

xwave Support Calls 2002

Case ID+ : HDHFX0000170312
Ext Ticket # : Call # 51046
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/9/2002 2:54:23 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 455
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/4/2002 12:32:11 PM Scott Thurston
need keyboard, system board and 2 128meg memory modules ordered.

1/4/2002 2:56:59 PM Carol Ann Bradbury
Ordered parts from Dell

1/7/2002 9:51:16 AM Carol Ann Bradbury
Received parts and gave them to Scott

1/9/2002 9:30:42 AM Scott Thurston
installed parts. keyboard problem is fixed. original problem is still
happening.
also hard drive is booting really slow since system board was
installed.
may need to put original back.

1/9/2002 2:54:25 PM Scott Thurston
continued on 173360
replaced keyboard system board and memory.
keyboard problem is fixed. the other problem is a software issue
resolved on wo173360

1/11/2002 1:33:28 PM Carol Ann Bradbury
Returned defective parts back to Dell

1/16/2002 1:47:17 PM AR_ESCALATOR
Case HDHFX0000170312 was automatically closed on 1/16/2002 1:47:16 PM.

1/31/2002 4:03:55 PM Janna Feehan-Hickey

Case ID+ : HDHFX00000170349
Ext Ticket # : Call # 50878
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/4/2002 12:45:23 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 155
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/2/2002 2:43:16 PM Denise Tuffin
Scott requests that you order a touch pad assembly and a keyboard.

1/2/2002 2:53:16 PM Carol Ann Bradbury
Ordered part from Dell

1/3/2002 10:16:14 AM Carol Ann Bradbury
Received part and gave it to Scott

1/4/2002 12:45:24 PM Scott Thurston
installed parts t.o.k. assigned to carol ann

1/7/2002 10:05:33 AM Carol Ann Bradbury
Returned defective part back to Compaq

1/12/2002 10:46:24 AM AR_ESCALATOR
Case HDHFX00000170349 was automatically closed on 1/12/2002 10:46:23
AM.

Case ID+ : HDHFX0000170684
Ext Ticket # : Call # 50869
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/4/2002 12:46:15 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 122
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/4/2002 12:46:28 PM Scott Thurston
scheduled for monday

1/9/2002 11:57:48 AM Scott Thurston
Frank was getting an error in device manager:

The description for Event ID (11) in Source (bp32drv4) could not be found. It contains the following insertion string(s): .

Frank has a hardware lock, so when the hardware lock is on the parallel port the cd writer is disconnected. The driver is set to load on boot up. So when it doesn't see the cd writer it gives this error in event viewer. To bypass this I piggy backed the cd writer onto the hardware lock. I opened the pss adept program and was still able to access the external cd writer.

Also, there was another error in event viewer:

The OfficeScanNT RealTime Scan service hung on starting.

The officescan would hang and the icon in the task bar would be red. After uninstalling and reinstalling, trend loaded everytime I rebooted . There was a considerable improvement in performance since trend has been reinstalled.

1/31/2002 4:08:41 PM Janna Feehan-Hickey

Case ID+ : HDHFX00000170812
Ext Ticket # : Call # 50659
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/4/2002 9:24:42 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 302
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/7/2002 9:06:28 AM Scott Thurston
 scott and mark configured two pcs for 2 work terms. one pc needed a few
 graphics programs.
 and had problem with the speed of the jacks. keith lefevure corrected
 the speed.

Case ID+ : HDHFX00000170825
Ext Ticket # : Call # 51093
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/4/2002 11:54:55 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 301
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/4/2002 12:47:32 PM Scott Thurston
scheduled for monday

1/7/2002 4:09:30 PM Scott Thurston
scott and mark installed new laptop for todd hynes. a lot of data to
transfer. 5 hours.
took old pc and gave to craig evans a work term. pc did not need to be
reimaged.

Case ID+ : HDHFX00000171354
Ext Ticket # : Call # 51089
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/7/2002 9:49:08 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 140
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/4/2002 12:43:22 PM Scott Thurston
 need battery ordered

1/4/2002 3:03:05 PM Carol Ann Bradbury
Ordered part from Dell

1/7/2002 9:49:10 AM Carol Ann Bradbury
Received part and gave it to Scott

1/7/2002 4:25:59 PM Scott Thurston
replaced battery t.ok.

1/31/2002 4:16:24 PM Janna Feehan-Hickey

Case ID+ : HDHFX00000172052
Ext Ticket # : Call # 51192
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/7/2002 1:26:07 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/8/2002 2:36:31 PM Mark Hillier
Went onsite and reimaged a pc in the Board room on Kenmount Rd. It was
a succesful install. Billing customer 2hr for the job.

Case ID+ : HDHFX0000172282
Ext Ticket # : Call # 51209
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/9/2002 9:18:15 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 155
Assignee Login Name : Carol Ann Bradbury
Project ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/7/2002 1:24:44 PM Denise Tuffin
Scott said a new keyboard needs to be ordered.

1/7/2002 2:45:51 PM Carol Ann Bradbury
Ordered part from Dell

1/8/2002 10:10:49 AM Carol Ann Bradbury
Received part and gave it to Scott

1/9/2002 9:18:17 AM Scott Thurston
installed keyboard t.o.k. gave to carol ann

1/9/2002 2:01:53 PM Carol Ann Bradbury
Returned defective part back to Dell

1/14/2002 2:10:46 PM AR_ESCALATOR
Case HDHFX0000172282 was automatically closed on 1/14/2002 2:10:45 PM.

1/31/2002 4:50:07 PM Janna Feehan-Hickey

Case ID+ : HDHFX0000173360
Ext Ticket # : Call # 51046
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/9/2002 10:09:14 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 412

Assignee Login Name : Scott Thurston

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 1/9/2002 2:51:24 PM Scott Thurston

replacing parts on work order 170312 did not solve problem. did some searching on microsoft and google. found a doc on microsoft suggesting to update internet explorer to at least 5.01. updated to 5.5 took a long time.

returned next day and applied security and critical updates. t.o.k 3 hours

1/9/2002 2:52:03 PM Scott Thurston

the microsoft article was q249073

Case ID+ : HDHFX0000173604

Ext Ticket # :

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/9/2002 1:33:11 PM
Login+ : Frank Antle
Status : Closed
Assigners Group : AG:xwave Tech Dispatch NF
Total Time Spent (min) : 301
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log :

Case ID+ : HDHFX0000173951
Ext Ticket # : Call # 51280
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/11/2002 12:35:24 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 195
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/10/2002 10:08:06 AM Mark Hillier
Went onsite and looked at users laptop. The problem with the system is
that the fan is defective. I need a system board ordered for this
unit.

1/10/2002 1:59:19 PM Carol Ann Bradbury
Ordered part from Dell

1/11/2002 11:02:14 AM Carol Ann Bradbury
Ordered part from IBM, RMA # EC002YT5

1/11/2002 12:28:47 PM Carol Ann Bradbury
Received part and gave it to Mark

1/11/2002 12:35:26 PM Mark Hillier
Went onsite and installed new system board in laptop. System tested
ok.

1/14/2002 1:57:01 PM Carol Ann Bradbury
Returned defective part back to Compaq

1/19/2002 2:17:56 PM AR_ESCALATOR
Case HDHFX0000173951 was automatically closed on 1/19/2002 2:17:55 PM.

2/1/2002 1:14:56 AM kbeyea
.

Case ID+ : HDHFX0000174679
Ext Ticket # : Call # 51432
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/11/2002 2:12:58 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 242
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/11/2002 2:13:00 PM Ed Ryan
 Called customer & left voice message for return call

1/14/2002 9:00:33 AM Ed Ryan
Talked with Chris & setup service call for Tuesday 8:30am
also talked with end user Derek Pike 737-5812 with configuration of
computer
NP010481

1/15/2002 12:06:54 PM Ed Ryan
Re-image #NP010481 IBM 65620-50U SN# 78ZAF86 on the request of Chris
Seary
call # 51432.

Install was successful
3.5 hours install time

User will need the following CD Rom programs installed back on unit

Arcserve Client Agent
Connos BI Administration
Microsoft Technet

2/1/2002 12:54:33 AM kbeyea
.

Case ID+ : HDHFX0000175679
Ext Ticket # : Call # 51262
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/24/2002 12:32:07 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 300
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/17/2002 2:12:16 PM Mark Hillier
I went onsite to look at this system. I need p/n: 61h2322 (System Board) & p/n: 01k9846 (power supply) ordered for this system.

1/17/2002 2:57:37 PM Mary Boland
Ordered Power Supply & System Board from IBM. IBM# EC0030A1

1/18/2002 11:23:29 AM Mary Boland
Received Systemboard and Power Supply and gave them to Mark.

1/18/2002 4:05:11 PM Mark Hillier
Went onsite and installed power supply and system board. The system board was defective so I took a system board out of another system and put it in the defective system. System tested ok. I need system board ordered again. System was sent back to carbonear.

1/18/2002 4:18:42 PM Mary Boland
Ordered Systemboard from IBM. RMA # EC0030RT

1/21/2002 9:31:20 AM Mary Boland
Sent defective power supply and new/unused system board (which was received defective) back to IBM.

1/21/2002 11:39:20 AM Carol Ann Bradbury
Received part and gave it to Mark

1/24/2002 12:32:12 PM Mark Hillier
Replaced system board in spare system on duffy place and system tested ok.

1/25/2002 11:30:07 AM Carol Ann Bradbury
Returned defective part back to IBM

1/30/2002 11:43:09 AM AR_ESCALATOR
Case HDHFX0000175679 was automatically closed on 1/30/2002 11:43:08 AM.

2/1/2002 1:45:02 AM kbeyea

Case ID+ : HDHFX0000175726
Ext Ticket # : Call # 51501
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/17/2002 1:41:35 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 145
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/15/2002 2:23:48 PM Mark Hillier
I was talking to customer and it seems that the lcd module is defective. I need lcd module ordered for this system.

1/15/2002 2:29:45 PM Carol Ann Bradbury
Ordered part from Dell

1/17/2002 10:40:48 AM Mary Boland
Received LCD Module and gave it to Mark.

1/17/2002 1:41:37 PM Mark Hillier
Went onsite and installed a new lcd module in system. System tested ok.
System was brought back to user.

1/17/2002 2:19:13 PM Mary Boland
Sent part back to DELL.

1/22/2002 3:25:38 PM AR_ESCALATOR
Case HDHFX0000175726 was automatically closed on 1/22/2002 3:25:37 PM.

2/1/2002 1:45:16 AM kbeyea

Case ID+ : HDHFX0000176511
Ext Ticket # : Call # 51557
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/18/2002 10:43:23 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 236
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/17/2002 9:56:39 AM Scott Thurston
tested system.
need hard drive ordered.

1/17/2002 11:49:57 AM Mary Boland
Ordered Hard Drive from DELL.

1/18/2002 10:43:25 AM Mary Boland
Received hard drive and gave it to Scott.

1/21/2002 3:22:32 PM Scott Thurston
friday 18 went onsite and ghosted hard drive to external hard drive.
this took a long time due to bad sectors on drive.
returned on monday. and copied external hard drive to new hard drive
t.o.k. 2.5 hours warranty. billable 1 hour on work order number

1/21/2002 3:27:12 PM Scott Thurston

reference work order 178840

1/23/2002 11:06:35 AM Mary Boland
Sent defective hard drive back to DELL.

2/1/2002 2:03:26 AM kbeyea

Case ID+ : HDHFX0000177244
Ext Ticket # : Call # 51593
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/17/2002 11:28:31 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/18/2002 12:52:55 PM Mark Hillier
Went onsite and reimaged system. System tested ok. Billing customer
2hr's for onsite.

1/31/2002 9:36:37 PM kbeyea

Case ID+ : HDHFX00000177250
Ext Ticket # : Call # 51528
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/18/2002 4:12:21 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 175
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/17/2002 1:40:51 PM Carl Hefford
I went onsite to re-image the system for Tony but when I got there I
felt that the hard drive needed to be replaced. I reimaged the drive to
a spare hdd.

Please request a RMA for a replacement hard disk drive.

P.N. 02K3426

1/17/2002 2:04:40 PM Mary Boland
Ordered Hard Drive from IBM. RMA # EC003091

1/18/2002 11:26:56 AM Mary Boland
Received hard drive and gave it to Mark.

1/18/2002 4:12:22 PM Mark Hillier
Went onsite and installed new hdd in users system. I ghosted image from
hdd that was in the system to new drive. System tested ok.

1/22/2002 11:15:07 AM Mary Boland
Sent defective hard drive back to IBM.

1/27/2002 11:38:35 AM AR_ESCALATOR
Case HDHFX00000177250 was automatically closed on 1/27/2002 11:38:34
AM.

1/31/2002 9:36:37 PM kbeyea

Case ID+ : HDHFX00000177253
Ext Ticket # : Call # 51603
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/21/2002 3:28:44 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 145
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 1/17/2002 12:31:19 PM Scott Thurston
tested system need cd rom drive ordered

1/17/2002 1:43:42 PM Mary Boland
Ordered CD-Rom Drive from IBM. RMA # EC00308G

1/18/2002 11:10:28 AM Mary Boland
Received CD-Rom Drive and gave it to Scott.

1/21/2002 3:28:45 PM Scott Thurston
replaced cd rom t.o.k.

1/23/2002 10:43:25 AM Mary Boland
Sent defective CD-Rom Drive back to IBM.

1/28/2002 11:41:39 AM AR_ESCALATOR
Case HDHFX0000177253 was automatically closed on 1/28/2002 11:41:38
AM.

1/31/2002 9:36:39 PM kbeyea

Case ID+ : HDHFX0000177449
Ext Ticket # : Call # 51603
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/17/2002 1:41:53 PM

Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 182
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/17/2002 2:20:09 PM Scott Thurston
scheduled for friday 9:00

1/18/2002 1:50:54 PM Scott Thurston
went to reimage system. cd rom not spinning. looked for another cd rom
drive.
john norris gave me a 600e to borrow i swapped hard drives, imaged and
then swapped hard drives back.
2 hours
t.o.k.

Case ID+ : HDHFX00000177870
Ext Ticket # : Call # 51371
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/18/2002 1:52:55 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 450
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/28/2002 9:40:30 AM Mark Hillier
Went onsite and reimaged system. System tested ok after the software
was reinstalled. I also had to set up profiles for 10 different users.

1/31/2002 9:39:03 PM kbeyea

Case ID+ : HDHFX0000178609
Ext Ticket # : Call # 51477
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/24/2002 12:28:03 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 127
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/21/2002 1:25:33 PM Denise Tuffin
Scott said to order a systemboard and 2 128MB memory.

1/21/2002 1:32:22 PM Carol Ann Bradbury
Ordered parts from Dell

1/23/2002 12:38:54 PM Mary Boland
Received systembaord and memory and gave it to Scott.

1/24/2002 12:28:04 PM Mark Hillier
went onsite and installed new system board and memory in system. System
tested ok.

1/25/2002 11:54:20 AM Carol Ann Bradbury
Returned defective part back to Dell

1/30/2002 12:43:28 PM AR_ESCALATOR
Case HDHFX0000178609 was automatically closed on 1/30/2002 12:43:27
PM.

1/31/2002 11:10:02 PM kbeyea
.

Case ID+ : HDHFX0000178790

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 1/24/2002 12:26:50 PM

Login+ : Celine Sheppard

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 185

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 1/21/2002 3:42:17 PM Scott Thurston

tested system. mouse not working on docking station. springs on laptop where it connects to docking station have worked their way loose. need to order base cover p/n 05k6168

1/21/2002 4:00:20 PM Carol Ann Bradbury

Ordered part from IBM, RMA # EC00311T

1/23/2002 12:46:05 PM Mary Boland

Received Base Cover and gave it to Scott.

1/24/2002 12:26:51 PM Mark Hillier

Went onsite and installed a new base cover in system. System tested ok.

1/25/2002 10:16:03 AM Carol Ann Bradbury

Returned defective part back to IBM

1/30/2002 10:42:46 AM AR_ESCALATOR

Case HDHFX0000178790 was automatically closed on 1/30/2002 10:42:45 AM.

1/31/2002 11:15:39 PM kbeyea

Case ID+ : HDHFX00000178840
Ext Ticket # : Call # 51557
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/21/2002 3:24:15 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 140
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/21/2002 3:26:14 PM Scott Thurston
backed up and copied data to new drive. reference wo 176511

Case ID+ : HDHFX00000179031
Ext Ticket # : Call # 51764
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/24/2002 8:59:50 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 5
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/24/2002 1:19:50 PM Mark Hillier
I contacted user and I got him to go into the cmos settings and save
the configuration. He did this and system tested ok.

1/31/2002 11:16:41 PM kbeyea
.

Case ID+ : HDHFX0000179851
Ext Ticket # : Call # 51372
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/24/2002 9:10:27 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 91
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/24/2002 1:17:21 PM Mark Hillier
Contacted Kevin and he do not want this done untill Tuesday morning @ 9
oclock.

1/30/2002 12:53:18 PM Mark Hillier
Started to get system ready to be re imaged. The image that was there
for a 660 Thinkpad was a old image because most of this system a
retired. Talk to Keith Perry about this problem and her told me not to
re-image this machine. Keith Perry is going to get in contact with user
a tell him what the problem is.

1/31/2002 11:20:01 PM kbeyea

Case ID+ : HDHFX00000181539
Ext Ticket # : Call # 51983
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/29/2002 9:27:18 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/29/2002 4:26:28 PM Mark Hillier
Went onsite to setup users old desktop. Went I setup desktop all users
data was not there. I had to reimage system and copy over his data.
System tested ok.

Case ID+ : HDHFX00000181929
Ext Ticket # : Call # 52005
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/30/2002 8:36:29 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 121
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/30/2002 1:11:49 PM Mark Hillier
Went onsite and re imaged system again for Brian Malone with win 2000

image. System tested ok.

1/31/2002 11:57:29 PM kbeyea

Case ID+ : HDHFX00000182071
Ext Ticket # : Call # 52016
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/31/2002 12:00:06 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 206

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 1/29/2002 3:58:01 PM Carl Hefford

I went on site and I checked the system, the caps lock light does not come on with the onboard keyboard or an external Keyboard. Please request a RMA for a replacement system board.

Re-assigned to Carol Ann

1/29/2002 4:15:18 PM Carol Ann Bradbury

Ordered system board from Dell

1/30/2002 10:37:55 AM Carol Ann Bradbury

Received part and gave it to Carl

1/31/2002 8:40:00 AM Carl Hefford

I rec'd the replacement part and I called John Parsons and we made arrangements for me to go on site Thursday, Jan. 31.

1/31/2002 12:00:07 PM Carl Hefford

I went on site to replace the system board. I installed the system board. The same thing happens when the system gets to the blue NT 4 screen. The CAPS, scroll and numlock lights do not work after that point. Keith did not think it was worth re-imaging the system.

1/31/2002 2:42:29 PM Mary Boland

Sent defective system board back to DELL.

2/10/2002 4:39:52 PM AR_ESCALATOR

Case HDHFX0000182071 was automatically closed on 2/10/2002 4:39:51 PM.

Case ID+ : HDHFX0000183143

Ext Ticket # :

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/31/2002 9:52:25 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 450
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/31/2002 11:43:13 AM Scott Thurston
dedicated support for nf power . 7.5 hours

Case ID+ : HDHFX0000183148
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/31/2002 9:55:41 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 1800
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/7/2002 3:19:49 PM Scott Thurston
dedicated time to helpdesk calls february 6

2/14/2002 10:53:28 AM Scott Thurston
dedicated support feb 13 7.5 hours

2/21/2002 3:10:11 PM Scott Thurston
dedicated support for feb 20 .75 hours

3/1/2002 9:23:06 AM Scott Thurston
dedicated support for feb 27

Case ID+ : HDHFX0000183209
Ext Ticket # : Call # 52180
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/31/2002 10:41:07 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 90
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 1/31/2002 2:23:10 PM Mark Hillier
 Installed new system for user. System tested ok and set it up on users
 desk. Tested ok.

