to use her modem and np-ken-ex1; the name she is prompted with is the other person's and she can't change it, when she tries to use it, it rings but she always gets busy;
Resol: created a new Outlook profile, she could look at her mail but she is still prompted to log on to Exchange server with the other users name. Removed all references to Dialup networking which were not needed on her PC. Someone added these items while Wanda was on vacation.

11052 09/21/98 PCPROBLEMS-95 09/21/98

Descr: Trying to share his computer; he has Jpower's old PC; the PC is named jpower-600; he wanted it renamed and the ability to view the sharing tab
Resol: Helped him rename the PC in the properties of Network neighbourhood; had to research where to set sharing; set sharing in control panel

11029 09/21/98 PCPROBLEMS-95 09/21/98

Descr: Getting memory errors when trying to open Excel; she has about 7 programs open and just installed a new screen saver.
Resol: Asked her to reboot; memory was probably tied up with all apps and the new install; she rebooted and everything seemed to function fine

11178 09/25/98 PCPROBLEMS-95 09/29/98

Descr: Ron was talking to Ursula about not accessing the exchange server. Requires a visit on Monday morning.
Resol: Apparently Ursula recently changed her password, this created a problem logging in, I assume she forgot her new password. Frank reset her password, but she now complained that a message stating that she could not be connected to the exchange server was now coming up. In fact the first message that was coming up requested her to set a newr password before logging in, she was ignoring this request. Since she ignored this request she was not logged in and thus outlook would not open her mail folders.

11281 09/29/98 PCPROBLEMS-95 09/29/98

Descr: PC is getting boot errors; can't boot PC without a disk and then can't find C:\
Resol: Was using scanner on this pc; when he disconnected the scanner it booted fine; obviously there is a conflict with the scanner and shouldn't be used on this pc

11289 09/30/98 PCPROBLEMS-95 09/30/98

Descr: Getting weird errors with his PC; This morning he booted up and it booted in safe mode, then it said the display settings were wrong and brought him to the screen to change them; when he did the PC went to reboot and froze - it is still frozen
Resol: System boots up in safe mode, and gives video error msg. tried to correct video and reboot, but came up in safe mode twice. Made vide chg and forced the change without rebooting. Rebooted then and OK. If this continues, get a new video card.

11411 10/05/98 PCPROBLEMS-95 10/05/98

Descr: Has a Eurocom latop. Updating a file and tried to save - getting error not enough free memory to update display. Close all programs and try again. There are no other programs running.

Problem #	Opened Date		Closed Date
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He is working on Rate Hearing and would like someone to come up ASAP and check this out. He is located in the Regulatory Reading Room.

Resol: I reduced the number of colors for his display. It seems to have enough memory then.

11465	10/06/98	PCPROBLEMS-95	10/13/98
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Descr: has sona PC - making noise - seems like fan is gone again

Resol: Placed Service Call to Vendor

11531	10/08/98	PCPROBLEMS-95	10/13/98
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Descr: CdRom won't open when he presses the button; if he presses open and close a few times it will work but it is still stuck

Resol: replaced with new cdrom

11561	10/09/98	PCPROBLEMS-95	11/16/98
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Descr: when he boots up he gets the error: Sec Master drive-atapi incompatible, hit F1 to resume, logs in and system is weird, won't open Excel files, etc. Recently installed an evaluation copy of Maximal

Resol: Visited Client... visited client on different occasions, no error, last week installed video card, no errors.

11621	10/13/98	PCPROBLEMS-95	10/14/98
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Descr: crashing constantly with the blue screen of death; working fine until today;

Resol: replaced mother board, took away half his bad memory but will replace that tomorrow, PC running much better

11641	10/14/98	PCPROBLEMS-95	10/14/98
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Descr: getting a non-system disk error at startup

Resol: diskette in a: drive, removed diskette and pc booted fine

11937	10/23/98	PCPROBLEMS-95	11/03/98
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Descr: Still having problems with the Nino; pc locks up when shutting down in the evening

Resol: Visited Client... Disabled System Device Intel Power Management. Suggestion which was made on the Microsoft WEB site.

11999	10/27/98	PCPROBLEMS-95	01/14/99
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Descr: Needs screen replaced (Lines), notebook burning up mice.

Resol: Visited Client...Notebook recieved yesterday, client has possession

12045	10/29/98	PCPROBLEMS-95	11/09/98
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Descr: Docking station for LTE5000 is very noisy at times.

Resol: Replaced with another docking station.

Problem #	Opened Date		Closed Date
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12431	11/10/98	PCPROBLEMS-95	11/19/98
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Descr: Finding her PC very slow; takes a very long time to do anything
Especially when cutting and pasting; deleting a row from Excel, etc.
Resol: system board replaced.

12555	11/16/98	PCPROBLEMS-95	12/14/98
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Descr: Have notebook repaired at Paragon.
Resol: Visited Client....JDB picked up note book.

12591	11/17/98	PCPROBLEMS-95	11/25/98
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Descr: Getting many errors; usually "system dangerously low on resources"; please contact Betty Hutchings when this has been looked at, she would like to be kept up to date
Resol: Visited Client...checked PC but couldn't find anything obvious. Asked her to write down and errors she is receiving in the future and forward them to me. Could not duplicate the error. There is already a call logged with PCs running low on resources in the Call Center.

12661	11/19/98	PCPROBLEMS-95	11/19/98
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Descr: P90 in Computer room NIC doesn't seem to be working
Resol: Visited Client...reseat network card, ran hardware detect, installed tcpip, test

12681	11/19/98	PCPROBLEMS-95	11/19/98
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Descr: Installed MSProject and now the machine is acting weird
Resol: Had him reboot and it all seemed fine he will call back if it happens again

12697	11/20/98	PCPROBLEMS-95	11/20/98
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Descr: Vtech PC; locking up in programs and getting errors a lot such as illegal operation in no particular program
Resol: Restarted PC and noticed a memory test fail. Replaced memory.

12856	11/26/98	PCPROBLEMS-95	11/26/98
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Descr: and Yvette Rideout are having problems with their PC's; The mouse pointer is showing on the cash machine and they can't process cash; programs are popping up when they are in CSS such as My Computer and Explorer; asked her to reboot, but now she can't log in at all
Resol: reset her password, made sure she was typing it correctly and with no caps finally got in

12871	11/26/98	PCPROBLEMS-95	11/30/98
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Descr: getting many program errors; especially when using Enterprise PM; system locks up; ctrl-alt-del, hangs on Windows is restarting. Turns off PC and then it boots in safe mode; Also, problems with the video drivers again; re-installed but will call Paragon
Resol: Reinstalled the display driver as recommended by Paragon. The server drive that the Enterprise data was stored on was out of spce. Cleared up some space by putting some of the files in the PCBackup\$ folder to tape.

12875	11/26/98	PCPROBLEMS-95	11/26/98
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Problem #	Opened Date		Closed Date
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Descr: PC was doing weird things; programs not responding
Resol: Had her reboot; seemed to be fine she will call back if it happens again

12905 11/30/98 PCPROBLEMS-95 12/29/98

Descr: Computer won't boot up properly; lots of disk movement but it hangs at the Windows screen; waiting for about a half hour now trying to get it to boot properly
Resol: You need to download the latest softpaq to recognize the hardrive in the expansion bay. Upgraded hardrive to 2.4 GBs.

12906 11/30/98 PCPROBLEMS-95 12/11/98

Descr: was reading an e-mail, her screen went black and it re-booted; this happened last week also; Also errors when opening Word, An error has occurred in your program then lost her mouse and couldn't use ctrl-alt-del; Excel not working properly also;
Resol: Reimaged PC and reinstalled her applications and restored her files. She will call if the problem reoccurs.

13007 12/02/98 PCPROBLEMS-95 12/02/98

Descr: email:When I start up my PC I am getting an error message to the effect 'the computer name you specified is already in use on the network'. The message refers me to the network control panel - identification tab which has my computer name as "DREID-300PL". I am assuming the other DReid is Doreen Reid at Nfld power. Can I simply change this name, i.e. will it affect anything such as network access or passwords?
After I click "OK" to the error message there is no problem, but it's a bit of a hassle seeing the error message every time I start up.
Resol: There is no problem changing the computer name.

13176 12/08/98 PCPROBLEMS-95 01/28/99

Descr: was sent a large file last week and system has never worked properly since; she deleted the message but her system still hangs on checking for new messages when she logs in
Resol: Client has to wait for file to finish downloading at least once.

13302 12/14/98 PCPROBLEMS-95 03/01/99

Descr: PC is acting up; Win95 doesn't start up at all ; VTech
Resol: Correction. System needed a new Fan on the CPU. John Norris installed it & has been working OK since.

13390 12/16/98 PCPROBLEMS-95 12/16/98

Descr: 1. She is getting fatal exceptions on one pc in the training room. She will leave it on and mark it with a sticky note. One of the errors was re Captureze.
2. Another PC needs Office95.
Resol: Visited Client...Installed office on one pc and test
Remove /install/ remove capturEze on one pc. test ok.
Ran scandisk and defrag on another test ok

13441 12/18/98 PCPROBLEMS-95 12/22/98

Descr: No sound. Tries to install a driver for the sound card, but gets message saying that a driver is already present.
Resol: Installed the Sound Blaster 16 Bit driver that comes with Windows NT 4.0. The driver for the AcerOpen sound card didn't work very well. Updated Emergenct Repair Disk for his PC.

Problem #	Opened Date		Closed Date
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13499 12/22/98 PCPROBLEMS-95 12/23/98

Descr: Empac PC belonging to General Foreman (Gilbert Inken, Rudy Banfield) - alot of quivering and shaking - changed out monitor and it is still a problem,

Resol: Waiting for response from client...Client called, problem with location of computer, to close to electrical panel

13752 01/05/99 PCPROBLEMS-95 02/19/99

Descr: PC not working properly; can't get on the network; can't use screen savers etc. Located at Stores front counter; was talking to John about it already

Resol: Reimaged drive. Configured all profiles under Outlook and setup Reflection for Fasbe and printer.

13933 01/11/99 PCPROBLEMS-95 01/12/99

Descr: Came in this morning, logged in, and all programs seem to be gone from PC; all icons are gone; when he chooses Start, Programs. there are no programs listed! Can find MS programs in Explorer; can't find Reflection on PC at all; we are getting things back to normal but would like to know what could have caused this so it doesn't happen again

Resol: showed him how to find the programs and put the icons back on his desktop and in start menu; couldn't find reflection; told him to see Ivan Sheppard for the disk to install it. He and the ASU seem to have the problem fixed. They just wanted to know what could have caused it. Sent him a message with possibilities. Hard to say at this point what caused the problem.

13954 01/11/99 PCPROBLEMS-95 01/18/99

Descr: Computer makes weird noises when shutting it down in the evening; also weird things happening throughout the day for example, in Excel he clicks on a cell and a lot of cells are highlighted

Resol: Replaced harddrive, but now getting i/o errors. The keyboard is causing the start-up noise. Replaced keyboard.

13998 01/12/99 PCPROBLEMS-95 01/12/99

Descr: Beeping noise from Phillip's laptop

Resol: Restarted the PC, and it appears to load ok. Ran scandisk and checked for any errors running some applications, but could not find any. The PointCast screen saver was on, so waited for it to come back on its own and never caused any lock-ups.

14172 01/18/99 PCPROBLEMS-95 01/19/99

Descr: A computer was having problems with the mouse. Charlie checked the settings and saw an ! next to the Mouse and PCI Bus; he deleted both, restarted and the computer is prompting to reinstall the PCIBus and is prompting for a Win95 cd. He puts one in the CDRom but it can't find the right file; tried re-installing Windows but is getting errors;

Resol: Getting error: the device file in the system.ini file is damaged; also missing UHCD.SYS; USB.D.SYS
Charlie reformatted the hard drive to fix the mouse problem!!!!

14190 01/18/99 PCPROBLEMS-95 01/18/99

Descr: E-Mail:

I got another message on my computer indicating:
"This program has performed an illegal operation and will shut down. If problem persists contact the program vendor." This message had the letters Mprexe in the top of the window and a red circle with an x inside.