Case ID+ : HDHFX0000183328
Ext Ticket # : Call # 51878
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/31/2002 2:08:12 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/4/2002 8:14:37 AM Carl Hefford

I went on site and I ran the Internet Explorer updates that were available. I ran the Windows 2000 update, I uninstalled Office and I re-installed it. All of these did not solve the problem that the users were having. I called John Norris to see if I could ghost the image of the senior operators system to the junior operators system. He gave me the go ahead to do this. I then had to install the scanner drivers and software. This CD had to be sent over from Kenmount Rd. I proceeded to install the software but it was for the MAC OS. I will install this on Monday Morning.

2/4/2002 10:50:29 AM Carl Hefford

I went ot Kenmount Rd and got the correct CD for the scanner. I installed the software and tested the scanner. Also, I ran the CSS and PCLS update as requested by John Norris.

Case ID+ : HDHFX0000183333
Ext Ticket # : Call # 51855
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/31/2002 2:08:06 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 331
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/4/2002 8:01:32 AM Carl Hefford

I went on site and I proceeded to take the settings of this system for the 8 users that use this system. I ghosted the image of the old drive to a temporary drive. There was no personal data on the system but I copied the contents of the drive to the ishdbu folder on the system. Installed Office 2000, Reflection and the MicroTrend anti-virus software. Configured the 8 users.

Case ID+ : HDHFX00000183335
Ext Ticket # : Call # 51708
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 1/31/2002 1:45:05 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 330
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/1/2002 4:46:36 PM Scott Thurston
 imaged pc. resheduled for tuesday morning

 2/7/2002 3:17:32 PM Scott Thurston
 replaced clone abm pc with an ibm 233

Case ID+ : HDHFX00000183406

Ext Ticket # : Call # 51708

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 1/31/2002 2:06:05 PM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 180

Assignee Login Name : Mark Hillier

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/1/2002 1:04:51 PM Mark Hillier

Went osite and looked at customer system. The drive would not boot. I had to re-image the system and back up users data. Installed all programs except office 2000 and Reflections, this will be installed when system is back in Gander. System tested ok.

Case ID+ : HDHFX00000183845
Ext Ticket # : Call # 52202
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/25/2002 9:22:22 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 176
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/1/2002 3:18:20 PM Ed Ryan
 unable to access certain keys on keyboard assy
 replaced keyboard needed to be ordered

2/1/2002 3:53:19 PM Carol Ann Bradbury

Ordered part from Dell

2/4/2002 10:59:21 AM Carol Ann Bradbury
Received part and gave it to Ed

2/4/2002 12:00:58 PM Ed Ryan
parts to be installed

2/4/2002 3:18:42 PM Ed Ryan
Replaced keyboard assy onsite Ran diagnostics tested ok

2/5/2002 10:38:25 AM Mary Boland
Sent defective keyboard back to DELL.

2/15/2002 11:38:54 AM AR_ESCALATOR
Case HDHFX0000183845 was automatically closed on 2/15/2002 11:38:53
AM.

Case ID+ : HDHFX0000185840
Ext Ticket # : Call # 50683
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/6/2002 1:48:27 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 271
Assignee Login Name : Ed Ryan
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/6/2002 4:41:02 PM Ed Ryan
setup for Thursday at 9:00am

2/8/2002 8:58:50 AM Ed Ryan

Replaced one IBM 6862-52U SN# 78-HPNCP NP# 010030 with IBM 6862-52U SN#
78-HPMPK NP# 010098

Install was Successful

install was 4.5 hours

delay time for Cd's to come from Kenmount Road for install of Aspect

Customer's data was transfer and will need refection & office 2000
programs setup locally on hard drive

Called customer to let her know about password change but is off today

Please let her know tomorrow her password has been changed

Case ID+ : HDHFX0000186095

Ext Ticket # : Call # 52394

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 2/13/2002 8:40:39 AM

Login+ : Celine Sheppard

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 216

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/7/2002 2:23:05 PM Mark Hillier

I went onsite to look at system. I need p/n: 3012726 (system board) &
p/n: 22L0019 (6.4 gb HDD) ordered for this unit.

2/7/2002 3:01:27 PM Carol Ann Bradbury

Ordered parts from IBM, RMA # EC0035YB

2/8/2002 11:03:02 AM Mary Boland

Received systemboard and hard drive and gave it to Mark.

2/8/2002 11:24:45 AM Mary Boland

Did not receive hard drive as stated above. Hard drive is on back
order.

2/12/2002 11:10:48 AM Carol Ann Bradbury

Received part and gave it to Mark

2/13/2002 8:40:40 AM Mark Hillier

Went onsite and installed system board and hdd. system tested ok. I
could not get any data off users old drive so I re-imaged his machine.
Tested ok.

2/14/2002 1:16:07 PM Carol Ann Bradbury

Returned defective parts back to IBM

2/24/2002 2:07:46 PM AR_ESCALATOR

Case HDHFX0000186095 was automatically closed on 2/24/2002 2:07:45 PM.

Case ID+ : HDHFX0000186278

Ext Ticket # : Call # 52404

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 2/8/2002 12:52:42 PM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 205

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/7/2002 2:18:28 PM Mark Hillier

Went onsite and look at users system. I need p/n: 3012726 (system board) & p/n: 05k6168 (base case) ordered for this unit.

2/7/2002 3:07:11 PM Carol Ann Bradbury

Ordered part from IBM, RMA # EC0035YG

2/8/2002 11:21:39 AM Mary Boland

Received systemboard and case and gave them to Mark.

2/8/2002 12:52:43 PM Mark Hillier

Went onsite and replaced the system board and base assy. System tested ok. Brought system up to user.Closing this call.

2/8/2002 2:52:07 PM Mary Boland

Sent defective systemboard and case back to IBM.

2/18/2002 3:29:23 PM AR_ESCALATOR

Case HDHFX0000186278 was automatically closed on 2/18/2002 3:29:22 PM.

Case ID+ : HDHFX0000186826
Ext Ticket # : Call # 51085
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/8/2002 9:58:53 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 332
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/8/2002 10:02:31 AM Mark Hillier
I was talking to the help desk and I have this set up for monday morning.

2/11/2002 4:09:06 PM Mark Hillier
Went onsite and re imaged system. System tested ok after reimage. any additional software user said that he would take care of it. Tested ok.

Case ID+ : HDHFX0000187575
Ext Ticket # : Call # 52016
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/11/2002 3:01:05 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 240
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/13/2002 8:31:56 AM Mark Hillier
Went onsite and Re-imaged system. System tested ok. Set system back up
on users desk.

Case ID+ : HDHFX0000188240
Ext Ticket # : Call # 52564
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/20/2002 10:42:58 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 162
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :

Work Log : 2/13/2002 8:54:50 AM Mark Hillier

I was talking to user yesterday and the screen is defective. I need a screen ordered for this customer.

2/13/2002 12:13:46 PM Carol Ann Bradbury
Ordered part from Dell

2/14/2002 10:01:09 AM Carol Ann Bradbury
Received part and gave it to Mark

2/14/2002 11:16:16 AM Mark Hillier
Went onsite and installed part. I still experience the same problem. I need system board and lcd caseing.

2/15/2002 10:41:01 AM Carol Ann Bradbury
Ordered parts from Dell

2/20/2002 10:42:44 AM Carol Ann Bradbury
Received part and gave it to Mark

2/22/2002 2:24:34 PM Mark Hillier
Waiting on second part to come in to me.

6/20/2002 1:08:54 PM Mark Hillier
Closing ticket.

Case ID+ : HDHFX00000188553
Ext Ticket # : Call # 52519
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/13/2002 9:00:27 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 150
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/13/2002 3:43:23 PM Mark Hillier
Went onsite and installed new pc for user. System was installed
succesfully and it tested ok. I updated the help desk. Had some problem
getting the system on the network but the problem was that the jak was
not patched in.

Case ID+ : HDHFX0000188576
Ext Ticket # : Call # 52599
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/19/2002 12:00:08 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 66
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/13/2002 9:41:51 AM Mark Hillier
I need a Hdd ordered for this system. I do believe that this user had a
20 gig hdd.

2/13/2002 11:37:30 AM Carol Ann Bradbury
Ordered part from Dell

2/18/2002 10:55:30 AM Carol Ann Bradbury
Received parts and gave them to Scott

2/19/2002 12:00:10 PM Scott Thurston
parts not needed

2/20/2002 10:32:03 AM Carol Ann Bradbury

Returned defective part to Dell

Case ID+ : HDHFX0000188675

Ext Ticket # : Call # 52394

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 2/13/2002 8:41:56 AM

Login+ : Celine Sheppard

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 90

Assignee Login Name : Mark Hillier

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/13/2002 8:44:34 AM Mark Hillier

I had to Re-imaged user pc because when I replaced the drive in his system I could not access any data from his old. User said thta all his data was backed up. tested ok.

Case ID+ : HDHFX00000189183
Ext Ticket # : Call # 52664
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/14/2002 8:23:39 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/15/2002 9:33:08 AM Scott Thurston
reimaged pc, same problem with com ports. ordered system board on

another work order. 3.5 hours

Case ID+ : HDHFX00000189433
Ext Ticket # : Call # 52676
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/14/2002 11:51:55 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/14/2002 12:26:39 PM Denise Tuffin
Triplicate ticket.

Case ID+ : HDHFX0000189434
Ext Ticket # :

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/14/2002 11:54:06 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/14/2002 12:25:57 PM Denise Tuffin
Duplicate ticket.

Case ID+ : HDHFX00000189461
Ext Ticket # : Call # 52676
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/14/2002 12:39:05 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/14/2002 4:00:57 PM Mark Hillier
Went onsite and re-imaged users pc. System tested ok. I updated help
desk.

Case ID+ : HDHFX0000189469
Ext Ticket # : Call # 51999
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/18/2002 2:00:53 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 95
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/14/2002 12:38:43 PM Denise Tuffin
Scott asked that a hard drive be ordered please.

2/14/2002 4:02:01 PM Carol Ann Bradbury
Ordered part from Dell

2/18/2002 10:53:44 AM Carol Ann Bradbury
Received part and gave it to Scott

2/18/2002 2:00:58 PM Scott Thurston
replaced hard drive. t.o.k. copied data on work order # 190708

2/20/2002 10:11:30 AM Carol Ann Bradbury
Returned defective part back to Dell

Case ID+ : HDHFX0000189487
Ext Ticket # : Call # 52383
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/15/2002 11:22:41 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 85
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/14/2002 1:55:48 PM Denise Tuffin
Scott said she needs a hard drive replaced, p/n 1016012, in an ibm
450. ItÆs a 6.4 gb hard drive.

2/14/2002 3:58:25 PM Carol Ann Bradbury
Ordered part from IBM, RMA # EC0037W6

2/15/2002 9:58:03 AM Carol Ann Bradbury
Received part and gave it to Scott

2/15/2002 11:22:43 AM Scott Thurston
replaced hard drive and ghosted data.
gave part to c.b.

2/15/2002 3:42:41 PM Mary Boland
Sent defective hard drive back to IBM.

Case ID+ : HDHFX0000189527

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 2/14/2002 1:44:29 PM

Login+ : Keith Perry

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 120

Assignee Login Name : Scott Thurston

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/15/2002 9:38:26 AM Scott Thurston

went on site and tested printer. tried attaching printer to different
com ports and parallel port using gender benders.
not working. autoexec.bat file had lpt1 set to com 3 from the previous
pc. there was no com 3 on ibm. changed to com 2.
printer worked fine. judy chaytor tested.

Case ID+ : HDHFX0000189663
Ext Ticket # : Call # 52664
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/19/2002 11:28:40 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 155
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/14/2002 4:28:55 PM Carol Ann Bradbury
Order system board

2/14/2002 4:43:01 PM Carol Ann Bradbury
Ordered part from Dell

2/18/2002 10:56:45 AM Carol Ann Bradbury
Received part and gave it to Scott

2/19/2002 11:28:28 AM Scott Thurston
installed system board t.o.k. 2 hours
gave defective part to carol ann.

2/20/2002 10:22:11 AM Carol Ann Bradbury
Returned defective part back to Dell

Case ID+ : HDHFX00000190615
Ext Ticket # : Call # 52761
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/18/2002 1:32:54 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/18/2002 3:23:31 PM Mark Hillier
Went onsite and set system up for new user. The User was not set up
under nf power domain so I was lemitted to what I could do. Batically I
installed the image, autocad, and project 2000. system tested ok.

Case ID+ : HDHFX00000190646
Ext Ticket # : Call # 52776
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/22/2002 2:19:59 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 215
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/18/2002 12:41:03 PM Scott Thurston
tested system. need system board and processor

2/19/2002 9:15:38 AM Carol Ann Bradbury
Ordered parts from Dell

2/22/2002 10:18:07 AM Carol Ann Bradbury
Received parts and gave them to Mark

2/22/2002 2:20:01 PM Mark Hillier
Went onsite and installed a system board and processor in a latitude
system. After installion the system tested ok. Parts gone back to Carol
Ann.

2/25/2002 10:30:59 AM Carol Ann Bradbury
Returned defective parts back to Dell

Case ID+ : HDHFX00000190708
Ext Ticket # : Call # 51999
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/18/2002 1:57:20 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 60
Assignee Login Name : Scott Thurston
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/18/2002 1:59:24 PM Scott Thurston

replaced hard drive under warranty on work order 189469.

ghosted disk to external hard drive and then back to new drive.

Case ID+ : HDHFX0000190829

Ext Ticket # : Call # 52798

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 2/20/2002 10:58:55 AM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 125

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/19/2002 9:11:57 AM Mark Hillier

Contacted user and the floppy drive is defective. I need floppy drive ordered for this unit.

2/19/2002 9:21:43 AM Carol Ann Bradbury

Ordered part from Dell

2/20/2002 9:57:30 AM Carol Ann Bradbury

Received part and gave it to Mark

2/20/2002 10:58:57 AM Mark Hillier

Went onsite and installed new floppy drive in system. Floppy Drive tested ok.

2/20/2002 11:49:55 AM Carol Ann Bradbury

Returned defective part back to Dell

Case ID+ : HDHFX0000190899

Ext Ticket # : Call # 52804

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 2/19/2002 9:49:49 AM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 300

Assignee Login Name : Carl Hefford

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 2/19/2002 4:09:18 PM Carl Hefford

I went on site and I re-imaged the system, transferred data, installed anti-Virus software. I could not install office or Reflections as the system was from Gander.

Case ID+ : HDHFX0000191075
Ext Ticket # : Call # 52829
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/19/2002 12:52:52 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 240
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/19/2002 4:16:08 PM Mark Hillier
Went onsite and reimaged system for user. System tested ok. Set network
connections back to 10 half because it was going out of town.

Case ID+ : HDHFX0000191150
Ext Ticket # : Call # 52837
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/21/2002 2:58:40 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 175
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/19/2002 12:08:54 PM Scott Thurston
tested system. need system board ordered. 1hour

2/19/2002 2:07:17 PM Carol Ann Bradbury
Ordered part from Dell

2/20/2002 9:59:48 AM Carol Ann Bradbury
Received part and gave it to Scott

2/21/2002 2:58:42 PM Scott Thurston
installed system board t.o.k.
gave part to carol ann

2/21/2002 4:12:29 PM Mary Boland
Sent defective systemboard back to DELL.

Case ID+ : HDHFX0000195155
Ext Ticket # : Call # 52917
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 2/28/2002 12:37:04 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 245
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/28/2002 12:39:12 PM Mark Hillier
User would like me to come over monday afternoon to re-image her
system.

3/5/2002 8:03:20 AM Mark Hillier
Went onsite and re-imaged pc for Wanda Brown. System tested ok. It took
about 4 hr's.

Case ID+ : HDHFX0000195156
Ext Ticket # : Call # 52983
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/4/2002 8:39:01 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 2/28/2002 11:59:33 AM Carl Hefford
I called and had to leave a message on her voicemail.

3/5/2002 8:04:44 AM Mark Hillier
Went onsite and Re-imaged Kelly White's system. System tested ok.

Case ID+ : HDHFX0000195437
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/7/2002 9:15:11 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 1741
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/7/2002 11:26:02 AM Mark Hillier
Dedicated support for march 6.

3/14/2002 8:30:40 AM Mark Hillier
Dedicated support for wensday March 13th.

3/21/2002 8:32:10 AM Mark Hillier
Dedicated support for Wensday, March 20.

3/28/2002 8:38:24 AM Mark Hillier
Onsite support for newfoundland power on wensday march 27th.

Case ID+ : HDHFX0000195898

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 3/1/2002 9:48:31 AM

Login+ : Keith Perry

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 11730

Assignee Login Name : Scott Thurston

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 3/1/2002 9:51:38 AM Scott Thurston

developing image for dell 733 with win2k. 4.5 hours feb 28

3/4/2002 10:00:24 AM Scott Thurston

developing image for dell 733 with win2k. 4.5 hours march 1

3/8/2002 12:14:06 PM Scott Thurston

developing image for 733 and lat 500 6.5hours

3/8/2002 12:15:25 PM Scott Thurston
developing image for 733 and lat 500 5hours march 5
developing image for 733 and lat 500 5hours march 6

3/8/2002 12:23:40 PM Scott Thurston
developing image for 733 and lat 500 6.5 hours

3/20/2002 9:36:08 AM Scott Thurston
march 7 3hours imaging and testing.
march 18 7.5 hours imaging and testing

3/21/2002 3:48:05 PM Scott Thurston
march 18 developing images and testing 7.5hours
march 19 developing imaged and testing 6.5hours
march 20 developing images and testing 7.5 hours.

3/28/2002 1:35:34 PM Scott Thurston
march 21 developing images and testing 7.5
march 22 developing images and testing 7.5
march 25 developing images and testing 7.5

3/28/2002 1:37:36 PM Scott Thurston
march 26 developing and testing 6.5
march 27 developing and testing 5.5
march 28 developing and testing 3 hours.

4/30/2002 3:20:04 PM Scott Thurston
developing and testing images
april 1-5 3hours
april 8-12 23hours
april 22-26 24hours
april 29-30 11.5hours

6/24/2002 10:33:16 AM Scott Thurston
reviewed checklist and updated with changes.

7/23/2002 1:30:07 PM Scott Thurston
made changes to n400c and desktop d500 and cut new images

8/5/2002 4:14:42 PM Scott Thurston
june 5 made changes to compaq evo500 image 4hours
june 9 recut compaq evo500 image. 7.5 hours
june 22 created image for n400c laptop 7.5hours
june 23 finished and cut image for n400c laptop 3.5hours

*** The above entry was submitted via the web ***

Case ID+ : HDHFX0000196676
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/4/2002 11:27:25 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 1

Assignee Login Name : Leigh Janes

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 3/4/2002 6:59:33 PM Leigh Janes

Went on site with Paul M. to discuss their expectations. Toured server room and met other staff. Discussed many other issues within their environment.

Case ID+ : HDHFX0000196678

Ext Ticket # :

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/4/2002 11:28:55 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 2
Assignee Login Name : Leigh Janes
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/4/2002 7:02:25 PM Leigh Janes
Time to review Chris's server checklist - make recommendations
suggestions for optional settings...
Printer Server properties, Log file size settings. Email to be sent to
Chris.

4/18/2002 5:53:01 PM Leigh Janes
Worked on Servers as Per Chris Seary's instruction. Also worked on
developing Smart Start Scripting methods and practices to be used with
Unattended installation processes. Still a few bugs to be worked out.
Completed for now.