Another message gave information about not enough memory or resources which has happened on a number of occasions. This information pops up on screen when the mediator locks up.

Some of the solutions suggested were putting in more memory in the computer or having a separate computer for the mediator.

Problem #	Opened Date		Closed Date
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I think you should try the extra memory because a separate computer would mean a separate mouse. I don't think it would be a very good idea to have 2 separate mice because it would make it very confusing to the attendant trying to switch from one mouse to the other unless there is some way of hooking up the one mouse for both computers?

Resol: Already received the upgrade; she wasn't aware it had happened

14241	01/20/99	PCPROBLEMS-95	01/22/99
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Descr: Has Compaq Lite 5000 laptop - he noticed that it gets very hot on bottom towards the back. he couple of days ago it was making a lot of noise. would like to discuss

Resol: Called...notebook being replaced this year, user ok until then.

14263	01/20/99	PCPROBLEMS-95	01/22/99
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Descr: Mansfield Stringer; has an older computer, was supposed to get a P90 to replace his but was told that instead he would get a new computer later this year; now with all of the updates scheduled for this month his older computer doesn't have enough space on it to support the apps. but he needs them for his work; what will we do for him?

Resol: Work done on problem to date.... sent p133 replacement, test ok by Dave Hopkins.

14339	01/22/99	PCPROBLEMS-95	01/22/99
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Descr: Problems with his home PC sound card; His wife called;

Resol: I helped her check her device manager to find the problem; it was a driver problem told her to check for a driver disk that may have come with the computer to reinstall, or she can check the internet or bring it to a dealer to fix the problem

14448	01/26/99	PCPROBLEMS-95	01/26/99
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Descr: She tries to log in puts in username and password gets a black screen can't do anything, if she hits a key it beeps but that's it has a VTech;

Resol: She has a lot of drives mapped to user1; User1 is down right now; had her hit cancel on these at start up; Also has Personal Folders stored on User1 so Outlook took a long time to open

14516	01/26/99	PCPROBLEMS-95	01/26/99
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Descr: Having problems with his PC purchased through the home PC plan; where does he go for service

Resol: It is a Sona so he can contact Sona in St. John's for the closest dealer

14611	01/28/99	PCPROBLEMS-95	01/28/99
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Descr: Accidentally unplugged her PC; plugged it back in and now aspect not working properly, hit Ctrl-Alt-Del aspect working but problems with CSS

Resol: Had her Shut down and power off; then powered on, logged on and everything worked fine

14652	01/29/99	PCPROBLEMS-95	02/02/99
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Descr: Jack requires an IBM PC for the Control Centre to offload some of the apps that have been installed on the operator's PC.

Their PC has been locking up, most likely due to the way it is being used and not the fault of the unit itself.

Can you re-image an IBM and set it up for them on Monday morning. This will be a loaner for about a week or so.

Resol: Work done on problem to date...Put image on an IBM and passed along to JDB at the control center

Problem #	Opened Date		Closed Date
14715	02/01/99	PCPROBLEMS-95	02/25/99
Descr: Sending in a 486, and a Vtech, The Vtech was on loan, Resol: Work done on problem to date..... set a P90			
15117	02/09/99	PCPROBLEMS-95	02/12/99
Descr: Len Caravan's PC has a problem with McAfee install; it is giving the error: "Dat files are corrupted" Jon tried re-installing 3 times but it still didn't correct the problem; Maybe a virus or an old copy of McAfee left on the PC that he couldn't find Resol: Somebody put the EXE file in the startup folder instead of a shortcut to the file.			
15503	02/19/99	PCPROBLEMS-95	02/22/99
Descr: Stores counter #2 PC is dead; will not run properly Resol: A large drive in a 486 - needs a disk manager to control it. This was not on this PC. The y2k deploy's reached the 540 MB mark and that is what caused the problems. Will replace with a P90.			
15554	02/22/99	PCPROBLEMS-95	02/23/99
Descr: Jon Seary noticed: Ed Sweetapple's Empac 486 hard drive developed numerous problems. Tried running Scandisk to correct errors with limited success, will need to be looked at further, as some of the drive errors included Axiant files. Also, display properties wouldn't open to disable the screen saver. Last going off, the machine seems to boot OK, but for a while there it wouldn't without many file errors. Resol: Checked with client, he was using PC all day and never encountered any problems. I left my number with him incase he noticed anything. Saw no errors on startup or when trying to run applications.			
15552	02/22/99	PCPROBLEMS-95	02/23/99
Descr: Jon Seary noticed Ron Taylor's Dell P75 had hard drive errors which seem to be corrected by running Scandisk; Jon thinks we should check on it anyway Resol: no problems with PC.			
15570	02/23/99	PCPROBLEMS-95	04/05/99
Descr: PC keeps crashing; comes up so far and they get a blue screen or a black screen with errors and nothing happens from there Resol: Found CPU fan seized; heatsink too hot to handle. Replaced fan, OK.			
15593	02/23/99	PCPROBLEMS-95	02/23/99
Descr: unable to start computer getting the error; not a system disk Resol: There was a non-bootable floppy in the drive, had him remove this and PC started up fine			
15572	02/23/99	PCPROBLEMS-95	06/03/99
Descr: Ever since the upgrades were put on her machine, she has been finding applications such as Word, Excel, Outlook very slow; she has to ctrl-alt-del and end task on them constantly Resol: Set her up with a temporary PC. Reimaged her old PC and reinstalled just work related applications. She had a mess of screen savers and other display memory intensive applications that may have been causing her problems.			
15617	02/24/99	PCPROBLEMS-95	06/10/99

Problem #	Opened Date		Closed Date
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Descr: PC spontaneously shuts down; could be working away and then he gets the screen "Computer can now be turned off..." Needs his PC fixed ASAP
Resol: Replaced harddrive. Installed just the applications he uses.

15799 03/01/99 PCPROBLEMS-95 05/05/99

Descr: Finding PC very slow; got: Error code 7 when opening Word; says there was no more information on the error; Also finding Outlook very slow
Resol: She got her new PC yesterday.

15757 03/01/99 PCPROBLEMS-95 03/01/99

Descr: When he starts his computer it asks him to hit F10; he does and it brings him into setup for the computer
Resol: Asked him not to hit F10 and see what happens; it brings him on in to Windows

15759 03/01/99 PCPROBLEMS-95 03/01/99

Descr: Everything is very slow, waiting a long time to go into programs
Resol: had him restart; everything fine

15808 03/01/99 PCPROBLEMS-95 03/01/99

Descr: Finding the system very slow; especially in Word
Resol: Suggested he power off the PC and try again; also would be good to run scandisk and defrag; will call back if problem persists

15813 03/02/99 PCPROBLEMS-95 03/02/99

Descr: No icons, start button, task bar, nothing on the screen of her new PC
Resol: restarted the computer and everything returned to normal; will call back if problem persists

15845 03/02/99 PCPROBLEMS-95 03/02/99

Descr: On a computer delivered to the Control Center there was a lot of confidential HR stuff including salaries, etc for everyone in the company. What should he do with this?
Resol: John Norris was there; he deleted a lot and is in the process of backing up the drive and re-imaging it

16044 03/08/99 PCPROBLEMS-95 03/10/99

Descr: Finding her system very slow since re-wiring on third floor; takes a long time for apps to open; if they are minimized on the taskbar and she clicks on one of them the screen blacks out and it takes a while for the app to open on her screen
Resol: Screen Scan is causing the problem. Will lower the priority of the scan so apps will respond faster.

16154 03/10/99 PCPROBLEMS-95 03/15/99

Descr: every week, the date and time of his computer keeps reverting back to 1995 and he has to manually change it to make it correct again
Resol: Visited Client...replaced cmos battery, set cmos and test

Problem #	Opened Date		Closed Date
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16469 03/17/99 PCPROBLEMS-95 03/17/99

Descr: Just got the PC upgrade for Y2K but now he doesn't see any icons on the PC

Resol: Had him reboot; it ran through scan disk; helped him through that and then had him log in; everything seemed fine after this

16471 03/17/99 PCPROBLEMS-95 03/17/99

Descr: Getting error messages when trying to use CaptureEze; error says not enough memory to run program

Resol: Called...jdb helped user. 72 mgs free now ok till replacement comes in

16474 03/17/99 PCPROBLEMS-95 03/24/99

Descr: One of her PC's is having major problems; Darren Jeans ran a scandisk and then tried to run a defrag but he got the message "Problems with Disk, run scandisk before defrag"; she is finding it very slow and crashes a lot

Resol: Visited Client...sh is ok for now

16581 03/19/99 PCPROBLEMS-95 03/22/99

Descr: PC won't boot up; He was in Outlook and it was very slow so he ctrl-alt-deleted to get out; when the computer restarts it counts memory, displays plug and play bios found displays cdrom found then nothing; it hangs at this dos window; tried rebooting several times with same results; he has a Sona 200

Resol: Called... PC cooled down, works fine ever since

16677 03/23/99 PCPROBLEMS-95 03/23/99

Descr: Both herself and Dawn Furey had their computers moved by Maintenance; now they cannot get a network connection and one of the maintenance men told her that they didn't have a network cable long enough! Can we get them logged on ASAP

Resol: They never had the data jacks labelled so it was hard to track down which connection in the closet needed a patch cable. Dawn's connection was not working so had to run cables to nearby jack in the wall.

16731 03/24/99 PCPROBLEMS-95 03/29/99

Descr: Has a VTech; Since I had a new computer installed, it doesn't shut down correctly. It just hangs on the blue screen saying "Please wait while your computer shuts down". That screen is still up when I come back in the morning. I then turn it off and on again to go into Windows

Resol: CPU fan not working. Caused some file corruption, had to reinstall windows over existing version. She is working ok.

16914 03/29/99 PCPROBLEMS-95 03/29/99

Descr: had his hard drive re-imaged last week; today he started it up and it ran scandisk right away; then the screen went black and nothing has happened since; wants someone to drop up

Resol: Replaced harddrive and restored image to this new drive.

17106 04/01/99 PCPROBLEMS-95 04/01/99

Descr: Having problems wiht his PC; hard drive making weird noises; takes a long time for apps to open and sometimes they open minimized and he can't get them to maximize; has a Sona

Resol: Seems to have corrected problems.

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17221 04/07/99 PCPROBLEMS-95 04/08/99

Descr: PC in the maintance room will not boot up just getting a DOS error; abort retry fail

Resol: Have a Empac P90 re-imaged. Will setup e-mail profiles this afternoon and replace. Configured Outlook profiles.

17322 04/09/99 PCPROBLEMS-95 04/22/99

Descr: Logging in to the network getting the message that her mapped drive to R:\restore is unavailable; the intended server did not receive the request;

Resol: had her log out and in again twice but the drive still won't connect

17374 04/12/99 PCPROBLEMS-95 04/14/99

Descr: has a VTech PC; in Word losing the cursor often and can't type anything; then, she loses the keyboard and mouse functions; has rebooted three times already but this doesn't clear up the problem

Resol: Dropped in on Kelly, no problems since.

17763 04/21/99 PCPROBLEMS-95 01/01/00

Descr: continuously having PC problems; she is working on an article for Karl Smith; tried to copy and paste and got the error: "insufficient memory to perform this operation" Winword caused an invalid page fault in winword.exe and will be shut down" then she was kicked out and lost all of her changes for the morning; she wants someone to check this out for her ASAP as she is working to deadline; has a VTech with a history of problems

Resol: Peter ran Norton Utilities; defrag and fixed registry errors; she will be getting a new PC soon but for now she is up and running

17827 04/22/99 PCPROBLEMS-95 04/27/99

Descr: Has a Compaq laptop that will not boot up properly; boots in safe mode or hangs at first black screen; Having trouble since the y2k upgrade;

Resol: He brought the laptop in to me. Deleted Temp files from the c:\windows\temp folder. The drive was fragmented so ran Defrag. Ran Scandisk and cleared up lost clusters.