Case ID+ : HDHFX0000196884
Ext Ticket # : Call # 53227
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/5/2002 3:18:16 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 126
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/4/2002 2:13:15 PM Carol Ann Bradbury
I ordered a system board from Dell

3/5/2002 10:27:41 AM Carol Ann Bradbury
Received part and gave it to Scott

3/5/2002 3:18:18 PM Mark Hillier
Went onsite and installed a new system board in users laptop. Replaced
board and tested system. Tested ok.

3/6/2002 12:47:10 PM Carol Ann Bradbury
Returned defective part back to Dell

Case ID+ : HDHFX0000197679
Ext Ticket # : Call # 53287
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/8/2002 12:10:25 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 145
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/6/2002 9:24:32 AM Carol Ann Bradbury
Ordered CD-Rom P/N 005K8994 from IBM, RMA # EC003CL2. This system has
a parts and labour warranty.

3/6/2002 10:50:09 AM Carol Ann Bradbury
Received part and gave it to Scott

3/8/2002 12:10:26 PM Scott Thurston
installed part .to.k.
gave to cab

3/19/2002 2:47:33 PM Mary Boland
Sent defective CD-ROM back to IBM.

Case ID+ : HDHFX00000197687
Ext Ticket # : Call # 53288
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/8/2002 12:11:54 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 145
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/6/2002 9:49:45 AM Carol Ann Bradbury
Ordered CD-Rom, P/N 005K8994 from IBM, RMA # EC003CL5

3/6/2002 10:51:00 AM Carol Ann Bradbury
Received part and gave it to Scott

3/8/2002 12:11:55 PM Scott Thurston
installed part .t.o.k.
gave to cab

3/19/2002 2:46:41 PM Mary Boland
Sent defective CD-Rom back to IBM.

Case ID+ : HDHFX0000198103
Ext Ticket # : Call # 53312
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/20/2002 9:14:43 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 290
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/6/2002 2:04:48 PM Denise Tuffin
 Scott asked that a keyboard and motherboard be ordered for this
 system.

 3/6/2002 2:40:48 PM Carol Ann Bradbury
 Ordered parts from Dell

 3/8/2002 12:29:45 PM Scott Thurston
 replaced parts t.o.k.
 gave to carolann

 3/11/2002 3:06:44 PM Denise Tuffin
 Please order a systemboard and processor as well.

 3/11/2002 3:20:24 PM Mary Boland
 Ordered systemboard & processor from Dell.

 3/12/2002 10:12:27 AM Carol Ann Bradbury
 Received parts and gave them to Scott

 3/20/2002 9:14:44 AM Scott Thurston
 replaced parts t.o.k.
 assigned to carol ann.

3/20/2002 3:11:12 PM Carol Ann Bradbury
Returned defective part back to Dell

Case ID+ : HDHFX0000198387
Ext Ticket # : Call # 53161
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/7/2002 9:52:13 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/8/2002 12:00:08 PM Mark Hillier
Went onsite and re-imaged John Healeys pc. System tested ok.

Case ID+ : HDHFX0000199664
Ext Ticket # : Call # 52443
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/12/2002 9:45:58 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 150
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/15/2002 8:44:49 AM Mark Hillier
Went onsite and set up new system for ken doyle. System tested ok.

Case ID+ : HDHFX00000200512
Ext Ticket # : Call # 53508
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/13/2002 1:50:14 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/14/2002 7:53:54 AM Carl Hefford
I went on site and re-imaged the system for a student, Mike Churchill,
setup e-mail.
3/14/2002 8:13:15 AM Carl Hefford

Tag#NP012375 Monitor Tag# NP011450

Case ID+ : HDHFX00000200917
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/14/2002 9:54:11 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 150
Assignee Login Name : Carl Hefford
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 3/14/2002 3:47:56 PM Carl Hefford

I went on site and re-imaged a system #NP011388 for use by Rebekah Winsor.

I setup all necessary apps.

Case ID+ : HDFRE00000148575

Ext Ticket # : Call # 53608

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 3/15/2002 3:03:02 PM

Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 397
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/14/2002 3:04:32 PM ma06517
Problem #53608

Client Name: Kelly Glover, 737 23GG294

Problem Description:

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 looks like the hard drive

Make and Model

IBM PC 300 PL - 300 MHz
23GG294

3/14/2002 3:08:53 PM Cynthia Clarke
Reassigning to CSS Dispatch

3/15/2002 3:03:03 PM Carl Hefford
Called Kelly and I told her that I would get a replacement hard disk drive and Mark will go on site Monday to replace it. I checked on the eclaim site and that system is out of warranty.

3/19/2002 9:04:33 AM Carl Hefford
Called the helpdesk and talked with Celine. They want me to check it out and let them know if there is a hardware problem.

3/20/2002 8:14:03 AM Carl Hefford
I went on site and found that the system was blue screening on bootup. I determined the Hard drive was bad because when I tried to ghost the drive to another drive it wouldn't let me, even with the switches to do so -FRO.. I then went to Kenmount Rd and got another drive. I imaged the new drive. I then connected the old drive and on boot up the NT OS noted one of the drives was defective and it marked bad sectors on the drive and repaired some of the files and security descriptors. I proceeded to install Office and the AntiVirus software. The system blue screened. I tried it a couple of times and it failed again. I then took the old drive and put it into another system in the tech room on the mezzanine. Upon booting the the OS found the drive was bad and proceeded to do the repairs on the drive as before. This confirmed the drive failure. After a couple of times the system would not even boot.

3/20/2002 12:04:11 PM Carl Hefford

I connected and setup Office and applied all patches.

Case ID+ : HDFRE0000150279
Ext Ticket # : Call # 53676
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/19/2002 9:06:19 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 158
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/18/2002 4:05:18 PM gi07360
Service Call - John Norris

Contact Name: John Norris, 737-5829. The PC is located in Mezzaine on
Duffy Place; is on the work table with a yellow sticky note attached.
Asset tag: NP010037 - IBM 450. s/n 78PHNNW.
Our Problem #: 53676
Problem Description: Clicking noise coming from PC - lights on - PC
not
working.

Please acknowledge receipt of this request by emailing me back your
Remedy
call #.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

3/18/2002 4:10:23 PM Cynthia Clarke
I am reassigning to CSS Dispatch.

3/20/2002 8:26:46 AM Carl Hefford
I was on site and I checked this system out. The noise/ticking sound
was the CD-ROM. It will not read from the CD-ROM. the system not
booting was caused by the HDD as when I put another drive in it, or
disconnected the old drive, I could boot to disk. While the old HDD
was connected the system would not boot the floppy disk. I then was
asked to take the new HDD from Kelly's system and install it into this

system. I re-imaged the system and when I tried installing the Office and the Antivirus software and browsing the network looking for a couple of patches the system blue screened. Keith asked me to try re-imaging the system and to not install the antivirus software.

3/20/2002 12:09:14 PM Carl Hefford

I installed the new hard drive in this system and I installed the programs she required without installing the Antivirus software, and I installed the updates. Tested her E-Mail. O.K.

Case ID+ : HDFRE0000150285
Ext Ticket # : Call # 53687
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/22/2002 12:55:44 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 186
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/18/2002 4:07:40 PM ca06979
Service Call - Gary Tulk. As per email :

Contact Name: Gary Tulk - Transportation Dept. Duffy Place - 737-5202
Asset tag: Dell 500 laptop Asset tag NP012272 - s/n 1UH75
Problem Description: - making a griding noise this morning when he
booted
up...
Problem number: 53687

Please acknowledge receipt of this request by emailing me back your
Remedy
call #.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

3/18/2002 4:11:38 PM Cynthia Clarke

I am reassigning to CSS Dispatch.

3/19/2002 10:22:25 AM Mark Hillier
Went onsite and look at users system. The problem was that the processor fan is defective. I need new fan ordered.

3/20/2002 2:44:22 PM Carol Ann Bradbury
Ordered motherboard from Dell.

3/22/2002 10:58:44 AM Carol Ann Bradbury
Received part and gave it to Mark

3/22/2002 12:55:46 PM Mark Hillier
Went onsite and installed new system board in users system. System tested ok. Defective part is gone back to Carol Ann.

3/22/2002 2:04:40 PM Mary Boland
Sent defective motherboard back to DELL.

Case ID+ : HDFRE0000150380
Ext Ticket # : Call # 53707
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/22/2002 12:53:30 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 175
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/18/2002 5:22:36 PM gi07360

Contact Name: John Pardy, System Control Centre, Topsail Road
737-5696.

Asset tag: Dell 500 laptop Asset tag NP012282 - Dell500 - s/n 1UH6A
Problem Description: -Problem getting laptop to boot up - docked or undocked - lights stay on for several seconds and go off.
Problem number: 53707 - Need this laptop checked ASAP.

Please acknowledge receipt of this request by emailing me back your
Remedy
call #.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

3/19/2002 10:28:10 AM Mark Hillier

Went onsite and look at customers system. The problem with the system was that one of the peices of memory was defective. I need 128mb of memory ordered for this system.

3/20/2002 2:31:51 PM Carol Ann Bradbury

Ordered part from Dell. There was a delay in ordering the part because of autorization expired

3/22/2002 10:48:59 AM Carol Ann Bradbury

Received part and gave it to Mark

3/22/2002 12:53:33 PM Mark Hillier

Went onsite and installed 128mb of memory. System tested ok. Defective part is gone back to Carol Ann.

3/22/2002 1:43:11 PM Mary Boland

Sent defective memory back to DELL..

Case ID+ : HDHFX0000203334

Ext Ticket # : Call # 53676

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 3/22/2002 2:32:21 PM

Login+ : Celine Sheppard

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 85

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 3/20/2002 1:36:10 PM Carl Hefford

Please request a RMA for a replacement HD and CD-ROM for this system.

HDD P.N. 36L8677

CD-ROM P.N. 28L1641

3/21/2002 8:33:43 AM Carol Ann Bradbury

Ordered part from IBM, RMA # EC003G54. This system has a parts only warranty. Their was an issue with the warranty status, so that delayed ordering the part.

3/22/2002 10:52:49 AM Carol Ann Bradbury

Received part and gave it to Carl

3/22/2002 2:32:22 PM Carl Hefford

I talked with Keith and he said for me to do it when I am over there next time.

Send the old parts back to IBM.

3/22/2002 3:29:51 PM Mary Boland

Sent defective hard drive and CD-Rom back to IBM.

Case ID+ : HDHFX0000203903

Ext Ticket # : Call # 53873

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 3/22/2002 4:18:35 PM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 105

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 3/21/2002 3:57:11 PM Denise Tuffin

Scott suggested we order a motherboard for this user.

3/21/2002 4:03:52 PM Carol Ann Bradbury

Ordered part from Dell. This system has a parts and labour warranty

3/22/2002 2:55:12 PM Carol Ann Bradbury

Received part and gave it to Mark

3/22/2002 4:18:36 PM Mark Hillier

Went onsite and replaced system board in unit. System tested ok. Going to update helpdesk with this call.

3/25/2002 9:07:13 AM Carol Ann Bradbury

Returned defective part back to Dell

Case ID+ : HDHFX0000203904

Ext Ticket # : Call # 53789

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 3/21/2002 4:06:18 PM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 90

Assignee Login Name : Mark Hillier

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 3/21/2002 4:06:19 PM Denise Tuffin

Booked for 9-9:30 AM Friday.

3/22/2002 12:42:29 PM Mark Hillier

Went onsite and re-installed system for Jim Davis. After the software was re-installed the com ports still would not work. I updated the help desk to see if they could get another system for Jim. Closing off call.

Case ID+ : HDHFX0000204107
Ext Ticket # : Call # 53884
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/22/2002 10:16:15 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 60

Assignee Login Name : Mark Hillier

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 3/22/2002 10:16:17 AM Denise Tuffin

Paged Mark as he was already onsite. He is working on this system already.

3/22/2002 12:50:25 PM Mark Hillier

Had a look at users system. She was getting a error on start up. I managed to copy missing file from another system to hers. System tested ok.

Case ID+ : HDHFX0000204185

Ext Ticket # : Call # 53853

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/25/2002 3:56:28 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 130
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/22/2002 2:56:11 PM Mark Hillier
I need system board ordered for this unit.

3/22/2002 3:10:15 PM Carol Ann Bradbury
Ordered part from Dell

3/25/2002 11:02:37 AM Carol Ann Bradbury
Received part and gave it to Mark.

3/25/2002 3:56:29 PM Mark Hillier
Went onsite and installed new system board in system. System tested
ok.

3/26/2002 11:12:30 AM Carol Ann Bradbury
Returned defective part back to Dell

Case ID+ : HDHFX00000204395
Ext Ticket # : Call # 53770
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/25/2002 9:03:25 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/25/2002 2:22:52 PM Mark Hillier
Went onsite and Re-imaged system for Pat o'keefe. I also had to set up
8 more profiles for different users. Tested ok.

Case ID+ : HDHFX0000204700
Ext Ticket # : Call # 53608
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/25/2002 9:58:20 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 90
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/25/2002 2:27:07 PM Mark Hillier
Went onsite and installed cd rom and hdd in system. System tested ok.
Also put image on the system and boxed the system for stock.

Case ID+ : HDFRE0000154258
Ext Ticket # : Call # 53933
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/1/2002 2:28:18 PM
Login+ : Richard Howley
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 125
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/26/2002 9:19:47 AM Mark Hillier
 Floppy Drive is defective. I need floppy drive ordered fro this unit.

 3/26/2002 9:47:57 AM Carol Ann Bradbury
 Ordered part from Dell. This system has a parts and labour warranty.

 4/1/2002 10:14:10 AM Carol Ann Bradbury
 Received part and gave it to Scott.

 4/1/2002 2:28:22 PM Scott Thurston
 replaced floppy t.ok.
 gave to carol ann.

 4/3/2002 4:19:20 PM Carol Ann Bradbury
 Returned defective part back to Dell.

Case ID+ : HDFRE0000154280
Ext Ticket # : Call # 53934
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/28/2002 9:37:06 AM
Login+ : Ken Walsh
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 155
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/26/2002 9:17:43 AM Mark Hillier
I need a system board ordered for this unit. Fan is defective.

3/26/2002 9:50:13 AM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

3/27/2002 12:28:36 PM Carol Ann Bradbury
Received part and gave it to Mark

3/28/2002 9:37:07 AM Mark Hillier
Went onsite and installed new system board in ken walshs system. System tested ok. Gave system back to user.

3/28/2002 10:23:11 AM Carol Ann Bradbury
Returned defective part back to Dell.

Case ID+ : HDFRE0000154283
Ext Ticket # : Call # 53937
Client : NF Power
Actual Start Date(260000006) :
Assigned : 4/1/2002 2:57:15 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 127
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/27/2002 2:14:22 PM Denise Tuffin
Carol Ann will go ahead and order a keyboard.

3/27/2002 4:02:54 PM Mary Boland
Ordered keyboard from DELL. This system has a parts and labour
warranty.

3/28/2002 9:56:49 AM Carol Ann Bradbury
Received part and gave it to Mark

4/1/2002 9:06:55 AM Ed Ryan
onsite install of keyboard assy.

4/1/2002 2:57:16 PM Ed Ryan
Replaced keyboard assy onsite tested ok

4/2/2002 9:07:20 AM Carol Ann Bradbury

Returned defective part back to Dell

Case ID+ : HDFRE0000154316
Ext Ticket # : Call # 53945
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/26/2002 1:54:06 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 542
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/26/2002 2:04:16 PM Ed Ryan
setup re-image for 8:30am Wednesday morning

3/28/2002 11:29:43 AM Ed Ryan

Re-image laptop for Todd Hynes user had corrupt windows code and was unable to backup data to network had to use external hard drive to backup data & restore back to new image laptop. It took 5 hours for the data backup & restore process due to 5.5.GB of data and the transfer rate of files from & to external hard drive.
Tested customer's data first by testing external hard drive in another laptop to make sure his data was ok before re-imaging his laptop.

tested ok time for reimage was 4 hours

Case ID+ : HDHFX0000206526
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 3/28/2002 4:40:13 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 61
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 3/28/2002 4:51:18 PM Scott Thurston
nf power numbers for march

Case ID+ : HDFRE00000156953
Ext Ticket # : Call # 54117
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/1/2002 3:26:07 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 3
Assignee Login Name : Ed Ryan
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 4/1/2002 10:57:07 AM ca06979

As per email :

Problem #54117

Client Name: Dave Hammond 737 5389 Kenmount Rd. IS department

Problem Description:

Machine needs to be re-imaged.

Make and Model

Dell Optiplex GX110+/L Pentium III 733 Desktop

serial # 2ID5H

4/1/2002 3:26:10 PM Ed Ryan

setup re-image for 1:00pm tomorrow onsite

4/2/2002 9:13:44 AM Ed Ryan

Customer will be getting new laptop with roll out so re-image is not needed at this time

Case ID+ : HDHFX0000206928

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 4/2/2002 4:36:39 PM

Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 1651
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/4/2002 8:22:53 AM Mark Hillier
Dedicated support for Wednesday April 3rd.

4/12/2002 9:00:32 AM Mark Hillier
Dedicated support for Wednesday April 10th.

4/18/2002 8:24:32 AM Mark Hillier
Dedicated support for Wensday April 17.

4/25/2002 8:46:08 AM Mark Hillier
Dedicated support for Wensday April 24.

Case ID+ : HDHFX0000207756
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/3/2002 8:48:29 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 91
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/3/2002 8:52:00 AM Carl Hefford
Meetings on Tuesday April 2, 2002

4/3/2002 8:57:12 AM Ed Ryan
Meeting with Austin about the roll out of new computers this year.

6/12/2002 3:28:04 PM Ed Ryan
project completed now

Case ID+ : HDFRE0000158665
Ext Ticket # : Call # 54255
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/3/2002 3:16:53 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 75
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/3/2002 12:07:18 PM de07313

Contact Name: Derek Mercer, System Control Centre, Topsail Road
737-5529

Asset tag: NP012326. Dell 733 desktop. s/n 21D48.

Problem Description: -Problem getting laptop to boot up - docked or
undocked - lights stay on for several seconds and go off.

Problem number: 54255

Please acknowledge receipt of this request by emailing me back your
Remedy
call #.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

4/3/2002 1:42:36 PM Denise Tuffin
Scott will do this this afternoon.

4/3/2002 3:16:58 PM Scott Thurston
went onsite. took apart pc. there was a cable going from the power
switch to the system board that was off its pins.
reseated t.o.k. forwarded to carol ann for a labour only claim

4/4/2002 3:36:33 PM Carol Ann Bradbury
I submitted a labour only claim for Dell

Case ID+ : HDHFX0000208843
Ext Ticket # : Call # 54365
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/8/2002 4:16:33 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 1
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 5/20/2002 5:17:37 PM Scott Thurston
will be completed during or after rollout.

Case ID+ : HDFRE00000163371
Ext Ticket # : Call # 54548
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/12/2002 9:15:35 AM
Login+ : NFLD Power
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 61
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/12/2002 9:15:36 AM Ed Ryan
Copied sys32c_1252.NLS from another windows NT workstation back in
WINNT\system32 directory on John's computer & tested ok

Case ID+ : HDHFX00000210729
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/11/2002 9:17:39 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 181
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/11/2002 10:21:29 AM Ed Ryan
Meeting onsite set for April 15

4/15/2002 12:13:02 PM Ed Ryan
Training at Duffy Place on hand held metering installation items

4/16/2002 3:26:58 PM Ed Ryan
Interaction & installation of Premierplus 4 software & hardware

Case ID+ : HDFRE00000163753
Ext Ticket # : Call # 52975
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/15/2002 2:34:30 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 155
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/11/2002 2:55:29 PM da06867
as per email:

Problem #52975

Client Name: Juliet Crosbie 737 -5761 Kenmount Rd

Problem Description:

Keyboard on the laptop needs to be replaced. It keeps double entering
keys
when only pressed once.

Make and Model

Dell Laptop 500MHZ
Serial: 1Uh7o

Thanks

Rene Doiron

4/12/2002 9:26:34 AM Scott Thurston
need keyboard ordered

4/12/2002 10:15:40 AM Mary Boland
Ordered keyboard from DELL. This system has a parts and labour
warranty.

4/15/2002 10:20:34 AM Carol Ann Bradbury
Received part and gave it to Mark.

4/15/2002 2:34:36 PM Mark Hillier
WENT ONSITE AND INSTALLED NEW KEYBOARD IN UNIT. SYSTEM TESTED OK.
DEFECTIVE PART WAS GIVEN TO CAROL ANN.

4/15/2002 3:21:42 PM Carol Ann Bradbury
Returned defective part back to Dell.

Case ID+ : HDHFX0000211510
Ext Ticket # : Call # 54549
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/12/2002 4:05:42 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 181
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/12/2002 4:13:47 PM Scott Thurston
rogers hard drive is noisy and needs to be replaced. unit is out of
warranty. keith had a spare hard drive. ghosted old drive to travelstar
and then to new drive. did not work because of boot magic software used
for dual booting. tried using partition magic and uninstalling boot
magic. still could not boot new drive. gave laptop back to user who is
unavailable with original drive. user is going to be out of town for a
week or two. when he returns i will redo laptop from scratch.

5/20/2002 5:18:07 PM Scott Thurston
replaced with new laptop in rollout

Case ID+ : HDFRE0000165142
Ext Ticket # : Call # 54644
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/24/2002 12:01:25 PM
Login+ : Frank Antle
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 90
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/15/2002 2:57:08 PM Carl Hefford
I called Don and left a VM for him to call me back.

4/15/2002 4:18:18 PM Carl Hefford

I talked with Don and I got him to un-install the Palm Pilot software and the problem with the mouse was gone. I got him to go through the event viewer and the trouble started when the Palm pilot was installed. There is a conflict with the serial port.

4/16/2002 7:57:01 AM Carl Hefford

Don said that he would talk to the IS Dept. and let me know as to what he wants to do.

4/22/2002 1:19:03 PM Carl Hefford

To date I have not heard back from Don.. There has been no voice mail left on my phone.

4/22/2002 1:20:38 PM Carl Hefford

I left a voice mail for Don to contact me.

4/23/2002 8:21:24 AM Denise Tuffin

Called Chris to get an update. He said that it was assigned to John Norris and that he was going to see John on it.

4/24/2002 9:11:27 AM Denise Tuffin

Left VM for Chris Wells to call me with an update.

4/24/2002 12:01:27 PM Scott Thurston

was speaking to john norris. he said to check out laptop and make sure the mouse and keyboard were back to normal and that the palm software was removed. laptop is working fine until don snow gets his replacement

Case ID+ : HDFRE0000165150

Ext Ticket # : Call # 54652

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 4/15/2002 4:42:37 PM

Login+ : Frank Antle

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 451
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/15/2002 11:23:23 AM de07313
Problem #54652

Client Name: Dianne Murphy 737-5519 ext 2078 1st. Floor Duffy Place.

Problem Description:
PC giving physical dump errors

Make and Model

dell pc-733 NP012353

4/17/2002 9:07:11 AM Mark Hillier
Went onsite and reimaged system for Dianne Murphy. Reimage went fine
untill I tryed to install Winset and Pop screen. I could not get these
programs to work. I talked to the help desk and also brian malone to
try to get this problem resolved, but was unable to. Eventually I had
to install a newer virsion to get this program working. System tested
ok with the newer version.

4/18/2002 9:43:03 AM Mark Hillier
I will be billing 4hrs to desktop services for this job. The reason for
this is because of the time it took to get winset to work on this
system. Keith Perry has already been updated with this problem.

Case ID+ : HDFRE0000165279
Ext Ticket # : Call # 54511

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/15/2002 12:54:34 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 30
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/15/2002 2:42:01 PM Mark Hillier
WENT ONSITE TO LOOK AT SYSTEM. THE SYSTEM WOULD NOT BOOT, IT WOULD GET
BLUE SCREENS. I RESEATED MEMORY AND THE SYSTEM TESTED OK. I UPDATED
CHRIS ON THIS SYSTEM.

Case ID+ : HDFRE00000165505
Ext Ticket # : Call # 54693
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/16/2002 1:28:01 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 60
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/16/2002 3:47:32 PM Ed Ryan
 Onsite testing of sound card & drivers on dell laptop.
 reset sound control on laptop & tested ok

Case ID+ : HDFRE0000167810
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 4/19/2002 8:35:48 AM
Login+ : Frank Antle
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log :

Case ID+ : HDFRE00000167866

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 4/19/2002 9:57:16 AM

Login+ : Keith Perry

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 90

Assignee Login Name : Mark Hillier

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 4/19/2002 9:22:32 AM de07313

Since Diane's machine was re-imaged by Mark Hillier, CSS is locking up every

time she tries to run it. Machine asset number is NP012353 - Dell 733 Desktop. Please have Mark re-visit.

4/19/2002 11:53:36 AM Mark Hillier

Went onsite to look at system. The problem was that there was some patches that was not applied to the system for css to work. Applied the patches and the system tested ok.

Case ID+ : HDFRE0000173530
Ext Ticket # : Call # 55126
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 5/2/2002 8:37:44 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 130
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 4/30/2002 11:00:48 AM gi07360
Contact Name: Lester Ivany, Internal Audit, 3rd Floor, Kenmount Rd.
737-5677
Asset tag: NP012273 - Dell LT 500 - Serial Number 1UH5U
Problem Description: - Fan making a noise
Problem number: 55126

Please acknowledge receipt of this request by emailing me back your
Remedy
call #.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

4/30/2002 11:06:33 AM cy06836
Reassigning to CSS Dispatch.

4/30/2002 11:24:49 AM Mark Hillier

I contacted user and the fan is defective. I told user that I will order new system board and when it comes in I will come over and replace it. Order new system board.

4/30/2002 1:29:39 PM Carol Ann Bradbury

Ordered part from Dell. This system has a parts and labour warranty.

5/1/2002 10:10:26 AM Carol Ann Bradbury

Received part and gave it to Mark.

5/2/2002 8:37:45 AM Mark Hillier

Went onsite and replaced system board in users laptop. system tested ok. Defective Board was given to Carol Ann.

5/2/2002 9:36:26 AM Carol Ann Bradbury

Returned defective part back to Dell.

Case ID+ : HDHFX0000218325

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 5/1/2002 9:31:25 AM

Login+ : Keith Perry

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 361

Assignee Login Name : Mark Hillier

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 5/2/2002 8:48:21 AM Mark Hillier

Dedicated support for Wednesday May 1st.

6/20/2002 1:08:02 PM Mark Hillier

Closing ticket for May month.

Case ID+ : HDFRE00000176014
Ext Ticket # : Call # 54713
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 5/8/2002 10:43:50 AM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 95
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 5/3/2002 4:52:11 PM Mary Boland
Ordered floppy drive from DELL. This system has a parts and labour
warranty.

5/8/2002 10:41:54 AM Carol Ann Bradbury
Received part from Dell and sent it to Gerry.

5/8/2002 10:43:25 AM Gerald Byrne
replaced defective floppy drive and tested ok

5/8/2002 1:12:20 PM Carol Ann Bradbury

Returned defective part back to Dell.

Case ID+ : HDHFX0000221284

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 6/12/2002 9:22:33 AM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 28711

Assignee Login Name : Scott Thurston

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 5/13/2002 8:44:49 AM Ed Ryan

Replaced IBM 6862-22U SN# 23GG202 NP# 010347 & Monitor NP# 010178 SN#

23-FBVM 6547-OAN with Compaq 470022-071 NP# 012845 SN# 6Y24JYFZ8015

&

Monitor V720 NP# 012659 SN# 211CL26EA952

Install was Successful
Install time was 2 hours

Ed Ryan
Replaced IBM laptop NP#012165 with new Compaq laptop EVO N600C NP#
012747
SN# 3J23KBSZT4WR & docking station SN# 3882Q012

Jim wants to keep old laptop for awhile.

Install was Successful

Install time was 5.5 hours

Ed Ryan
Replaced one IBM 6862-52U 78-HPNCT NP# 010094 & Monitor 6547-OAN SN#
23-AGV92 NP# 010170
with Compaq 470022-071 SN# 6Y24-JYFZ-802S NP# 012660 & Monitor V720
SN#
211CL26EC585 NP# 012838

Install was Successful

Install time 3.5 Hours

Ed Ryan

Replaced IBM 2645-51U NP# 012209 SN# A2584 & Docking station NP#
012210
with New Compaq
EVO N600C SN# 3J23KBSZT54N NP# 012743

Install was Successful

Install time was 5 hours

Ed Ryan

Replaced IBM 6862-52U NP# 010024 SN# 78-HPNLY & IBM Monitor 6547-OAN
SN#
23-CDC87 NP# 010196 with
Compaq D5M NP# 012730 SN# 6Y23-JYFZ-W045 & Compaq Monitor V720 NP#
012875
SN# 211CL26EA977

Install was Successful

Install time was 3.5 hours

Ed Ryan

Replaced Optiplex GX 110 SN# 21D72 NP# 012361 & Monitor SN#
01780R-47801-043-HOCN
NP# 012424 with Compaq D5M SN# 6Y24-JYFZ-803A NP# 012728 & Monitor
V720
NP# 012841
SN# 211CL26EC499

Install was Successful

Install time was 4 hours

Rod will need Royal Bank Electronic Payment Manager 3.0E & Platform
3.0E
installed on system

Ed Ryan

John's new computer Compaq 470022-071 SN# 6Y23JYFZW03Z NP# 012669 &
Monitor
V720
SN# 211CL26EC641 NP# 012848

Ed Ryan

Replaced one IBM 6862-22U SN# 23GG612 NP# 010342 & IBM Monitor 6546-00N
SN#
23-KRT02 NP# 010366

Install was Successful

Install time was 3 hours

Ed Ryan

Replaced one Dell Optiplex GX110
NP# 012365 SN# 21D5H
Monitor M770 NP# 012541 sn# MX-01780R-47801-030-H15J

with new Compaq D5M/P1.7 NP# 012732 SN# 6Y24-JYFZ-802T
& Monitor V720 NP# 012872 SN# 211CL26EA979

Install was Successful

install time was 5 hours

SWMS program will need to be installed

Ed Ryan

5/31/2002 8:43:05 AM Ed Ryan

Setup two new N400C laptops and installed windows 2000 , office,
refection, CD writer
wrong memeory was ordered for laptops & will ahve to be replaced
downloaded update drivers for hardware & updated bios tested ok on
docking station

6/12/2002 9:22:14 AM Ed Ryan

New Laptop for Harold Ronayne

Replaced IBM 2645-51U SN# 78-A2379 NP# 012120 with Docking station NP#

012121 & Monitor 6547-0AN SN# 23-CDC86 NP# 010193 with New Compaq
laptop

N600C NP# 012760 SN# 3J23KBSZT54J & Monitor NP# 012792 SN# 209CL26EB253

Harold kept old laptop case

Install was Successful

install time was 4 hours

Replaced IBM 6562-50U SN# 78-ZAG11 NP# 012156 & Monitor 6546-00N SN#
23-KRA69 NP# 012071 with Dell Computer NP# 012327 SN# 2ID63 & Monitor
NP#

012444 SN# MX-01780R-47801-043-H228 for Robert Lidstone

Install was Successful

Install time was 2.5 hours

Tran Shop Computer

Replaced IBM 6562-50U SN# 78-ZZKK5 NP# 010909 & Monitor 6546-00N SN#
23-MDL77 NP# 010908 with IBM 6862-52U SN# 78-HPPFL NP# 010024 & Monitor

6547-00N SN# 23-FFX04 NP# 010947

Install was Successful

Install time 4 hours June 5

setup 14 profiles on Both computers

Graham Goodwin

John Power

Val Greening

Jim Emberley

Bill Phillip

Tony Pearcey

Kevin Carew

Wayne England

Russ Kennedy

Terry Kennedy

Karl Neilson

Joe Griffin

Gerry Healey

Don Barnes

TX Shop Shared computer

Replaced IBM 6862-22U SN# 23-GG528 NP# 010344 & Monitor 6546-00N SN#

23-KXV55 NP# 010359
with IBM 6862-52U SN# 78-HPNLY NP# 010057 & Monitor 6547-00N SN#
23-FFZ10
NP# 010955
Install was Successful
install time was 3.5 hours
setup 14 profiles on this computer also. June.5/2002
Student IS computer at Duffy
Replaced IBM 6562-50U SN# 78-ZBA48 NP# 010621 & Monitor 6547-0AN SN#
23-FXDWA NP# 010259 with
IBM 6862-52U SN# 78-HPRPP NP# 010077 & Monitor 6547-00N SN# 23-19380
NP#
010989
Install was Successful
install time was 2.5 hours June 6
Line Crew Computer
Replaced 6562-50U SN# 78-FGPHP NP# 010336 & Monitor 6547-0AN SN#
23-FBYHM
NP# 010233 with IBM 6862-52U SN# 78-HPNAY NP# 01000 & Monitor 6547-0AN
SN#
23-FCMFX NP010204
Install was Successful
install time was 2.5 hours June 6
Ed Ryan
New computer for Ken Strathie & Disaster Recovery
Replaced Dell NP# 012305 SN# 2ID71 with New Compaq computer SN#
6Y24-FYFZ-8046 NP# 012643
Ken kept his Nec XP21 Monitor NP# 012190
install was Successful
install time 3.5 hours

Replaced IBM 6562-50U SN# 78-ZAF86 NP# 010481 & Monitor 6547-00N SN#
23-FGH91 NP# 010983 with Dell OptiPlex GX110 NP# 012328 SN# 2ID51 &
Monitor
NP# 012443 SN# MX-01780R-H7801-043-H2S7
Install was Successful
InProfiles for operator IC
Setup five profiles on operator new compaq computer

Derek Pike
Derrick Dymond
Craig Knee
Todd Davis
Cynthia Noble
tested crystal reports working ok
stall time was 2.5 hours
Profiles for operator IC
Setup five profiles on operator new compaq computer

Derek Pike
Derrick Dymond
Craig Knee
Todd Davis
Cynthia Noble
tested crystal reports working ok
New Computer Operators IS

Replaced Dell Monitor NP012470 SN# MX-01780R-47801-043-H2QM & NP# 012473 SN# MX-01780R-47801-043-H2QX & IBM computer 6862-52U SN# 78-HPPBV NP# 010055 with New compaq

Computer NP# 012642 SN# 6Y23-JYFZ-W06H & two Monitors NP# 012789 SN# 210CL26EA615 & NP# 012773 SN# 210CL26EA609
Install was Successful
Install time 8.5 hours
Note: windows 2000 does not support dual display that allows information to be on both screens at the same time.

Please install the following programs on new system
crystal reports have to be tested
AT&T
Arcserve
Planet watch forms
New computer for Terry O'Neill

Replaced IBM 6562-50U SN# 78FGNYA NP# 012008 & Monitor Nec JC- 1745 UMA NP# 010605 SN# 7332250CA with IBM 6862-52U SN# 78-HPRPN NP# 010073 & Monitor 6547-OAN SN# 23-AGW00 NP# 010169
Install was Successful
Install time was 4 hours
Setup three profiles on this system
Terry O'Neill
Nick Hamilton
Frank Martin
New Laptop for Sheri Debruijn
Replaced Dell Desktop NP# 011402 SN# 14K0G01 & Monitor NP# 011460 SN#

MX-06C046-47801-12K-H2NF
with Dell Laptop Latitude NP# 012268 SN# 1UH6Q & c/port 11 docking station

Install was Successful
Install time was 4 hours
Note: Notice on the bottom of laptop there was no clips for cd rom or battery pack doors.
system is wNew computer for mailroom
Replaced IBM 6562-50U SN# 78-ZBB02 NP# 010689 & Monitor 6546-00N SN# 23-Z2117 NP# 010690 with Dell Optiplex GX110 SN# 2ID6F NP# 012309 & Monitor NP# 012469 SN# MX-01780R-47801-043-H2QP
Install was Successful
Install time was 3.5 hours
Setup three profiles on new computer
Paul O'Brien
Cyril Dobbin
Clayton Dunphy

orking ok thou

New Computer for Eugene Doyle

Replaced IBM 6862-52U SN# 78-HPMHG NP# 010070 & Monitor 6547-OAN SN# 23-FCMFX NP# 010204 with new compaq Monitor NP# 012790 SN# 210CL26EA620 &

computer NP# 012644 SN# 6Y24-JYFZ-8010

Install was Successful

install time was 3 Hours

New computer for Noel Flynn

Replaced IBM 6562-50U SN# 78-YZP27 NP# 010661 & Monitor 6547-OON SN#

23-GWG64 NP# 010335 with IBM 450 MHZ system 6862-52U SN# 78-HPNAM NP# 010107

& Monitor 6547-OON SN# 23-FFZ11 NP# 010419

Monitor needs stand replaced on unit.

Install was Successful

Install time 3 hours

New laptop for Paul Sharron

replaced IBM 2645-51U SN# 78-A2556 NP# 012175 with new Compaq N600C NP#

012741 SN# 3J23KBSZT4XK & Monitor

NP# 012765 SN# 209CL26EA575

Install was Successful

Install time was 6 hours

Customer had virus on system which stop the data transfer from laptop to

laptop & had to be start over again also

there was a problem with nic cards when laptop was setup on his desk they

had to be reloaded from Compaq web site again.

Tested ok

New Computer for Ted Noftall

Install new Compaq Computer NP# 012636 SN# 6Y24-JYFZ-801K & Monitor NP#

012816 SN# 209CL26EB235

replaced Old IBM Computer 6862-52U SN# 78-HPNVK NP# 010051 & Monitor 6547-OAN SN# 23-FCLTD NP# 010275

Install was Successful

Install time was 4 hours

Ted wants his Lotus notes ID changed from one L two LL's

New computer Lorne Henderson

Replaced IBM 6862-52U SN# 78-HPZDB NP# 010016 & Monitor 6547-OAN SN# 23-AYB94 NP# 010264 with New Compaq Computer NP# 012633 SN#

6Y24-JYFZ-8007 &

Monitor NP# 012817 SN# 209CL26EA538

Install was Successful

Install time was 3.5 hours

New computer for Ted Knight

Replaced IBM 6562-50U SN# 78-ZZLP3 NP# 012181 & Monitor 6547-OON SN# 23-GFK24 NP# 012182 with New Compaq Computer SN# 6Y23-JYFZ-Y023 NP# 012627

& Monitor NP# 012772

SN# 209CL26EA005

Install was successful

Install time 4 hours

Installed Yamaha CD Writer from old computer in New Compaq & Scandisk reader.

Ted may need TLCAD SP3 Transmission line computer software ver 5.3 & 5.4 &

Saglow programs

He will check with person next to him for software first.