17875 04/23/99 PCPROBLEMS-95 04/29/99

Descr: Needs Norton Utilites run on her PC to correct numerous problems

Resol: No problems since.

18247 05/03/99 PCPROBLEMS-95 05/05/99

Descr: trying to attach an excel document to an outlook message - keeps getting not enough memory. he does not have any other applications running. has a p120 PC.

Resol: Spoke to Eric on the phone, he seems to be encountering the problem less lately, talked him through deleting files in the "Temporary Internet Files" folder; he was OK after that.

19530 06/03/99 PCPROBLEMS-95 06/22/99

Descr: I have problems with my floppy drive on the Vtech Platinum Computer. Actually it hasn't worked for 2 weeks. I need a replacement Floppy Drive. Help !

Resol: Work done on problem to date.... As of last week, Xwave will be in the area install a new PC for Dave, His old one (that needs a floppy,) will be sent back in and will be refurbished.

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19852	06/09/99	PCPROBLEMS-95	06/16/99
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Descr: There appears to be a problem with Anne Ball's PC. Could we get it serviced or have it replaced?
Darren's message to Betty:
Betty,

You asked the other day about the situation with Anne's computer and I have been trying to catch up with you since to explain. Now I am reverting to e-mail to explain.

Anne's was using her PC to enter the Call Centre News and Power Outage Updates. It was with these two items that I was having all the problems with corruption. The corruption occurred after Anne had entered an Update or New item, but not always. This led me to believe that Anne's PC may be suspect so I asked her not to use hers for awhile, and to make her entries on another machine. As long as she does this we do not have any problems with the Workbench. If she goes back to using this particular PC at this point, there is a very good chance that she will cause corruption to the database.

I do not have an explanation as to why it only occurs on this PC, but I have had her stop using it twice now, the first time we had corruption soon after she started using it again.

Let me know if there are any questions
Thanks
Darren

Resol: Ran PCDoctor IBM diagnostics on her PC. Completely removed and reinstalled MS Office 95. Re-imaged the PC.

19897	06/10/99	PCPROBLEMS-95	06/15/99
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Descr: Do I need anything special to turn my hard drive on its side. The monitor is on top of hard drive now and is too high. My neck is feeling it. I go this new PC a couple of weeks ago.

Resol: Visited Client...install cpu stand, moving pc to the floor, test network connection. ok..

19951	06/11/99	PCPROBLEMS-95	06/17/99
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Descr: Finding the network very slow opening; Word documents from User1

Resol: The default folder for opening documents under Tool/Options was causing the slowdown in relation to the other applications. It was pointing to her home folder. It seems to be working a little faster now.

19994	06/14/99	PCPROBLEMS-95	06/21/99
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Descr: having computer problems when doing outgoing; getting low on resources constantly; when he suspends he is brought to 0%

Resol: Visited Client...ran through a few things with him. The PWQ seems to use alot of resources as he uses CSS. A shutdown of CSS frees up these resources.

20182	06/17/99	PCPROBLEMS-95	06/28/99
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Descr: having problems with their profiles.

Resol: Sent e-mail to the operators about what problems they are having with their profiles. Heard back from Craig and fixed this problem. I heard not other responses from them.

21104	07/13/99	PCPROBLEMS-95	07/13/99
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Descr: Has a VTech; it is locking up constantly; this morning it locked up twice in Excel so far

Resol: Work done on problem to date... call already opened.

21180	07/14/99	PCPROBLEMS-95	07/16/99
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Problem #	Opened Date		Closed Date
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Descr: since the power went out last night he cannot boot up; getting the error "Disk boot failure, insert system disk and hit enter"
Resol: Replaced harddrive. Reimaged and reinstalled his software.

21276 07/16/99 PCPROBLEMS-95 07/22/99

Descr: Power button not functioning on his pc
Resol: Problem with the power switch assembly; Bernie replaced it and now it is functioning fine

21289 07/16/99 PCPROBLEMS-95 07/19/99

Descr: has a Sona PC; The icon pictures have disappeared from her display they are there but are white; the lettering is there; the start menu has two lines running up through it and if she puts in a CD to play it doesn't start at all but if she opens a closes a program for example it will then show the cd as playing!
Resol: Tried changing display driver to most recent version. Finally removed IE 5 and reinstalled IE 4 SP2

21382 07/20/99 PCPROBLEMS-95 07/20/99

Descr: His pc was powered off when an old Dos Program was running and Internet explorer was minimized. This morning when he logs in gets to windows and internet explorer tries to start and hangs - just hourglass. ctrl-alt-del won't work to end task. just hangs. Sona PC with Windows 95.
Resol: Had him boot up in safe mode and run scandisk and defrag. Got him to reboot, all OK.

JON, EVERTHING SEEMS TO BE BACK TO NORMAL.

THANKS
KYRAN.

21417 07/21/99 PCPROBLEMS-95 01/01/00

Descr: kicked over her PC that was in a stand on the floor; now it continuously runs scan disk and reports bad sectors, etc.
Resol: Installed scropop from the CTI server (Brian Malone has this CD). Winset from the diskettes that Mel Osmond has. Configured Outlook, and installed CSS and PCLS.

21563 07/26/99 PCPROBLEMS-95 07/26/99

Descr: Having following problems with laptop"
DCI Card not working
Mouse not working
Dial-up not working
Resol: Corrected Windows corruption problem by entering proper OEM number; enabled onboard mouse support under the BIOS; corrected problem with photo card not being recognised by setting interrupts on Modem and NIC to valid values; Enabled "Bring up terminal window after connecting" in dialup networking for SecureID connections, this was lost when the modem was reconfigured as it is a modem property of DUN. Tested everything, OK - could log in via dialup; could login via direct connection; could transfer pictures from DCI card in either slot

21882 08/04/99 PCPROBLEMS-95 08/19/99

Descr: NP011127; monitor only shows very dull colours such as blues, greys seems like video card trouble
Resol: Work done on problem to date... contact ASU, will have monitor replaced Today.