New computer for Edward Sweetapple

Replaced IBM 6562-50U SN# 78ZZMC3 NP# 010677 & Monitor 6547-00N SN# 23-FFZ11

NP# 010419

with IBM 450 6862-52U SN# 78-HPNHD NP# 010097 & Monitor 6547-00N SN# 23-FFZ12 NP# 010993

Install was Successful

Install time was 3.5 hours

New laptop for Derrick Murrin

Replaced IBM desktop 6562-50U SN# 78YZT27 NP# 010966 & Monitor 6547-00N SN#

23-FFZ17 NP# 010967

with new Compaq Laptop EVO N600C SN# 3J23KBSZTS52 NP# 012757 no monitor

Install was Successful

install time was 3.5 hours

New computer for Flora Seymour

Replaced Dell Computer NP# 011400 Optiplex GX110 SN# CXJ0G01 & Monitor NP#

011429 SN# MX-06C046-47801-12L-H008

with New Compaq N600C Laptop NP# 012754 SN# 3J23KBSZS5FY & Monitor NP#

012774 SN# 209CL26EA519

Install was Successful

install was 7.5 hours

Had to replace new laptop NP# 012745 SN# 3J23KBSZT4WZ due to video display

probNew DELL 733 COMPUTERS FOR TRAINING CENTRE

Replaced 11 Compaq computers with 11 Dell computers

Monitor NP# 012453 SN# MX-01780R-47801-030-H1AJ

Computer NP# 012453 SN# 2ID5X

Monitor NP# 012541 SN# MX-01780R-47801-030-H15J

computer NP# 012392 SN# 2ID5T

Monitor NP# 012544 SN# MX-01780R-47801-030-H155

Computer NP# 012361 SN# 2ID72

Monitor NP# 012424 SN# MX-01780R-47801-043-H0CN

computer NP# 012323 SN# 2ID5F

Monitor NP# 011441 SN# MX-01780R-47801-12k-H21E

computer NP# 012360 SN# 2IBKI

Monitor NP# 010877 SN# MX-01780R-47801-043-H0FJ

Computer NP# 012365 SN# 2ID5H

Monitor NP# 012534 SN# MX-01780R-47801-030-H15A
Computer NP# 010877 SN# HQ9201
Monitor NP# 011459 SN# MX-01780R-47801-12K-H21S
computer NP# 012331 SN# 2ID5G
Monitor NP# 012535 SN# MX-01780R-47801-030-H1BP
computer NP# 012297 SN# 2IBL0
Monitor NP# 012429 SN# MX-01780R-47801-043-H0CR
computer NP# 012366 SN# 2ID62
Replaced IBM 6862-52U NP# 010093 SN# 78-HPNCV & Monitor 6547-OAN NP#
010169 SN# 23-AGW00 with
Dell Computer NP# 012403 SN# 21BMH & Monitor SN#
MX-0957VU-17801-08S-H016 NP# 010879

install was Successful
Install time was 8.5 hours
New computer Leonard Nelson
Replaced IBM 6562-50U SN# 78ZZGP4 NP# 010922 & Monitor 6547-00N SN#
23-FFZ12 NP# 010993 with new Compaq SN# 6Y24-JYFZ-8006 NP# 012690 &
Monitor
NP# 012762 SN# 209CL26EA572
Install was Successful
Install time was 2.5 hours

New computer for David Manning
Replaced IBM laptop 2645-8AU SN# 78-PHX00 NP# 010319 & docking station
NP#
010397 with New Compaq laptop EVO N600C
SN# 3J23KBSZT558 NP# 012740
Install was Successful
Install time was 4 hours
David is looking for a monitor for his new laptop if he can have one.
new Computer for Sherrie Layden
Replaced IBM 6862-52U SN# 78-HPNGD NP# 010146 & monitor 6547-OAN SN#
23-AGV84 NP# 010163
Replaced with Dell 1GHZ NP# 011440 Optiplex GX110 SN# CGK0G01 & Monitor
NP#
011403
SN# MX-06C046-47801-12K-H2T5
Install was successful
install time was 3.5 hours
New computer for Lynn Mowbray
Replaced IBM 6862-52U NP# 010053 SN# 78-HPPGD & Monitor 6547-OAN SN#
23-FCCTC NP# 010230 with New Compaq system NP# 012635 SN#
6Y24-JYFZ-801E &
Monitor NP# 012766 SN# 209CL26EA325
Install was successful
install time was 3 hours
New laptop for Jim Spinney
Replaced IBM NP# 010320 2645-8AU SN# 78-PHV98 with Dell EVO N600C
laptop
NP# 012748 SN# 3J23KBSZT55C

Install was Successful
install time 1 hour to complete Mark's started install by Ed

Jim is running at 10/half at this time and should have his connection

changed to 100/full and changed back on his docking station.

New computers for Training Room at Duffy

Install three new computers

Compaq NP# NP012701 SN# 6Y23-JYFZ-W06B replaced IBM 6862-52U SN#

78-HPMTG

NP# 010101

Monitor NP# 012872 SN# 141CL23ED231 replaced IBM 6547-OAN SN#

23-FCMFZ NP#

010159

Compaq NP# 012689 SN# 6Y24-JYFZ-800E replaced IBM 6862-52U SN# 78-HPKZC

NP#

010106

Monitor NP# 012785 SN# 209CL26EA009 replaced IBM 6547-OAN SN# 23-FCMFM

NP#

010197

Compaq NP# 012690 SN# 6Y24-JYFZ-8006 replaced IBM 6862-52U SN# 78-HPMPL

NP#

010099

Monitor NP# 012780 SN# 210CL26EA866 replaced IBM 6547-Oan SN# 23-ADT07

NP#

010161

Install was Successful

Install time was 4 hours

New computer for Arlene Churchill

Replaced IBM 6862-22U NP# 010381 SN# 23GG270 & Monitor 6546-00N SN#

23-KXV48

NP# 010365 with new compaq NP# 012686 SN# 6Y24-JYFZ-801S & Monitor NP#

012778 SN# 210CL26EA616

Install was Successful

Install time was 3.5 hours

New computer for Celine Sheppard

Replaced Dell Optiplex GX110 SN# CGK0G01 NP# 011440 & Monitor NP#

011403 SN#

MX-06C046-47801-12K-H2TS with new Compaq Computer NP# 012681 SN#

6Y24-JYFZ-801P & Monitor SN# 209CL26EB225 NP# 012814

left Compaq keyboard with unit

Please install Microsoft Exchange

System Management Server

install was Successful

install time was 6.5 hours

New Computer for Barry Hogan

Replaced IBM 6862-52U SN# 78-HPLCV NP# 010151 & Monitor 6547-OAN SN#

23-FCHAX NP# 010245

with Compaq NP# 012623 SN# 6Y24-JYFZ-8018 & Monitor NP# 012809 SN#

209CL26EB259

Install was Successful

install time was 4 hours

Removed internal HP writer 9300 from old IBM system and installed in new

Compaq computer

New computer for Robert Pike

Replaced IBM 2645-8AU SN# 78-PHY52 NP# 010328 & Docking station SN# 932301512 with new Compaq EVO N600C SN# 3J23KBSZT4XC NP# 012749
Install was Successful
Install time was 4.5 hours
Robert would like another Docking station for his office at Duffy Place

New computer for Mechanical maint shop shared # 2

Replaced IBM 6862-22U SN# 23-GG113 NP# 010348 & Monitor 6546-00N SN# 23-KRR94 NP# 010356 with IBM 6862-52U SN# 78-HPNGY NP# 010026 & Monitor 6547-00N SN# 23-FFX56 NP# 010949
This install was set for tomorrow but was moved ahead due to cancelled & already completed jobs today.

Install was successful
Install time was 5 hours
setup 8 profiles on this computer

John Budgell
Kevin Gill
Ronald Osmond
Tom Norris
Vince Carey
William Roche
Aiden Maddox
Brain Priddle

Ed Ryan
New computer for Guy Hollett

Replaced IBM 6862-52U SN# 78-HPNXH NP# 010002 with new Compaq Computer NP# 012693 SN# 6Y23-JYFZ-M00A

Install was Successful
Install time was 4 hours

New Computer for Keith Wellon

replaced IBM 2645-8AU SN# 78-PHY46 NP# 010302 with new Compaq EVO N600C NP# 012753 SN# 3J23KBSZT52N

Install was Successful
Install time was 4 hours

6/12/2002 12:20:28 PM Mark Hillier
New install for Gerald Locke has been set up and tested ok. It took aprox. 3hrs on May 6th.

Outgoing
system asset# np012032 s/n: 78-zzdv5 ibm 233mhz

monitor asset#np012031 s/n: 23-gwv18 ibm g52 15" monitor

Incoming
system asset# np012654 s/n: 6y24jyfz8024 compaq 1.7ghz

monitor asset# np012835 s/n: 211cl26ea917 compaq v720 17"
monitor

Installed and tested system in Killam Boardroom. Install took aprox.
2.5hrs on May 7.

Old System
Ibm 450 np010112 s/n: 78-hpnga

Old Monitor
Ibm 15" np010382 s/n: 23-ffcy0

New system
Compaq EVO np012731 s/n: 6y23jyfw059

New Monitor
Compaq v720 17" np012840 s/n: 211cl26ec623

installed and tested new system for John Mcguire. It took aprox. 4hrs
on may 7th.

old system
ibm 450 np010156 s/n: 78-hpnmp

old monitor
ibm g74 np010223 s/n: 23-fbnff

new system
Compaq EVO np012700 s/n: 6y23jyfm018

new monitor

Compaq V720 np012820 s/n: 209cl26ea525

Installed and tested new system for Linda Moores. Install took aprox.
3.5hrs on May 8th.

Old system
IBM 450 mhz np010145 s/n: 78-hpldd

Old Monitor
IBM G74 17" Monitor np010272 s/n: 23-axp13

New system
Compaq EVO 1.7Ghz np012688 s/n: 6y24jyfz8013

Compaq V720 17" np 012819 s/n: 209cl26eb228

Installed and tested new system for Levi Thorne. Install took aprox.
3.5hrs on May 8th.

Old System

Dell 733mhz np012360 s/n: 2IBKI

Old Monitor

Dell 17" np011459 s/n: 12k-h21s

New System

Compaq EVO np012698 s/n: 6y24jyfh8020

New Monitor

Compaq V720 np012822 s/n: 210cl26ea634 Installed and tested new laptop
for John Budgell. System took aprox. 5hrs on May 9th.

Old system

Thinkpad 600 np012224 s/n: 78-cg775

Docking Station np012225

New System

Compaq EVO N600c np012744 s/n: 3j23kbszt4xn

Installed and tested new system for Patricia Slade. Installed took
aprox 2.5hrs on May 9th.

Old System

Ibm 450 Mhz np010104 s/n: 78-hpnpd

Old Monitor

Ibm G74 np 010201 s/n: 23-fcmfw

New System

Compaq EVO np012676 s/n: 6y24jyfh802e

New Monitor

Compaq V720 np012844 s/n: 211cl26ea950

Installed and tested new system for Val Mayo. Install took aprox.
3.5hrs on May10th.

Old System

Ibm 450 np010130 s/n: 78-hpnhw

Old Monitor

Ibm G74 np010296 s/n: 23-fbnfm

New System

Compaq Evo np012683 s/n: 6y24jyfh800v

New Monitor
Compaq Evo np012831 s/n: 210cl26ea635

There is some problem connecting to Royal Bank software and ROE Laser.
These problem are going to have to be looked at.

Installed and tested a new system for Pam Woodford. Installed took
aprox. 3.5hrs on May 10.

Old System
IBM 450 np010115 s/n: 78-hpn11

Old Monitor
IBM G74 np010181 s/n: 23-fbvmh

New System
Compaq Evo np012734 s/n: 6y23jyfzv0ex

New Monitor
Compaq V720 np012868 s/n: 211cl26ec484

Installed and tested new system for Julie White. Install took aprox
2.5hrs on May 13.

New system
Compaq EVO np012665 s/n: 6y24jyfz801a

New Monitor
Compaq V720 np012829 s/n:210cl26ea617

Old System
IBM 450 MHZ np010005 s/n: 78-hppar

Old Monitor
IBM G52 15" np010891 s/n: 23-hbd27

Installed and tested new laptop for Gary Murphy. Install took aprox.
5hrs on May 13.

New system
Compaq EVO N600c np012756 s/n: 3j23kbszt52c

Old System
Dell 1ghz np011413 s/n: b3k0g01

Old Monitor
Dell 17" np011430 s/n: 12k-h3r5

Installed and tested new system for Danielle Baker. Install took aprox.
2.5hrs on May 14.

Old System
IBM 450 np010045 s/n: 78-hpnwd

Old Monitor
IBM G74 17" np010162 s/n: 23-agv93

New System
Compaq EVO np012672 s/n: 6y24jyfh802a

New Monitor
Compaq V720 np012812 s/n: 209cl26eb258

Installed and tested new system for Susan Lee. Install took aprox.
3.5hrs on May 14.

Old system
IBM 450 np010113 s/n: 78-hpmfc

Old Monitor
IBM G74 17" np010180 s/n: 23-fbnfh

New system
Compaq EVO np012671 s/n: 6y23jyfhm00e

New Monitor
Compaq V720 np012811 s/n: 209cl26ea492

Installed and tested a new system for Brenda Hynes. Install took aprox
3.0 hrs on May 15.

Old System
Ibm 450 np010052 s/n: 78-hpptf

Old Monitor
Ibm G74 17" np010237 s/n: 23-fclrc

New System
Compaq EVO np012674 s/n: 6y24jyfh8023

New Monitor
Compaq V720 np012806 s/n: 210cl26ea602

Installed and tested four systems in training room. Installs took
aprox. 4.5hrs on May 15 for four of them.

System One

Old Monitor
Ibm G74 17" np010205 s/n:23-agv96

Old System
Ibm 450 np010087 s/n: 78-hpnnk

New Monitor
Compaq V720 np012763 s/:209cl26ea513

New System
Compaq EVO np012647 s/n: 6y24jyfh8001

System Two
Old Monitor

Ibm G74 17" np010227 s/n:23-fcmfp

Old System

Ibm 450 np010086 s/n: 78-hpnnm

New Monitor

Compaq V720 np012762 s/n:209cl26ea572

New System

Compaq EVO np012622 s/n: 6y24jyfz8003

System Three

Old Monitor

Ibm G74 17" np010202 s/n:23-fcmft

Old System

Ibm 450 np010090 s/n: 78-hpnmk

New Monitor

Compaq V720 np012787 s/n:210cl26ea871

New System

Compaq EVO np012638 s/n: 6y24jyfz802g

System Four

Old Monitor

Ibm G74 17" np010217 s/n:23-12456

Old System

Ibm 450 np010089 s/n: 78-hpmlh

New Monitor

Compaq V720 np012786 s/n:209cl26ea528

New System

Compaq EVO np012631 s/n: 6y24jyfz801z

Installed and tested new system for Kevin Fagan. Install took aprox 4 hrs on May 16.

Old System

Dell 733 np012403 s/n: 2IBMH

Old Monitor

Dell 17" np012501 s/n: 03o-h024

New System

Compaq Evo np012656 s/n: 6y24jyfz8012

New Monitor

Compaq V720 np012807 s/n: 210cl26ea607

Installed and tested new system for Frank Baggs. Install took aprox. 3.5hrs on May 17.

Old system

Ibm 233 np010996 s/n: 78-yzn36

Old Monitor

Ibm g72 17" np010955 s/n: 23-ffz10

New system

Ibm 450 np010117 s/n: 78-hpmvv

New Monitor

Ibm g74 17" np010240 s/n: 23-fcdnw

Installed and tested new system for Bev Pollett. System took aprox. 4 hrs on May17.

Old System

Ibm 233 np010976 s/n: 78-ym36

Old Monitor

Ibm G72 17" np011178 s/n: 23-gwg74

New Monitor

Compaq V720 np012877 s/n: 211cl26ec561

New System

Compaq Evo np012737 s/n: 6y23jyfzw05v

Installed and tested new system for Doug Crummey. Install took aprox. 3hrs on May 21.

Old monitor

dell 17" np011442 s/n: 12k-h2t9

Old system

ibm 233 np011179 s/n: 78-zzgt9

New monitor

ibm g74 17" np010170 s/n: 23-agv92

New system

ibm 450 np010036 s/n: 78-hplgc

Installed and tested new system for Darryl Butt. Install took aprox. 4 hrs on may 21.

Old system

ibm 450 np010077 s/n: 78-hprpp

Old monitor

ibm g74 17" np010216 s/n: 23-cdc73

New system

Compaq evo laptop 1ghz np012751 s/n: 3j23kbszt5jm

Installed and tested new system for Berk Pinsent. Install took aprox 3.5hrs on May 22.

Old system

Ibm 233 np010918 s/n: 78-zzgg6

Old Monitor

Ibm g72 17" np010939 s/n: 23-36072

New system

Compaq Evo np012733 s/n: 6y24jyfz803s

New monitor

Compaq 17" np012873 s/n: 211cl26ea916

Installed and tested new system for Dalton Hoskins. Install took aprox 5.5hrs on May 23.

Old system

ibm 450 np010144 s/n: 78-hpmxa

New system

Compaq Evo np012718 s/n: 6y24jyfz801x

New Monitor

Compaq V720 np012861 s/n: 211cl26ea931

Installed Visitor PC on may 23, and it took aprox 2 hrs.

Old Monitor

IBM g52 15" np011035 s/n: 23-gwv78

Old System

IBM 233 np011135 s/n: 78-fgpnb

New system

Ibm 450 mhz np010050 s/n: 78-hppbm

New Monitor

Ibm G74 17" np010162 s/n: 23-agv93

Installed and tested new system for Line crew II. Install took aprox 3.5 hrs on May 24.

New system

IBM 450 np010104 s/n: 78-hpnpd

New monitor

IBM g74 np010185 s/n: 23-fbvlm

Old system

IBM 233 np010804 s/n: 78-zzgt4

Old Monitor

IBM g52 np012049 s/n: 23-gxf29

Installed and tested new system in Maintenance Shop. Install took aprox. 3hrs on May 24.

New system

Ibm 450 np010087 s/n: 78-hpnnk

New Monitor

Ibm g74 np010291 s/n: 23-fbnfp

Old system

Ibm 233 np012002 s/n: 78-yzt81

Old Monitor

Ibm g72 np010957 s/n: 23-ffx64

Installed and tested new system for Tom Hogan. Install took aprox 2.5 hrs on May 27.

Old System

Ibm 300mhz np010350 s/n: 23-gg207

Old Monitor

Ibm G72 17" np012003 s/n: 23-ffz29

New System

Compaq Evo np012724 s/n: 6y23jyfzw066

New Monitor

Compaq V720 np012864 s/n: 211cl26ec654

Installed and tested new computer for Eric Stephenson. Install took aprox. 3hrs on May 27.

Old System

Ibm 450 np010137 s/n: 78-hplyp

Old Monitor

Ibm g74 np010274 s/n: 23-axp16

New system

Compaq Evo np012721 s/n: 6y24jyfz800a

New monitor

Compaq V720 np012866 s/n: 211cl26ec542

Installed and tested new system for Line Crew. Install took aprox 1.5hrs on May27.

Old system

Ibm 233 np010777 s/n: 78-zzkh9

Old monitor

Ibm 17" np012113 s/n: 23-39123

New system

Ibm 450 np010101 s/n: 78-hpmtg

New monitor

Ibm G74 17" np010245 s/n: 23-fchax

Installed and tested new Student PC.

New monitor
Ibm G74 17" np010296 s/n: 23-fbnfm

New System
Ibm 450 np010106 s/n: 78-hpkzc

Installed and tested new system for Dave Laing. Install took aprox 3 hrs on May 28.

Old Monitor
Ibm g74 17" np010267 s/n: 23-axp08

Old System
Ibm 450mhz np010038 s/n: 78-hpmbf

New Monitor
Compaq V720 np012853 s/n: 211cl26ec646

New System
Compaq Evo np012725 s/n: 6y23jyfzv0gb

Installed and tested new system for Operator. Install took aprox. 3hrs on May 28.

Old system
Ibm 233 np010994 s/n: 78-zzhn4

Old Monitor
Ibm g74 17" np010218 s/n: 23-fcmfr

New System
Ibm 450 np010122 s/n: 78-hplcm

New Monitor
ibm g74 17" np010159 s/n: 23-fcmfz

Installed and tested new system for John Hogan. Install took aprox 2.5hrs on May 29.