21883 08/04/99 PCPROBLEMS-95 08/04/99

Problem #	Opened Date		Closed Date
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Descr: something wrong with the hard disk on the computer; tried to install MP2 the other day but it wouldn't read the cd and since then can't use the mouse, keyboard, nothing

Resol: Had him reboot the computer and everything was fine; seems to be a problem with the burned cd not with the PC itself; it seems it locked up and noone reboot until now;

21928 08/06/99 PCPROBLEMS-95 08/06/99

Descr: Has a Sona PC. When he booted up this morning he is getting a windows protection error.

Resol: Visited Client...In cmos, disabled the IDE ports, (system is SCSI based). Booted in Safe mode, checked for errors in device manager, none found.
Reboot, PC ok, ran scandisk, had to abort, user needed PC. Advise user to run scandisk while he is out to lunch. He will advise if any erros occur

22187 08/13/99 PCPROBLEMS-95 08/13/99

Descr: booted up Nick Aylwards Sona PC. - noise coming from back of pc

Resol: has her check under pc - it was resting on a wire - may have caused the vibrating sound. moved the wire - had her reboot pc - it was ok. if noise re-occurs call back

22292 08/17/99 PCPROBLEMS-95 08/17/99

Descr: Internet Explorer hung on start-up, when closing on on please wait while your computer shutdown.

Resol: Found machine hung on shutdown. Rebooted machine; then ran scandisk and defrag (3% fragmented). Shutdown and restarted; it appeared to be OK at this point, however Nora was not around to login again and try it for me. Left a note for her to try and and let me know if there are any problems. Will check back.

22340 08/18/99 PCPROBLEMS-95 08/19/99

Descr: Recently her cash machine (IBM) has been having problems:

1. loses display setting.
2. has started in Safe Mode several times.(she reboots then)
3. illegal operations

Problems occur when starting up PC. She did not note error messages - but will do so next time she get them.

Resol: Advised client...ran flash bios update, PC booted ok.

22444 08/20/99 PCPROBLEMS-95 08/25/99

Descr: Working out of Bob Pike's office on 3rd floor. Past few days have been having problem with her pc. Finding it extemely slow, getting illegal operations on different apps. She also tried opening files from Explorer and got message it was invalid file name, seems to have lost network connection a couple of times. McAfee was upgrade on her pc this past week.

Resol: Re-installed McAfee virusscan.

22471 08/23/99 PCPROBLEMS-95 08/23/99

Descr: selected suspend when shutting down friday evening - pc black this morning

Resol: was powered pc/monitor off and on - she did not have monitor on this morning.

22544 08/24/99 PCPROBLEMS-95 08/24/99

Descr: Yesterday he was getting errors pertaining to McAfee - this morning he is having problems booting up. Could not run scan disk and getting errors explorer not responding. Locks up ending task on explorer.
Should he uninstall McAfee?

Resol: Called Charlie; he had uninstalled McAfee and rebooted OK. I sent him the latest McAfee to re-install.

Problem #	Opened Date		Closed Date
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22551	08/24/99	PCPROBLEMS-95	08/25/99
Descr: pc hanging when opening an excel file this morning. ctrl-alt-del out and has problem shutting down. very slow retrieving file and closing it. Resol: Noel said he would let me know if there were further problems. There appeared to be none.			
22591	08/24/99	PCPROBLEMS-95	08/24/99
Descr: Kelly cannot connect to CSS on her PC. I had her try logging into DRACo and she cannot either. It keeps telling her that her Telnet conection has terminated. She can log in on another PC ok. Please check Resol: She restarted and it was OK.			
22612	08/25/99	PCPROBLEMS-95	08/25/99
Descr: everytime she boots up she gets the error "invalid schedule file C:\program files\cdwriter plus\ereg\remind.sch"; she hits ok and it goes on in as normal but it is irritating Resol: Removed an HP registration scheduler from her startup; tested, OK.			
22647	08/25/99	PCPROBLEMS-95	08/27/99
Descr: was having trouble and reformatted his hard drive; please contact Peter about this before contacting Charlie Resol: Work done on problem to date... replaced users Sona P200 with a IBM P233 nt workstasion, ok'd by Peter.			
22725	08/27/99	PCPROBLEMS-95	08/27/99
Descr: every morning when she logs in she gets an error - please fill in details..... Resol: Found an installation of VB was trying to do an update, but needed the VB CD. Inserted CD, rebooted, OK.			
22753	08/30/99	PCPROBLEMS-95	09/01/99
Descr: installed office2000 on his pc - new image. cannot configure his outlook mail - being prompted for Internet mail setup. Resol: Spoke to Charlie; he managed to include Internet Service for Outlook when he installed it; he just needed to not select that option when installing.			
22959	09/02/99	PCPROBLEMS-95	09/08/99
Descr: Getting fatal exceptions after he starts his pc Resol: Visited Client...deleted some tmp files, ask derrick to move his data files, ran defrag. will check with user in AM. if problem still there, will reimage the PC.			
23232	09/13/99	PCPROBLEMS-95	09/15/99
Descr: his computer name was changed last week; now he has no profile for Outlook, no shortcuts no drivemappings, etc. Would like someone to drop up to get his computer back to the way it was before the name change Resol: The c:\winnt folder was not backedup on his old NT PC. He just lost his favorites and desktop shortcuts, there were no files stored on his drive.			
23236	09/13/99	PCPROBLEMS-95	09/13/99

Problem #	Opened Date		Closed Date
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Descr: getting the error "Control environment corrupt or disk full"

Resol: had him reboot; didn't get error; he has a lot of space left on his computer so that doesn't seem to be it; he will call if it happens again

23417 09/16/99 PCPROBLEMS-95 01/01/00

Descr: Sandy is working on Topsail Road. The PC she is using will not let her log into the PC; it is giving many errors when she tries to log in and eventually the screen goes blank and she has to power off. I think a call was logged about this PC before but I can't find it, I also think John Norris saw this PC but I can't find the call; asset # NP012065, could be related to SMS install

Resol: disabled the login script for her account as a temp fix. She said that John Norris was over on Friday and fixed the problem.