Old system
Ibm 233 np012713 s/n: 78-zzhy0

Old monitor
Ibm g72 np010937 s/n: 23-ffx62

New system
Compaq Evo np012713 s/n: 6y23jyfw034

New monitor
Compaq v720 np012858 s/n: 211cl26ec625

Johns old monitor (np010937) was replaced with Ibm g52 monitor (np011058,

Installed and tested new system for the cash machine. Install took aprox 3.5hrs on May 29.

Old system

ibm 233 np010964 s/n: 78-zzmd2

Old Monitor

Ibm 17" np010911 s/n: 23-36040

New system

Ibm 450 np010157 s/n: 78-hpmzc

New monitor

Ibm G74 np010205 s/n: 23-agv96

Installed and tested new system for Rick Mercer. Install took aprox. 3hrs on May 30.

old system

Ibm 233 np012062 s/n: 78-zzfp1

old monitor

ibm g74 np010257 s/n: 23-fchba

new system

ibm 450 np010066 s/n: 78-hpnhx

new monitor

ibm g74 np010180 s/n: 23-fbnfh

Installed and tested new system for Cindy Weste. Install took aprox. 2.5hrs on May 30.

New monitor

compaq v720 np012855 s/n: 211cl26ec639

New system

compaq evo np012711 s/n: 6y23jyfzm00t

Old Monitor

ibm g72 np010959 s/n: 23-ffx65

Old system

ibm 233 np010980 s/n: 78-zzk72

Installed and tested new system for Maxine George. Install took aprox. 3.5hrs on May 31.

Old system

Ibm 233 np012044 s/n: 78-zzmg7

Old monitor
Ibm g74 np010160 s/n: 23-fbmgf

New system
Compaq Evo np012717 s/n: 6y23jyfm00m

New monitor
Compaq V720 np012859 s/n: 211cl26ec660

Installed and tested new system for Gary Purchase. Install took aprox
3hrs on May 31.

old Monitor
Ibm 17" np010943 s/n: 2339036

Old System
Ibm 233 np010968 s/n: 78zzcr0

New system
Ibm 450 np010005 s/n: 78hppar

Old Monitor
Ibm g74 np010227 s/n: 23fcmfp

Installed and tested new system for Janet Bishop. Install took aprox. 2
hrs on June 3.

Old monitor
Dell 17" np012503 s/n: 03o-h01p

Old system
Ibm 233 np011083 s/n: 78-zz112

New monitor

Compaq v720 np012846 s/n: 141cl23ed235

New system
Compaq Evo np012715 s/n: 6y24jyfm8021

Installed and tested new system. Install took aprox. 2.5 hrs on June
3.

Old Monitor
ibm 17 np012001 s/n:23-45688

Old system
Ibm 233 np010920 s/n: 78-yzv58

New monitor
Ibm g74 np012001 s/n: 23-45688

New system
Ibm 450 np010111 s/n: 78-hpmxx

Installed and tested new system. Install took aprox. 3 hrs on Jun 4th.

New system
ibm 450 np010126 s/n: 78-hpnhm

New monitor
Ibm g74 np010158 s/n: 23-fcmfy

Old system
ibm 233 np010010 s/n: 78-zzmf4

Old monitor
ibm g72 np010915 s/n: 23-fgh83

Installed and tested new system for Larry Clarke. Install took aprox.
2hrs on June 4.

Old system
Ibm 233 np010954 s/n: 78-yzpz97

Old Monitor
Ibm g72 np010985 s/n: 23-ffx58

New system
ibm 450 np010093 s/n: 78-hpncv

New monitor
ibm g74 np010177 s/n: 23-fbvpb

Installed and tested new system for Alphonsus Delaney. Install took
aprox 1.5 hrs on June 4.

New system
Compaq Evo N600c np012739 s/n: 3j23kbszt55

Installed and tested new system for Wayne Freake. Install took aprox. 3
hrs on June 5.

Old System
Ibm 233 np010948 s/n: 78-zzg23

Old Monitor
Ibm g72 np010951 s/n: 23-ffx09

New system
Dell 733 np012322 s/n: 21d4g

New Monitor
Dell 17" np012501 s/n: 03o-h024

Installed and tested and new system for Calvin Barry. Install took aprox. 2.5 hrs on June 6.

Old system

Ibm 233 np012010 s/n: 78-yzt23

Old Monitor

Dell 17" np012493 s/n: 043-h2nh

New system

Compaq Evo np012708 s/n: 6y23jyfzm01g

New monitor

Compaq v720 np012832 s/n: 209cl26eb240

Installed and tested a new system for Remi Hynes. Install took aprox. 2.5 hrs on June 6.

Old system

ibm 233 np012185 s/n: 78-zzlk8

Old Monitor

ibm g74 np010300 s/n: 23-axp12

New system

Compaq Evo np012706 s/n: 6y24jyfz8042

New Monitor

Compaq V720 np012842 s/n: 211cl26ec642

Install and tested a new system for Bernice Whalen. Install took aprox. 3hrs on June 7.

Old system

ibm 450 np010034 s/n: 78-hpmgz

Old monitor

ibm g74 np010253 s/n: 23-fcdmz

New system

Compaq Evo np012705 s/n: 6y23jyffzf0p0

New monitor

Compaq V720 np012850 s/n: 211cl26ec640

Installed and tested new system for Tom Byrnes. Install took aprox. 3.5 hrs on June 7.

Old system

Dell 733 np012419 s/n: 21bmf

Old monitor

Nec 17" np011756 s/n: 1z10320za

New system

Compaq Evo np012703 s/n: 6y24jyfb8049

Installed and tested new system for the Line crew. Install took aprox.
2.5hrs on Jun 10.

Old system

Ibm 233 np012187 s/n: 78-zzmn6

Old monitor

Dell 17" np012488 s/n: 043-h2nr

New system

Ibm 450 np010113 s/n: 78-hpmfc

New monitor

Ibm g74 np010237 s/n: 23-fclrc

Installed and tested new system for Gerald Carroll. Install took aprox.
2hrs on June 10.

Old system

Ibm 233 np010681 s/n: 78-fgpaf

Old monitor

Ibm 17" np010935 s/n: 23-39119

New system

Compaq Evo np012702 s/n: 6y23jyfbw041

New monitor

Compaq V720 np012837 s/n: 211cl26ec604

6/12/2002 12:25:42 PM Mark Hillier

I had to update my time in people soft, remedy, and finish up any
paper work that was still ongoing from being on the road.

6/18/2002 8:26:04 AM Mark Hillier

Installed and tested new system for Randy Slaney. Install took aprox
3hrs on June 13.

Old monitor

Ibm g52 np010816 s/n: 23-z2428

Old system

Ibm 233 np010831 s/n: 78-zzfc9

New monitor

Ibm g74 np010193 s/n: 23-cdc86

New system
Ibm 450 np010002 s/n: 78-hpnxh

Installed and tested new system for Eric Maloney. Install took aprox.
3.5hrs on June 13.

Old system
Ibm 233 np010006 s/n: 78-zzlx7

Old monitor
Ibm g52 np010362 s/n: 23-kxv33

New system
Ibm 450 np010135 s/n: 78-hpmwk

New monitor
Ibm g72 np010961 s/n: 23-ffx60

Install was successful

Installed and tested new system for Kevin Hawkins. Install took aprox.
3.5 hrs on June 14.

Old system
Ibm 233 np010791 s/n: 78-zzhm6

Old monitor
Ibm g52 np010684 s/n: 23-z1969

New system
Ibm 450 np010023 s/n: 78-hpnfx

New monitor
Ibm g74 np010259 s/n: 23-fxdwa

Install was successful

Install and tested new system for Ray Boland. Install took aprox 2hrs
on June 14.

old system
IBM 233 np010007 s/n: 78-fgpav

old monitor
IBM g52 np010358 s/n: 23-krr90

New system
IBM 450 np010137 s/n: 78-hplyp

New monitor
IBM 17" np010943 s/n: 23-39036

Install new computer for Glen Squires (hearts Content) Install took
aprox 2.5hrs on June 17.

6/21/2002 3:33:59 PM Scott Thurston

nellie moss now has a compaq 1700. it took approx. 2.5 hours on may30

outgoing

pc asset# np010079 s/n 78hppzm ibm 233

monitor asset# np01165 s/n 23ffz27 ibm g72

incoming

pc asset# np0102710 s/n 6y24jyfz8024 compaq 1700

monitor asset# np012857 s/n 211cl26ea923 v720

successfull install

install nellies old pc for the hand helds

1 hour for install half hour for meter setup.

john suley now has a compaq 1700 . it took approx 2.5 hours on may 30

outgoing

pc asset# np010938 s/n 78yzr40 ibm 233

monitor asset# np010949 s/n 23ffrz56 ibm g72

incoming

pc asset# np012712 s/n 6y23jyfzw05 compaq 1700

monitor asset# np012854 s/n 211cl26ec536 v720

successfull install

scott

the linecrew in gander now have an ibm 450. it took approx 2.5 hours
for install on may 29

outgoing

pc asset# np010962 s/n 78zaf83 ibm 233

monitor asset# np011065 s/n 23hdl96 ibm g52 15" monitor

incoming

pc asset# np010153 s/n 78hpnml ibm 450

monitor asset# np010228 s/n 23fcmfg g74 17" monitor

successful install

3 profiles setup dpower, rmartin and wlanning

scott

jerry now has a compaq 1700. it took approx 2 hours for install on may
29

outgoing

pc asset# np010916 s/n 78zah49 ibm 233

monitor asset# np010961 s/n 23ffx50 ibm g72

incoming

pc asset# np012714 s/n 6y23jyfzvo8h compaq 1700
monitor asset# np012856 s/n 211cl26ec529 v720

successfull install
scott

the line crew in port union now have an ibm 450. it took approx 3 hours
to install on may28 and 1 hour for meter install

outgoing

pc asset# np010998 s/n 78yzn47 ibm 233
monitor asset# np010979 s/n 23ffx67 g72 17" monitor

incoming

pc asset# np010074 s/n 78hprpa ibm 450
monitor asset# np010244 s/n 23fcdnt ibm g74 17"

successfull install

12 profiles setup

amaddox

bmcgrath

cjacobs

dkendall

doakley

gchard

glodge

lryan

mkeating

pburse

rbartlett

thogan

scott

david now has a compaq 1.7GHz. it took approx 3hours on may 27 to
install

outgoing

pc asset# np010135 s/n 78hpmwk ibm 450

keeping existing monitor

monitor asset# np012578 s/n 17g-30md dell 19"

incoming

pc asset# np012722 s/n 6y23jyfw04h

david had an hp 9300 internal burner in ibm 450.
so he will require a new one in to work with the compaq desktop

successfull install
scott

ed now has an ibm 450. it took 2.5 hours for install on may27.

outgoing

pc asset# np010942 s/n 78zzhwo ibm 233
monitor asset# np010927 s/n 23ffx07 ibm g72 17"

incoming

pc asset# np010101 s/n 78hpmgtg ibm 450
monitor asset# np010245 s/n 23fchax ibm g74 17"

successfull install
scott

the linecrew now have an ibm 450. it took approx 3hours to install on
may 24

outgoing

pc asset#010936 s/n 78zzlg6 ibm 233
monitor asset# np010953 s/n 23ffz15 ibm g72 17"

incoming

pc asset# np010094 s/n 78hpnct ibm 450
monitor asset# np010242 s/n 23 fcdpd ibm g74 17"

successfull install
scott

george now has an ibm 450. it took approx 2 hours for the install on
may 24

outgoing

pc asset#np012110 s/n 78fgnmz ibm 233
monitor asset# np010923 s/n 23ffx66 ibm g72 17"

incoming

pc asset# np010114 s/n 78hpmra ibm 450
monitor asset# np010096 s/n 23cdc87 ibm g74 17"

successfull install
scott

rudy now has an ibm 450. it took approx 2.5 hours for install on may
23

outgoing

pc asset# np010932 s/n 78yzl14 ibm 233
monitor asset# np010564 s/n 23gwg88 ibm g72 17"

incoming

pc asset# np010115 s/n 78hpnll ibm 450
monitor asset# np010279 s/n 23fccltx ibm g74 17"

successfull install
scott

the linecrew in whitbourne now have an ibm 450. it took approx 2.5 hours on may 22

outgoing

pc asset# np010940 s/n 78yzp17 ibm 233
monitor asset# np011290 s/n 23hdw89 ibm 17"

incoming

pc asset# np010145 s/n 78hpldd ibm 450
monitor asset# np010168 s/n 23adt18 ibm g74 17"

successfull install
13 profiles setup

scott

rhoda now has a compaq 1700. took approx 2.5 hours for install on may 23.

outgoing

pc asset# np010354 s/n 23gg554 ibm 300mhz
monitor asset# np010284 s/n 23fancc ibm g74 17"

incoming

pc asset# np012719 s/n 6y24jyfbz802d compaq 1.7ghz
monitor asset# np012860 s/n 211cl26ec338 compaq v720

successfull install
scott

phonse now has an ibm 450. it took approx. 2 hours for install on may 22

outgoing

pc asset# np010974 s/n 78yzn98 ibm 233
monitor asset# np010981 s/n 2319399 ibm 17"

incoming

pc asset# np010156 s/n 78hpnmp ibm 450
monitor asset#np010223 s/n 23fbnff ibm g74 17"

successfull install

could not install trend micro. not on whitbourne server and it crapped out after long periods of time on st. johns and carbonear servers. will need to be install remotely.

scott

the linecrew in carbonear now have an ibm 450. it took approx 3.5 hours for install on may 22.

outgoing

pc asset# np010729 s/n 78yzn24 ibm 233

monitor asset# np010947 s/n 23ffx04 ibm g72 17"

incoming

pc asset# 010112 s/n 78hpnga ibm 450

monitor asset# np010272 s/n 23axp13 ibm g74 17"

successfull install

13 profiles are setup

dbaggs

eparsons

ereynolds

eslade

gsmith

jsouthwell

kpretty

raslade

rgeorge

rwbartlett

tbrazil

wgwhite

wpower

basil now has a dell c600 laptop. install took 4 hours on may 21

outgoing

laptop asset#np010836 s/n 78cd484 ibm 600

keeping existing monitor

asset# np01012 s/n 23cdc81 17"ibm

incoming laptop

asset# np012568 s/n fsqqt01 dell c600

successfull

install

scott

owen now has an ibm 450. it took 3 hours to install on may 21

outgoing

pc asset# np010992 s/n 78yzm29 ibm 233

monitor asset# np010995 s/n 2336075 ibm 17"

incoming

pc asset# np010067 s/n 78hpnff ibm 450

monitor asset# np010241 s/n 23fcddc ibm 17"

successfull install

scott

richard now has a compaq 1700 installed on may 17 approx 3 hours.

outgoing
pc asset# np010000 s/n 78hpnay ibm 450
monitor asset# np012507 s/n 03o-h01s dell 17"

incoming
pc asset# np012736 s/n 6y23jyfwz062 compaq 1700
monitor asset# np012876 s/n 211cl26ea949 v720

successfull install
scott

trevor butt now has compaq 1000 laptp installed on may 17 approx 4hours
install. this includes training time with john norris on handheld meter
pc.

outgoing
pc asset# 012355 s/n 21bks dell 733

incoming
laptop asset# np012750 s/n 3j23kb3zt5j8 compaq n600c

keeping dell monitor asset# 012508 s/n 03o-h01t dell 17"
keeping keyboard and mouse as well.

successfull install
scott

sharon now has a compaq 1700 installed may 16 approx 3 hours for
install

outgoing
pc asset# np010102 s/n 78hpmhv ibm 450
monitor asset# np010158 s/n 23fcmfy ibm g74 17"
incoming
pc asset# np012632 s/n 6y24jyfwz8040 compaq 1700

monitor asset# np012767 s/n 209cl26ea559 v720

successfull install
also setup pauline ash
scott

lewis now has a compaq 1700 installed on may 13 approx 7.5hours for
install

outgoing
pc asset# np010110 s/n 78hpnlc ibm 450
keeping nec 21" np012197
keeping microtek scanmakerIII np012218
keeping external zip drive np012217

incoming
pc asset# np012697 s/n 6y23jyfwz019 compaq 1700

successfull install

textbridge pro 96 and microsoft publisher need to be installed. checked

with lewis and helpdesk for software but it could not be found. scsi card that came out of ibm was an isa card. i installed a pci scsi t.o.k. called xerox to setup docucolor xl2 t.o.k.

chari now has a compaq 1700 desktop installed may 10 approx 3 hours

outgoing

pc asset# np010122 s/n 78hplcm ibm 450
monitor asset# np010291 s/n 23fbnfp ibm 17"

incoming

pc asset# np012655 s/n 6y24jyffz8016 compaq 1700
monitor asset# np012869 s/n 211cl26ec311 v720

successfull install
scott

tony now has a compaq 1700 installed may 10 approx 4 hours install

outgoing

pc asset#010153 s/n 78hpnml ibm 450
monitor asset# np010217 s/n 23fbvlw ibm 17

incoming

pc asset# np012675 s/n 6y24jyffz8014 compaq 1700
monitor asset# np012870 211cl26eb000 v720

successfull install
scott

robin now has a compaq 1700 desktop installed may 9 approx 3 hours
install time/

outgoing

pc asset# np012128 s/n 78fgpfa ibm 233
monitor asset# np012129 s/n 6101771ra nec 17"

incoming

pc asset# np012677 s/n 6y24jyffz802f compaq 1700
monitor asset# np012826 s/n 141cl23ed223 v720

the ccure software that was on robins' existing pc does not run in windows 2000. chris seary is checking with johnson controls to see if there is updated software. the old pc is still on robins desk and the new one is in his cubicle until this issue is resolved as per keith perrys instructions.

frank now has a compaq 1700 installed on may 9 approx 4hours install time.

outgoing

pc asset# np010036 s/n 78hplgc ibm 450
keeping nec 21" monitor

incoming

pc asset# np012261 s/n 6y24jyffz802n compaq 1700

autocad lt 2000 cd will need to be sent out to frank for installation. frank has an external backpack cdrewriter that i cannot get installed on his new pc. i encountered an error, researched backpack 's website. resolved the error. the backpack showed up once and hasnt returned since. so as of right now his external cd rewriter is still not working.

scott

charlotte/rebekah now have a compaq 1700 desktop installed on may 8 approx 2 hours install time.

outgoing

pc asset# np010067 s/n 78hpnff ibm 450
monitor asset# np010241 s/n 23fcdpc ibm 17"

incoming

pc asset# np 012726 s/n 6y23jyffzw040 compaq 1700
monitor asset# np012824 s/n 209cl26eb208 v720

successfull install

scott

glenda now has a compaq 1700 installed on may 8. approx 3.5 hours for install.

outgoing

pc asset# np010157 s/n 78hpmzc ibm 450
monitor asset# np010191 s/n 23fvblf ibm 17"

incoming

pc asset# np012666 s/n 6y23jyffzf08k compaq 1700
monitor asset# np012821 s/n 141cl23ed137 v720

successfull install

scott

glenda now has a compaq 1700 desktop installed may 7. it took approx 3hours for the install

outgoing

pc asset# np012108 s/n 78zzlf6 ibm 233

monitor asset# np012109 s/n 2344902 ibm 17"

incoming

pc asset# np012691 s/n 6y24jyffz800c compaq 1700
monitor asset# np012776 s/n 141cl23ed227 v720

only 1 problem.

fax senior client: fax senior printer doesnt show up under printers.

fax senior notify wasnt running and it wasnt in startup. uninstalled and installed version 6.
same thing. uninstalled and reinstalled version 5. fax senior notify is in startup but still no printers. chris wells is going to install it on his compaq pc to see if he encounters similar problems.

scott

rose now has a compaq 1700 desktop installed on may 7. it took approx. 3hours.