23708 09/23/99 PCPROBLEMS-95 12/13/99

Descr: past couple of weeks he has been having problem with apps locking up - has been error message out of system resources - may have only three apps open at once. He has an IBM300PL with Win95. The last work done on his pc was the installation of SMS that Jennifer did a couple of weeks ago. He said the problems started after that install.

Resol: Reinstalled the SMS client. Also the SMS lockout problems were solved when we stabilized the logon servers.

23734 09/24/99 PCPROBLEMS-95 09/24/99

Descr: Getting out of memory error inserting a .jpg file into a powerpoint presentation

Resol: Kay Aylward used Corel to size the image and convert the BMP to a TIF. Installed Corel 5.0 on her computer and she could insert the picture into a PPT file.

24014 10/04/99 PCPROBLEMS-95 10/14/99

Descr: getting error system is extremely low on resources when he tries to open an excel file in Msoutlook. He only had outlook open. He has an IBM PC. He had a message that the pc was low on resources also this morning and called. I had him reboot pc and he logged in o.k. - he already rebooted pc and still getting errors

Resol: Visited Client...Cleaned up temp area etc, deleted files in recycling bin, that I could not restore, PC has been working ok since helpdesk call was placed.

24232 10/12/99 PCPROBLEMS-95 11/01/99

Descr: NP010974; cannot power on this machine; S/N 78YZN98

Resol: Xwave went on site; tested system Power supply; ordered a new one in and replaced it; tested and working fine

24635 10/20/99 PCPROBLEMS-95 11/23/99

Descr: runs scandisk every morning; she shuts down properly every night but it always says it wasn't shut down properly in the morning

Resol: Visited Client...Ran scandisk, and defrag, system test ok next day...

24739 10/22/99 PCPROBLEMS-95 10/22/99

Descr: Unable to boot up; giving an error about Keyboard; says to choose setup

Resol: Her keyboard wasn't plugged in; when she plugged it in the boot up process finished and she was able to log in

24761 10/25/99 PCPROBLEMS-95 10/25/99

Problem #	Opened Date		Closed Date
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Descr: trying to open back office on the cash machine; getting the error "There is not enough free memory to open C:\Windows\desktop\backoffice.pif"

Resol: had her restart the machine; and try again; she could then log in to all apps; will call me if problems with this PC continue

25198 11/02/99 PCPROBLEMS-95 11/22/99

Descr: getting the blue screen of death a lot; if the machine was on and sitting for a while the blue screen pops up for no reason; he is sending itin; There's a Sona over in stores ready to go out to Charlie to replace this one; can we send it tomorrow with these extra apps loaded:

Switch, Autodesk, Prod1, SMS, PCLS, JUS, Scada Monitor, Scada Histo database, Lotus notes,

Resol: Work done on problem to date... PC set up by Glenn and shipped.....

25399 11/08/99 PCPROBLEMS-95 11/08/99

Descr: Is having a lot of trouble with her screen locking up and her mouse not working.

Resol: Had her re-boot system and checked system resources and showed 88% free and mouse working O.K. She will advise me of any further problems

25415 11/08/99 PCPROBLEMS-95 11/22/99

Descr: Is having problems with his machine locking up and other assorted problems - seems to be happening since ffice 2000 installed and has called about it a couple of times. Checked with Glenn Moores and Glenn is suggested that John Baggs or John Norris check it out and possible re-image the machine

Resol: Visited Client...see call # 25668

25478 11/09/99 PCPROBLEMS-95 11/15/99

Descr: clock losing time - about 18 minutes a day

Resol: Gerry never logs out of his computer; forced the update by typing net time /s /y at the command prompt, mentioned he should log out and in every day in order to resynch his clock with the server; in the meantime, I am looking for a BIOS update that may help

25518 11/10/99 PCPROBLEMS-95 11/16/99

Descr: Is trying to start up his laptop and is hearing a clunking sound when booting up and is only getting to the "thinkpad" wallpaper when he is getting an Error 01780. Has tried re-booting and same error happening each time

Resol: replaced hard drive and reinstalled the image; Dave said he had nothing on his hard drive

25608 11/16/99 PCPROBLEMS-95 11/16/99

Descr: Linda Brown trying to log in to CSS getting the error "control environment is corrupt or disk is full"

Resol: Had her restart the computer; gets the same error
After several attempts, the machine functioned properly. We will monitor

25910 11/24/99 PCPROBLEMS-95 12/02/99

Descr: Austin Antle's VTech machine has insufficient memory; always having problems with the machine; can we send him a new one or at least upgrade his memory; Asset # NP011037

Resol: Work done on problem to date... waiting for return of a PC

25996 11/26/99 PCPROBLEMS-95 11/26/99

Problem #	Opened Date		Closed Date
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Descr: would like to test her home PC's BIOS for Y2K problems. Do we have a diskette we could lend her to test?
Resol: Went to Nortons website and downloaded a program that tests BIOS for Y2K issues; put it on a diskette and gave it to Sharon told her to put it in her PC, turn the power on, and it will run automatically

26359 12/08/99 PCPROBLEMS-95 12/08/99

Descr: PC is very slow since he booted up this morning;
Resol: asked him to reboot and see if this helps performance, it seems he needed to clear memory and start over; seemed better will call if it happens again

26483 12/13/99 PCPROBLEMS-95 12/13/99

Descr: error when switching to other applications when powerpoint is open; "AgentSvr: an error has occurred in your program. To continue working click ignore, click close to shut down the program"
Resol: reinstalled Office 2000; this seemed to take care of the problem; she was able to switch between programs; will call back if it reoccurs

26527 12/14/99 PCPROBLEMS-95 04/19/00

Descr: Has IBM PC - windows95. past couple of day finding it extremely slow opening files. has locked up several times. this morning when she was trying to open excel files was very and slow. the items from task bar - (vshield etc) disappeared from the bar. rebooted and these re-appeared. would like pc checked out.
Resol: Reviewed...Solution is to install NT. Awaiting xwave negotiations to conclude Client now has WINNT

070 01/05/00 PCPROBLEMS-95 01/05/00

Descr: started up his pc and it has a black screen with options to start in safe mode, ms dos mode? etc. what does he choose
Resol: brought pc up in safe mode. restarted pc and he was able to login.

27288 01/11/00 PCPROBLEMS-95 01/11/00

Descr: Computer crashes often; gives the error "Application error notification: an applicaiton erro has occurred inWinmgmt. unknown; crash info will be saved in Notes.rip in"
Resol: This is a Quinicy error. Told user to do the following Hit start, run, and on the open line enter the following: C:\NOTES\QNC -U. This removed the quincy program and allowed the user to continue working successfully. He will call back if this error occurs again

28618 02/18/00 PCPROBLEMS-95 02/18/00

Descr: a friends home PC is having numerous errors in many applications; what can she do to help?
Resol: She can try uninstalling the programs using the uninstall feature or Add/Remove programs and then reinstall them; if this doesn't work it may be a worse problem and I would advise having a professional look at it especially since Pauline wasn't comfortable looking at the PC for her friend in the first place

28768 02/23/00 PCPROBLEMS-95 02/23/00

Descr: computer locked up solid; getting no response from ctrl-alt-del; power button not working as well
Resol: Had him reset the laptop using a paper clip in the reset hole; once he did this, the laptop restarted and he could work away normally

29002 03/01/00 PCPROBLEMS-95 03/01/00

Problem #	Opened Date		Closed Date
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Descr: Trying to log in to his home computer to do work, and his machine locked up and he couldn't turn it off
Resol: Told him to hold in on the power key for 5 seconds and it will shut off. Then reboot the machine and it worked fine

29385 03/13/00 PCPROBLEMS-95 03/13/00

Descr: was typing a message in Outlook; then got the error "System Process out of virtual memory"
Resol: went into System under the control panel; chose the Performance tab; click change under Virtual Memory; Changed the initial size to the recommended size and upped the maxium size by30 MBs; Click Set and Close; restarted the computer; she will call if she gets virtual memory errors again; if so will increase the maximum size again

30265 04/06/00 PCPROBLEMS-95 04/25/00

Descr: finding his laptop very slow opening attachments and running applications
Resol: his computer will be reimaged tomorrow by xwave

30379 04/10/00 PCPROBLEMS-95 04/10/00

Descr: when he logs in he gets the error "Press home key to cancel the remote program load; RPL-ROM-ADR 0004 AC78 1E71"
Resol: Vendor checked and the CMOS settings were incorrect; they reset the settings and the computer started up fine

30682 04/17/00 PCPROBLEMS-95 06/23/00

Descr: Having numerous problems with her PC; she would like it backed up before she starts deleting temp files etc. to hopefully increase it's performance; also can the PC be checked for memory, etc.
Resol: Visited Client...PC was setup for dial in networking, (don't know how) deleted dialup networking, rebooted, logged in ok.....

32478 05/26/00 PCPROBLEMS-95 05/26/00

Descr: PC gave a strange error; he rebooted and everything is fine but wanted to know what happened
Resol: As he didn't have the error I couldn't diagnose the proble but he will call back if it happens again

33641 06/27/00 PCPROBLEMS-95 06/29/00

Descr: unable to log in to the PC; also needs drive mapped to habitat home area; John Norris visited this computer last week and said this was all ok but they called back to say it wasn't
Resol: Checked and found that the person on the PC was not typing in her password. Got her to log in and she was able to print and retrieve files OK.

37123 10/26/00 PCPROBLEMS-95 10/26/00

Descr: got the message "Your system is dangerously low on resources"
Resol: had her restart her computer and everything seemed fine; she said she would call back if it occurs again

45517 07/16/01 PCPROBLEMS-95 07/31/01

Descr: The PC with the cd burner in the computer room is not working properly and they cannot burn CD's (this is a function of their job); this PC should be replaced as it is very old and running Win95;
Resol: Work done on problem to date.....installed software, test ok, installed in computer room.

Problem #	Opened Date		Closed Date
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46837	08/27/01	PCPROBLEMS-95	08/27/01
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Descr: getting prompted to run scan disk and fix error or not fix

Resol: Win 95 - had him select don't fix and press any key to continue. After he logged in had him shutdown and power of pc and logged in again without errors.

11143	09/24/98	POWER SUPPLY	09/30/98
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Descr: Power supply on a Sona PC serial# NF950109-01 gone; he smelled it burning and the PC went dead

Resol: Called...

12295	11/05/98	POWER SUPPLY	11/09/98
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Descr: UPS completely failed when the power went out in Corner Brook; can we replace?

Resol: found out it wasn't turned on; they turned it on and it was fine

15288	03/15/99	POWER SUPPLY	03/15/99
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Descr: No Power to computer. Not sure if it is the power supply.

Resol: Loose power plug on back of PC. Reseated, powered up and logged on. Ok now.

17176	04/05/99	POWER SUPPLY	04/07/99
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Descr: Power Supply on his Sona is dead; this has happened a few times already

Resol: Darren reports power supply has been replaced; so far, so good. . . .

22639	08/25/99	POWER SUPPLY	09/14/99
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Descr: UPS failed and many computers using Surge protectors were shut off immediately;

Resol: Problem with UPS. The UPS is down and we are currently running on commercial power. Excite has been contacted and will be on site asap to correct the problem.

35933	09/19/00	POWER SUPPLY	09/19/00
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Descr: They are planning a power outage for Duffy Sunday morning and want to know who to tell about it.

Resol: Told him to email Helpdesk and Sharon Bennett.

35922	09/19/00	POWER SUPPLY	09/19/00
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Descr: He is in Whitbourne to replace power supply on modem only 2 people in office and they are logging out now - will be down for about 10 minutes. He will call back when work completed.

Resol: Bob Called back - power supply replaced and users back online.

Problem #	Opened Date		Closed Date
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42501	04/11/01	POWER SUPPLY	04/12/01
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Descr: Power failure computer room - duffy place

Resol: Investigation showed that breakers were cycled feeding the computer room. For More info please see the CIR.

Total Opened and Closed Calls:	2,798
Open Calls:	10
Closed Calls:	2,788