outgoing

pc asset# np010114 s/n 78hpmra ibm 450
monitor asset# np010297 s/n 23fbnfl ibm 17"

incoming

pc asset# np012664 s/n 6y24jyffz801w compaq 1700
monitor asset# np012843 s/n 211cl26ec476 v730

successful install

scott

sandie now has a compaq 1700 installed on may 6 approx 3hours install time

outgoing pc

pc asset# np010877 s/n 1hq9201 dell 800mhz
monitor asset# np011411 s/n 12k-h21e dell 17"

incoming pc

pc asset# np012729 s/n 6y23jyffzw04k compaq 1700
monitor asset# np012871 s/n 211clec611 compaq v720

successful install

scott

ron taylor now has a compaq1700 desktop, installed on may 6 approx 3hours for installation

outgoing

pc asset# NP010349 s/n 23gg246 ibm 300mhz
monitor asset# NP010567 s/n 6101784ra nec 17"

incoming

pc asset# NP012662 s/n 6y24jyffz8001 compaq 1700
monitor asset# NP012836 s/n 211cl26ec592 compaq v720

installation is successful

scott and mark

6/21/2002 4:04:34 PM Scott Thurston

trepassey now has an ibm 450. it took approx 2hours to install on june 19.

outgoing

pc asset# NP010497 s/n 78zzmd1 ibm 233
monitor asset# np010653 s/n 23fmm47 ibm g52

incoming

pc asset np010025 s/n 78hpnqc ibm 450
monitor asset np010959 s/n 23ffx65 ibm g72

successfull install

setup ray whiffen and pat boland

scott

bell island now has an ibm 450 . it took approx 2.5 hours to install on june 18

outgoing

pc asset# np012004 s/n 78zzln7 ibm 233
monitor asset# np010652 s/n 23hbd25 ibm g52

incoming

pc asset# np010029 s/n 78hpnck ibm 450
monitor asset# np010160 s/n 23fbmgf ibm g74

successfull install

setup stan macdonald and chad howell

stan will require a monitor base for a g74 monitor. the one that i have is for a g72 and it doesnt fit properly.

scott

glovertown now has an ibm 450. it took approx 2 hours to install on june 14

outgoing

pc asset#np010448 s/n 78zzgy7 ibm 233
monitor asset# np010550 s/n 23hbd22 ibm g52

incoming

pc asset# np010053 s/n 78hppgd ibm 450
monitor asset# np010939 s/n 2336072 ibm 17"

existing

modem asset# 010624 usr 56k fax ext
printer asset# np010642 hp laserjet 6p

successfull install

setup dralph and ppollard

scott

there is now an ibm 450 in twillingate. it took approx 2 hours to install on june 13.

outgoing

pc asset# np010449 s/n78zzkz3 ibm 233
monitor asset# np010596 s/n 23gfx30 ibm g52

incoming

pc asset# np010142 s/n 78hpnpl ibm 450
monitor asset# np010596 s/n 23ffz17 ibm g72
modem asset# np011502 usr 56k courier modem

existing

modem asset# np010625 usr 56k fax ext
printer asset# np010639 laserjet 6p

successfull install
setup whicks and hgates

scott

there is now an ibm 450 in rattlin brook. it took approx 2.5 hours to
install on june12

outgoing

pc asset# np011604 s/n 78zba78 ibm 233
monitor asset# np010367 s/n 23krr87 ibm g52

incoming

pc asset# np010089 s/n 78hpmch ibm 450
monitor asset# np010212 s/n 23cdb93

successfull install
setup bhayter and thanlon

scott

tony heath now has an ibm 450. it took approx 2.5 hours to install on
june 12 the linecrew in port aux basques need to have trend micro
installed remotely. no software on server

outgoing

pc asset# np010465 s/n 78zzlv5 ibm 233
monitor asset# np010614 s/n 23hdw51 ibm g52

incoming

pc asset# np010061 s/n 78hpmtr ibm 450
monitor asset# np010981 s/n 2319399 ibm 17"

existing

printer asset# np010644 laserjet 6p
modem asset# np010635 us robotics 56k fax ext.

successfull install
scott

gerald acreman now has an ibm 450. it took 2.5 hours to install on june 11

outgoing

pc asset# np010466 s/n 78fgpvc ibm 233
monitor asset# np010551 s/n 23z2455 g52

incoming

pc asset# np010064 s/n 78hpnmw ibm 450
monitor asset# np010264 s/n 23ayb94 ibm g74

successfull install

setup hhmr. when it dials number it says its out of service.

scott

the linecrew now have an ibm 450. it took approx 2.5 hours to install on june 10

outgoing

pc asset# np010823 s/n 78zzmc1 ibm 233
monitor asset# np012495 s/n 043-h2nd dell 17"

incoming

pc asset# np010125 s/n 78hpnbv ibm 450
monitor asset# np010929 s/n 2336050 ibm 17"

successfull install

setup rbattiste

ngosse

tanderson

hcrocker

fskinner

mnorthcott

scott

melvin now has a compaq 1700. it took approx 2 hours to install on june 10

outgoing

pc asset# np010663 s/n 78zzkc3 ibm 233
monitor asset# np010561 s/n 6101772ra nec 17"

incoming

pc asset# np012709 s/n 6y23jyfzm01d compaq 1700
monitor asset# np012834 s/n 211cl26ec612 v720

successfull install

trend micro needs to be installed remotely.
software is not on server.

scott

tom flynn now has an ibm 450. it took approx 3 hours to install on
june7

outgoing

pc asset# np010984 s/n 78fgntb ibm 233
monitor asset# np012039 s/n 23z2324 ibm g52

incoming

pc asset# np010151 s/n 78hplcv ibm 450
monitor asset# np010178 s/n 23fbvmt ibm g74

successfull install

scott

joe now has a compaq 1700. it took approx 3 hours to install on june 7

outgoing

pc asset# np012034 s/n 78fgpll ibm 233
monitor asset# np012043 s/n 23gww01 ibm g52

incoming

pc asset# np012704 s/n 6y24jyffz8011 compaq 1700
monitor asset# np012851 s/n 211cl26ec598 v720

successfull install

scott

the meter readers now have an ibm 450. it took approx 2.5 hours to
install on june 6 setup hhmrr. .5 hours

outgoing

pc asset# np012152 s/n 78zzdl2 ibm 233
monitor asset# np010917 s/n 2345683 ibm 17"

incoming

pc asset# np010058 s/n 78hpnwa ibm 450
monitor asset# np010225 s/n 23fbnfd ibm g74

successfull install

setup crussell, dfeltham and psmith

scott

the general tech now has a compaq 1700. it took approx 3 hours to
install on june 6

outgoing

pc asset# np012418 s/n 21bmb dell 733
monitor asset# np012494 s/n 043-h2n8 dell 17"

incoming

pc asset# np012707 s/n 6y24jyffz8005 compaq 1700
monitor asset# np012849 s/n 211cl26ea946 v720

successfull install
scott

deer lake district now has an ibm 450. it took approx 1.5 hours to
install on june 5

outgoing
pc asset# np010648 s/n 78zzct2 ibm 233
monitor asset# np010572 s/n 23gwg73 ibm g72

incoming
pc asset# np010132 s/n 78hpnft ibm 450
monitor asset# np010273 s/n 23axp04 ibm g74

successfull install
setup dsmall and bbrake
scott

the meter readers now have an ibm 450. it took 2 hours to install on
june 5. also setup hhmr. .5 hours

outgoing
pc asset# np010928 s/n 78zzgr9 ibm 233
monitor asset# np010670 s/n 23hbd29 ibm g52

incoming
pc asset# np010052 s/n 78hpptf ibm 450
monitor asset# np010171 s/n 23adt12 ibm g74

successfull install
setup 3 users
bhancock
dcave
gwheeler

scott

the remote agent in corner brook now has an ibm 450. it took 2.5 hours
to install on june 4

outgoing
pc asset# np010012 s/n 78fgnxn ibm 233
monitor asset# np010945 s/n 23ffx06 ibm g72

incoming
pc asset# np010045 s/n 78hpnwd ibm 450
monitor asset# np010181 s/n 23fbvmh ibm g74

successfull install
setup 3 users
apayne
cgreenham
kmahar

scott

lewisporte district now has an ibm 450. it took approx 2 hours to install on june 3rd.

outgoing

pc asset# np010468 s/n 78fgpxt ibm 233
monitor asset# np010570 s/n 23hdm05 ibm g52

incoming

pc asset# np010102 s/n 78hpmhv ibm 450
monitor asset# np010230 s/n 23fcctc ibm g74

successfull install

setup jim penney and dean cross

the linecrew in corner brook now have an ibm 450. it took approx 3 hours to install on june 4th.

outgoing

pc asset# np010950 s/n 78zzdh5 ibm 233
monitor asset# np011136 s/n 23hbd30 ibm g52

incoming

pc asset# np010109 s/n 78hpmwt ibm 450
monitor asset# np010207 s/n 23fbv1w ibm g74

successfull install

setup 9 users

dadey

dgosse

dhatcher

dsheppard

dsmall

gpeddle

krowsell

friander

rrmartin

scott

catherine now has a compaq 1700. it took approx 2.5 hours for install on june 3rd.

outgoing

pc asset# np010910 s/n 78zzdk2 ibm 233
monitor asset# np012111 s/n 23gwg71 ibm g72

incoming

pc asset# np012716 s/n 6y24jyfh800j compaq 1700
monitor asset# np012847 s/n 211cl26ec607 v720

install successfull

there seems to be a problem with getting scrpop to work. helpdesk is researching.

scott

7/23/2002 1:29:08 PM Scott Thurston
made changes and cut images for n400c and desktop d500.

7/23/2002 1:31:11 PM Scott Thurston
cancel that last statement that refers to imaging and 660minutes

Case ID+ : HDFRE00000180153
Ext Ticket # : Call # 55343
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 5/14/2002 4:09:29 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 90
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 5/15/2002 12:09:59 PM Mark Hillier
I Had a look at users system. The system did not need to be reimaged.
The problem was that it was not set up to access the network. Set
system up to access the network and system tested ok. System is sent
back to user.

Case ID+ : HDHFX0000225867
Ext Ticket # : Call # 56202
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 5/27/2002 10:36:53 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 235
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 5/23/2002 11:53:52 AM Paul Griffiths
Order LCD Module 241434-001

5/23/2002 1:07:22 PM Carol Ann Bradbury
Ordered part from Compaq, RMA # 3853898. This system has a parts and

labour warranty.

5/24/2002 10:21:46 AM Carol Ann Bradbury
Received part and gave it to Paul.

5/24/2002 11:25:12 AM Paul Griffiths
Sent part to NF power Kenmount road Ed will install onsite.

5/24/2002 4:04:09 PM Carl Hefford
I rec'd the replacement display, I installed it and the problem is still there. I called tech support and they recommended replacing the system board.

P.N. 241430-001

5/24/2002 4:16:59 PM Carol Ann Bradbury
I ordered a system board from Compaq, RMA # 3857828.

5/27/2002 10:36:55 AM Carol Ann Bradbury
Received part and gave it to Carl.

5/29/2002 10:51:53 AM Carol Ann Bradbury
Returned defective parts back to Compaq.

6/6/2002 12:24:13 PM Carol Ann Bradbury
Replaced Motherboard, tested okay.

Case ID+ : HDFRE00000186934
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 5/22/2002 4:36:40 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 5
Assignee Login Name :
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 5/22/2002 4:36:41 PM gi07360

Problem #56202

Client Name: Please see Chris Wells at IS dept on Kenmount Rd 737 5317
for
details.

Problem Description:

New Compaq Notebook SN# 3J23KBSZT4WZ Has display problems, It has a
white

line on the screen and also color has shadows. It will need to be
repaired.

This call has been logged with Xwave with a remedy # of 225867, this
email

is being sent to you so you can have our problem Number to reference.

Make and Model

Compaq EVO N600C

Serial # 3J23KBSZT4WZ

5/23/2002 8:30:57 AM Denise Tuffin

Duplicate ticket.

Case ID+ : HDFRE0000191012

Ext Ticket # : Call # 56579

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 6/7/2002 4:17:37 PM

Login+ : Bob Burke
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 220
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 5/30/2002 11:19:48 AM gi07360
Log a Call

Problem #56579

Client Name:Bob Burke, his desktop pc in the IS dept. Kenmount Rd.

Problem Description:

Bob left a voice mail saying that his system was completely shut down yesterday, and when he started it this morning, he got a memory error: "memory write/read failure 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. ... Bob rebooted, but he still got the same error. This error displayed during POST.

Dell Make and Model
Optiplex
GX110

5/30/2002 4:04:24 PM Denise Tuffin

Ed checked this system out. He moved the memory to the other slot and the POST error went away. He asked the customer to keep an eye on this for a couple days. I will call the helpdesk with an update and ask them to check on this system in a couple days and let me know what's happening. If the error never returns, we need to order a motherboard because the memory slot is defective.

6/4/2002 8:20:49 AM Denise Tuffin

Sherry said that the error never came back so I will forward this ticket to Carol Ann for ordering a motherboard.

6/4/2002 9:33:14 AM Carol Ann Bradbury

Ordered a motherboard from Dell.

6/5/2002 12:12:33 PM Carol Ann Bradbury

Received part and sent to to Chris at the Helpdesk

6/6/2002 12:27:31 PM Carol Ann Bradbury

As per Carl.. He replaced the motherboard and the system would boot. I will reorder another one.

6/7/2002 12:03:25 PM Carol Ann Bradbury

Received part and gave it to Carl.

6/7/2002 4:17:38 PM Carl Hefford

June 7, 2002 - I rec'd the replacement system board and I went on site and installed it. Tested O.K.

6/10/2002 10:58:18 AM Carol Ann Bradbury
Returned defective parts back to Dell.

Case ID+ : HDFRE0000191456
Ext Ticket # : Call # 56666
Client : NF Power
Actual Start Date(260000006) :
Assigned : 6/25/2002 3:23:23 PM
Login+ : Ted Knight
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 125
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 5/31/2002 7:35:49 AM re06907
Problem #56666

Client Name:Ted Knight, the laptop is at the Help Desk

Problem Description:

Rick called to say that the Dell laptop he had (which he was not lending to Ted Knight who was going away for the weekend tomorrow) was having problems. He said that the keys in the middle of the keyboard did not seem to be working. He said that Ted would be needing the items on the hard drive for when he goes away.

Make and Model
Dell laptop PP01L
Service tag# D103G01

5/31/2002 11:02:03 AM Denise Tuffin

Called the Helpdesk and spoke with Sherry. The keyboard needs to be replaced by the sound of things and the user is going out of the country tomorrow. NF Power doesn't have a spare laptop to the user right now. Sherry has to check with a couple people about what they can do for the user and she'll get back to me.

6/4/2002 8:23:58 AM Denise Tuffin

Spoke with Sherry and the user is out of the country. She is checking to see how long he's going to be gone. User will need part as soon as he returns.

6/4/2002 9:28:18 AM Denise Tuffin

Spoke to Carl about this ticket and he said he'd order both a motherboard and a keyboard to be sure. The user will be gone for another 10 days or so. I suggest ordering the part on the 13th. User should be back around the 17th.

6/4/2002 9:45:52 AM Carol Ann Bradbury
We have to wait and order the part on June 13th.

6/10/2002 12:42:22 PM Carol Ann Bradbury
I ordered a system board and keyboard from Dell.

6/11/2002 9:51:33 AM Carol Ann Bradbury
Waiting for the user to return from his trip.

6/21/2002 1:55:29 PM Mark Hillier

Contacted Help Desk and they are in the process of finding where the system is located. Waiting to hear back from them.

6/25/2002 9:58:58 AM Denise Tuffin
Mark is off sick today so Carl will follow up on this call.

6/25/2002 3:23:26 PM Carl Hefford
I went on site and I installed the system board and the keyboard.
Tested O.K.

6/27/2002 9:52:39 AM Carol Ann Bradbury
Returned defective parts back to Dell.

Case ID+ : HDHFX0000229743
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/12/2002 9:34:41 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 156
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 5/31/2002 4:05:40 PM Paul Griffiths
Contacted customer ETA within 1 hour.

6/3/2002 1:12:48 PM Carol Ann Bradbury
I ordered a Bottom Plastic Assembly p/n 717JW from Dell.

6/4/2002 10:13:33 AM Carol Ann Bradbury
Received part and gave it to Paul.

6/4/2002 11:31:09 AM Paul Griffiths
Received part sent to help desk Kenmount road ATTN to Chris.

6/12/2002 9:33:53 AM Ed Ryan
Onsite replaced bottom cover assy on laptop tested ok

6/12/2002 2:32:32 PM Carol Ann Bradbury
Returned defective part back to Dell.

Case ID+ : HDFRE00000194080
Ext Ticket # : Call # 56850
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/5/2002 9:29:18 AM
Login+ : Lisa Hutchens
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 35
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/5/2002 9:12:49 AM gi07360
Problem #56850

Client Name:Lisa Hutchens, 1st floor Kenmount Rd. 737 5282

Problem Description:

Th hard drive is making clicking noises, and the machine is not booting properly. Hard drive needs to be replaced. This is a high priority call.

Make and Model

Dell Opitplex GX110L Desktop
Serial # 24K0G01

6/5/2002 9:39:33 AM Carol Ann Bradbury

I ordered a hard drive from Dell. This system has a parts and labour warranty.

6/6/2002 11:12:38 AM Carol Ann Bradbury
Received part and sent it to Chris at the helpdesk. I returned the defective part back to Dell.

Case ID+ : HDHFX0000231657
Ext Ticket # : Call # 56850
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/12/2002 1:39:07 PM
Login+ : Lisa Hutchens
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 61
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/6/2002 12:25:56 PM Carol Ann Bradbury
Installed a temporary drive and imaged the system.

6/6/2002 9:22:03 PM Carl Hefford
May 5, 2002 - I went on site and I was given a HDD to install into the system and to re-image the drive to give Lisa access to her work as she keeps all her data on the network. This temporary hard drive will be changed out upon receipt of the replacement from DELL. I returned the defective drive to Carol Ann to be returned to DELL.

*** The above entry was submitted via the web ***

6/12/2002 1:39:08 PM Denise Tuffin
Ed is going to take care of this call.

6/12/2002 3:25:57 PM Ed Ryan
Harddrive is staying in this unit & replacement hard drive 20GB when
into
Phil Lomond's system SN# C4K0G01

Case ID+ : HDFRE00000198182
Ext Ticket # : Call # 57187
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/14/2002 12:14:02 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 156
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/12/2002 10:45:11 AM re06907
Problem #57187

Client Name:Phil Lomond, IS Dept Kenmount Rd. 737 5802

Problem Description:

His Hard drive is making a knocking sound, and it will not bootup. The
hard

drive is toast, and needs to be replaced
Make and Model

Dell Opitplex GX110L Desktop
Serial # C4K0G01

6/12/2002 1:37:40 PM Denise Tuffin
Please order a replacement hard drive.

6/12/2002 3:32:01 PM Ed Ryan
Onsite check of hard drive & found new drive needed for system 10 GB
hard drive
Hard drive is making a knocking sound

6/12/2002 3:50:57 PM Carol Ann Bradbury
Ordered part from Dell.

6/14/2002 9:11:27 AM Carol Ann Bradbury
Received part and gave it to Ed.

6/14/2002 12:13:37 PM Ed Ryan
Replaced hard drive tested ok

6/14/2002 12:28:46 PM Ed Ryan
Replaced with new 20GB hard drive sn# wma8j1930911

6/14/2002 1:59:00 PM Carol Ann Bradbury
Returned defective part back to Dell.

Case ID+ : HDHFX0000234407
Ext Ticket # : Call # 57187
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/12/2002 1:34:09 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 60
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/12/2002 3:23:47 PM Ed Ryan
Used ghost to transfer data to new 20GB hard drive also ran windows

checkdisk to test data on hard drive.
login as xwave admin & user and found data & drive working ok now.

Case ID+ : HDHFX0000235474
Ext Ticket # : Call # 57339
Client : NF Power
Actual Start Date(260000006) :
Assigned : 6/14/2002 1:27:29 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 180

Assignee Login Name : Ed Ryan

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 6/14/2002 1:52:50 PM Ed Ryan

Onsite backup customer's data & re-image system & restore profile data
tested docking station & laptop on network tested ok

Case ID+ : HDHFX0000237719

Ext Ticket # :

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/19/2002 10:06:35 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 330
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/20/2002 8:00:09 AM Carl Hefford

I went on site and I copied John's data to the network, I then proceeded to re-image the system with Windows 2000. I installed the programs John requested, i.e., Office, Reflection, CSS, antivirus software. As well, I installed Microsoft Visio, Project 2000, AutoCAD LT 2000 and Acrobat PDF Writer from CD. I transferred his data from the network drive and tested.

Case ID+ : HDFRE0000202146
Ext Ticket # : Call # 57631
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/25/2002 3:32:24 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 118
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/21/2002 8:31:34 AM gi07360
Problem #57631

Client Name:Chris Wells, IS Dept Kenmount Rd. 737 5317

Problem Description:

New Compaq Monitor Serial # 209CL26EA292 is dead on arrival, and will need a replacment. It will not power on.

Note: Monitor is on the Floor in my cubicle.

Make and Model

Compaq V720 Monitor
Serial # 209CL26EA292

6/21/2002 10:43:38 AM Mark Hillier
I need p/n: 233688-001 (v720 monitor) ordered as a replacement.

6/21/2002 1:39:55 PM Mary Boland
Ordered Monitor from Compaq. RMA # 3927145. This system has an on-site warranty.

6/24/2002 11:19:43 AM Mary Boland
Received Monitor and gave it to Mark.

6/25/2002 9:59:51 AM Denise Tuffin
Mark is off sick today so Carl will follow up on this call.

6/25/2002 3:32:27 PM Carl Hefford
I went on site and I changed the monitor and brought the old monitor back to the office to be shipped back to Compaq.

6/26/2002 3:09:32 PM Carol Ann Bradbury
Returned defective monitor back to Compaq.

Case ID+ : HDHFX0000239274
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/25/2002 9:14:42 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 125
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/21/2002 2:49:38 PM Scott Thurston
 need a case ordered p/n 243820-001

6/21/2002 3:55:57 PM Mary Boland
Ordered Front Bezel from Compaq. RMA # 3927798. This system has an
on-site warranty.

6/24/2002 11:31:10 AM Mary Boland
Received Front Bezel and gave it to Scott.

6/25/2002 9:14:43 AM Scott Thurston
installed part t.o.k. gave defective to warranty dept.

6/25/2002 9:51:36 AM Carol Ann Bradbury
Returned defective part back to Compaq.

Case ID+ : HDHFX0000241925
 Ext Ticket # :
 Client : NF Power
 Actual Start Date(2600000006) :
 Assigned : 6/26/2002 12:17:23 PM
 Login+ : Keith Perry
 Status : Closed
 Assigners Group : AG:CSS Dispatch NF
 Total Time Spent (min) : 4561
 Assignee Login Name : Mark Hillier
 Project_ID(536870920) :
 Activity_ID(536870921) :
 Work Log : 6/26/2002 12:19:43 PM Mark Hillier
 Retires four systems and four monitors on June 26.

IBM 233	NP012110	78FGNMZ	WORKING
IBM 233	NP012002	78YZT81	WORKING
IBM 233	NP012187	78ZZMN6	WORKING
IBM 233	NP012034	78FGPLL	WORKING
IBM G52	N/A	23HDL96	WORKING
IBM G52	NP010653	23FMM47	WORKING
IBM G52	NP010367	23KRR87	WORKING
NEC 17"	NP010561	6101772RA	NOT WORKING

6/28/2002 2:00:11 PM Mark Hillier
 Retired systems and monitors.

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM 233	NP010954	78YZP97	WORKING
IBM 233	NP010648	78ZZCT2	WORKING
IBM 233	NP010671	78ZZKH3	WORKING
IBM 233	NP011135	78FGPNB	WORKING
IBM G72	NP010564	23GWG88	WORKING
IBM G72	NP010953	23FFZ15	WORKING
IBM G72	NP010923	23FFX66	WORKING
IBM G74	NP010284	23FANCC	WORKING
IBM 233	NP010791	78ZZHM6	WORKING
IBM 233	NP010006	78ZZLX7	WORKING
IBM 233	NP010950	78ZZDH5	NOT WORKING
IBM 233	NP010907	78FGPWW	WORKING
IBM G72	NP010935	2339119	WORKING
IBM G74	NP010300	23AXP12	WORKING

IBM G74	NP010298	23FBNFR	WORKING
NEC 17"	NP010541	6705623RE	WORKING
SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM 233	NP010804	78ZZGT4	WORKING
IBM 233	NP010936	78ZZLG6	WORKING
IBM 233	NP010932	78YZL14	WORKING
IBM 233	NP012010	78YZT23	WORKING
IBM G72	NP010957	23FFX64	WORKING
IBM G72	NP010917	2345683	WORKING
IBM G72	NP010572	23GWG73	WORKING
IBM G72	NP010915	23FGH83	WORKING

7/4/2002 12:51:56 PM Mark Hillier
Retired system on July 2nd and 3rd.

SYSTEMS REFURB ON JULY 2

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM 233	NP010449	78ZZKZ3	WORKING
IBM 233	NP011064	78ZBA78	WORKING

IBM 300	NP010348	23GG113	WORKING
IBM 233	NP010010	78ZZMF4	WORKING
IBM 233	NP010823	78ZZMC1	WORKING
IBM 233	NP010497	78ZZMD1	WORKING

SYSTEMS REFURB ON JULY 3

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM 233	NP010663	78ZZKC3	WORKING
IBM 300	NP010354	23GG554	WORKING
IBM 233	NP010468	78FGPXT	WORKING
IBM 233	NP010465	78ZZLV5	WORKING
IBM G74	NP010253	23DMZ	WORKING
DELL 17"	NP012493	043H2NH	WORKING
DELL 17"	NP012488	043H2NR	WORKING
DELL 17"	NP012494	043H2N8	WORKING
IBM 233	NP010466	78FGPVC	WORKING
IBM 233	NP010831	78ZZFC9	WORKING
IBM G72	NP010945	23FFX06	WORKING
NEC 17"	NP010568	6801152RE	WORKING
IBM G52	NP010356	23KRR94	WORKING
IBM G52	NP010684	23Z1969	WORKING
IBM G52	NP010362	23KXV33	WORKING

7/18/2002 8:59:31 AM Mark Hillier
Cleaned up 11 monitors in the afternoon of July 17.

SYSTEMS REFURB ON JULY 17

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM G52	NP010816	23-Z2428	WORKING
IBM G52	NP010596	23-GXF30	WORKING
IBM G52	NP010570	23-HDM05	WORKING
DELL 17"	NP012495	043-H2ND	WORKING
NEC 17"	N/A	7332250LA	WORKING
IBM G74	N/A	23-FFZKZ	WORKING

IBM G52	NP010359	23-KXV55	WORKING
IBM G52	NP010614	23-HDW51	WORKING
IBM G52	NP010551	23-Z2455	WORKING
IBM G52	NP010767	23-Z2137	WORKING
IBM G52	NP010908	23-HDL77	WORKING

7/22/2002 8:26:32 AM Mark Hillier

Cleaned up monitors on July 19.

SYSTEMS REFURB ON JULY 19

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM G52	NP010803	23-GXG17	WORKING
IBM G52	NP011199	23-HBD20	WORKING
IBM G52	NP010674	23-GXG16	WORKING
IBM G52	NP010364	23-KXV60	WORKING
IBM G52	NP010680	23-KBD26	WORKING
COMPAQ 15"	N/A	846BF28AF036	WORKING
IBM G52	NP010666	23-HDK81	WORKING
IBM G52	NP011053	23-HDW88	WORKING
IBM G52	NP010358	23-KRR90	WORKING

7/23/2002 8:22:50 AM Mark Hillier

Refubed system on July 22.

SYSTEMS REFURB ON JUNE 26

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM 233	NP010909	78ZZKK5	WORKING
IBM 300	NP010344	23GG528	WORKING
IBM 233	NP010007	78FGPAV	WORKING
IBM 233	NP012086	78ZZFH7	WORKING
IBM G52	NP010792	23Z5636	WORKING
IBM G52	NP010527	23Z2453	WORKING
IBM G52	NP010678	23Z2306	WORKING
IBM G52	NP012105	23Z2302	WORKING
IBM 233	NP010926	78ZZMN2	WORKING
IBM 233	NP010665	78FGNFT	WORKING
IBM 300	NP010014	23GG164	WORKING
IBM 300	NP012061	23GG294	WORKING
ACER 14"	NP012117	M3TP64809632	WORKING
IBM 233	NP012004	78ZZLN7	WORKING
IBM 233	NP010448	78ZZGY7	WORKING

9/9/2002 9:39:42 AM Mark Hillier

SYSTEMS REFURB ON SEPT 4TH AND 5TH

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM 233	NP012027	78ZZLH8	WORKING
IBM 233	NP010333	78YZV93	WORKING
IBM 233	NP010793	78ZZHC5	WORKING
IBM 300	NP010352	23GG157	WORKING
CLONE P120	NP012114	H7050020	WORKING
CLONE P120	NP012116	7050358	WORKING
IBM G52	NP012028	23GWV30	NOT WORKING
IBM G52	NP010991	23Z2445	WORKING

IBM TP600E	NP010083	78PHV99	WORKING
IBM TP600	NP012165	78BN895	WORKING
IBM TP600	NP012209	78A2584	WORKING
IBM TP600	NP012088	78A2501	WORKING
IBM TP600	NP012058	78A2602	WORKING
IBM TP600	NP012120	78A2379	WORKING
IBM TP600	NP012224	78CG775	WORKING
IBM TP600	NP010836	78CD484	WORKING
IBM TP600	NP012167	78CG194	WORKING
IBM TP600E	NP010312	78PHX00	WORKING
IBM TP600E	NP010328	78PHY52	WORKING
IBM TP600E	NP010302	78PHY46	WORKING

9/12/2002 8:21:31 AM Mark Hillier

Sept 6th and 11th

IBM TP600	266	NP012236	78A2518	YES	NOT WORKING		
IBM TP770	233	NP010700	78CCFD6	YES	WORKING	YES	YES
IBM TP770	233	NP012082	78A7190	YES	WORKING	YES	YES
IBM TP770	233	NP011219	78A7211	YES	WORKING	YES	YES
IBM TP770	233	NP012150	78CCDL2	YES	WORKING	YES	YES
NEC 17" 17"		NP010567	6101784RA	YES	WORKING	YES	YES
IBM G52 15"		NP010556	23Z1934	YES	WORKING	YES	YES
IBM TP770	233	NP012207	78AA951	YES	WORKING	YES	YES
IBM G52 15"		NP010606	23GXF35	YES	WORKING	YES	YES
IBM G52 15"		NP010763	23Z2386	YES	WORKING	YES	YES
IBM TP770	233	NP012140	78A0727	YES	WORKING	YES	YES
IBM 300PL	233	NP010683	78ZZLG5	YES	WORKING	YES	YES
IBM 300PL	233	N/A	78ZZKA7	YES	WORKING	YES	YES
IBM 300PL	233	NP012183	78ZZDM2	YES	WORKING	YES	YES
IBM 300PL	233	NP012125	78ZAK06	YES	WORKING	YES	YES

IBM 300PL	233	NP012090	78FGNMD	YES	WORKING	YES	YES
IBM 300PL	233	N/A	78FGNRX	YES	WORKING	YES	YES
IBM 300PL	233	NP011177	78YZW01	YES	WORKING	YES	YES
IBM G52 15"		NP012087	23Z2442	YES	WORKING	YES	YES
IBM G52 15"		NP012070	23Z2161	YES	WORKING	YES	YES
IBM G52 15"		NP012123	23Z2105	YES	WORKING	YES	YES
IBM TP770	233	NP010870	78A0381	YES	WORKING	YES	YES
IBM G52 15"		NP010682	23FMM42	YES	WORKING	YES	YES
IBM G52 15"		NP010843	23Z1925	YES	WORKING	YES	YES
IBM G52 15"		N/A	23KWV92	YES	WORKING	YES	YES
IBM G52 15"		NP011306	2308748	YES	WORKING	YES	YES
IBM 300PL	233	NP012012	78YZV21	YES	WORKING	YES	YES
IBM 300PL	233	NP011174	78ZZGZ7	YES	WORKING	YES	YES
IBM 300PL	300	NP010345	23GG256	YES	WORKING	YES	YES

9/18/2002 3:15:18 PM Mark Hillier

SYSTEMS REFURB ON SEPT 18TH

SYSTEM	ASSET #	SERIEL #	WORKING OR NOT
IBM 233 MHZ	NP010710	78ZZFL6	WORKING
IBM 233 MHZ	NP010463	78ZZLK1	WORKING
IBM 300 MHZ	NP010346	23GG372	WORKING
IBM TP600	NP010834	78FK837	WORKING

IBM TP770	NP012200	78CCDH9	WORKING
IBM G52	NP011201	23FMM48	WORKING
IBM G54	NP011261	24TAC82	WORKING
IBM G52	NP011162	23Z2301	WORKING
IBM G52	NP011264	23FWP25	WORKING
IBM G52	NP012611	23KTP56	WORKING
IBM G52	NP012547	23GWV23	WORKING
IBM G74	NP010297	23FBNFL	WORKING
DELL 17"	N/A	8141480	WORKING
IBM G72	NP010947	23FFX04	NOT WORKING

10/8/2002 12:15:17 PM Mark Hillier
Closing this ticket off.

Case ID+ : HDHFX0000242069
Ext Ticket # : Call # 57175
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 6/26/2002 2:46:31 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 6/26/2002 2:36:33 PM Denise Tuffin
Current system is IBM 450MHz Desktop.

6/27/2002 1:18:18 PM Carl Hefford
I nwent on site and I installed the standard image and installed Office

as well as Aspect Director as requested. I also had to setup Carl, Ann Ball, Kevin Power and Michelle Walsh for Captureze and a printer.

Case ID+ : HDHFX0000244100
Ext Ticket # : Call # 57908
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/2/2002 9:02:14 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Mark Hillier
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 7/2/2002 11:05:22 AM Mark Hillier

Went onsite and reimaged system with NF powers image. Configured mail and Internet acces for user. System tested ok.

Case ID+ : HDHFX0000245042

Ext Ticket # : Call # 57723

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 7/4/2002 8:17:54 AM

Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 210
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/4/2002 12:40:34 PM Mark Hillier
 Configured new laptop for Tom Legrow. Copied over data from his old
 system to his new system. System tested ok. User tested system.
 new system - np012745 compaq evo n600c laptop
 old system - np010144 ibm 450

Case ID+ : HDHFX0000246523
Ext Ticket # : Call # 58009
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/24/2002 8:41:33 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 360
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/5/2002 11:44:48 AM Denise Tuffin
This call is on hold until and image is made.

7/9/2002 9:53:54 AM Denise Tuffin
On hold til Scott gets the image created. Keith is aware of this delay.

7/12/2002 9:34:21 AM Denise Tuffin
Scott said the image is completed and is being tested this morning. If all is ok, this ticket can be finished.

7/15/2002 9:25:45 AM Denise Tuffin
The image is ready but has a few errors that need to be fixed.

7/16/2002 9:26:38 AM Denise Tuffin
John Norris called me back to say that this call is put on hold until the problems with the image are fixed. Scott will do this when he gets back from holidays on Monday, July 22.

7/22/2002 2:03:45 PM Denise Tuffin
Scott is currently working on fixing the errors on the image.

7/24/2002 3:30:36 PM Mark Hillier
Installed system for Scott Ainsworth on July 24. Install took aprox. 6.5 hrs.

Old System
Dell Latitude CPx Asset# np012264 Serial# 1UH7C

New System
Compaq Evo N400c Asset# np011532 Serial# 1J24JMWZN106

There were a few programs I could not install because I did not have the software, which the user will have to install. -iambic Tiny Sheet Conduit -ListMaker -Mastering Visual Basic 5 -Palm Pilot Software -AvantGo -Quickoffice -Microsoft Reader -MGI PhotoSuite -Qarbon -Java2 Runtime Environment -Msde -iMaint

Install was successful

Mark Hillier

Case ID+ : HDHFX0000246910
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/5/2002 10:10:33 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 272
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/5/2002 10:13:18 AM Scott Thurston
 june 5,6,10,11,12,13 setup hand held meter reading equipment.
 4.5 hours

Case ID+ : HDHFX0000247696

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 7/25/2002 12:38:52 PM

Login+ : Keith Perry

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 330

Assignee Login Name : Scott Thurston

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 7/9/2002 9:54:31 AM Denise Tuffin

On hold til Scott gets the image created. Keith is aware of this delay.

7/12/2002 9:34:41 AM Denise Tuffin

Scott said the image is completed and is being tested this morning. If all is ok, this ticket can be finished.

7/15/2002 9:27:30 AM Denise Tuffin

The image is ready but there are several errors that need fixing.

7/16/2002 9:27:01 AM Denise Tuffin

John Norris called me back to say that this call is put on hold until the problems with the image are fixed. Scott will do this when he gets back from holidays on Monday, July 22.

7/22/2002 2:04:06 PM Denise Tuffin

Scott is currently working on fixing the errors on the image.

7/25/2002 12:38:53 PM Denise Tuffin

Jennifer is on holidays but Kent Nichols is currently using Jennifer's system. He said you can proceed tomorrow with the swap. I told him it would be after 10 am. Call and give him an eta, 737-5869. Also get the system from Kenmount Rd.

8/1/2002 4:14:02 PM Denise Tuffin

Scott's update: Installed new laptop for Jennifer. Took 5.5 hours to complete. 6 gigs of data on existing pc to transfer.

Case ID+ : HDHFX0000253018
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/15/2002 2:25:08 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 150
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/15/2002 2:25:09 PM Denise Tuffin

Here are the details:

HP Designjet 430 2
C4713A
HP Roll Feed 24" D
C4717A
HP 24 Inch Roll Fe
C6238A
HP Colour UP Kit D
C4718A

7/15/2002 4:00:08 PM Mark Hillier
Went onsite and installed a color upgrade kit, and roller. Plotter
tested ok.

Case ID+ : HDFRE0000212477
Ext Ticket # : Call # 58597
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/26/2002 10:52:31 AM
Login+ : Lynne Priddle
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/22/2002 2:28:44 PM re06907
Problem #58597

Client Name:

Lynne Priddle, the computer is being sent into the Help Desk at NF Power.

Problem Description:

EMAIL from Brian Morris:

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.

Make and Model

IBM PC300PL, 450, 6.4Gb, 192 RAM
Serial # 78HPKKK

7/22/2002 3:24:07 PM Denise Tuffin
System is not sent in yet. Helpdesk will call when it arrives. Chris
figured Wed. it would be here.

7/25/2002 10:09:25 AM Denise Tuffin
System is now at the Duffy Place warehouse.

8/1/2002 4:12:49 PM Denise Tuffin
Scott's update: reimaged users pc and sent to carbonear
2 hours

Case ID+ : HDFRE0000212479
Ext Ticket # : Call # 56139
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/23/2002 8:33:23 AM
Login+ : John Kent
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 215
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/22/2002 2:30:32 PM gi07360
Problem #56139

Client Name:
John Kent at Duffy Place.

Problem Description:

John has a new laptop. When he tries to print from the intranet, or
from
Outlook (messages with attachments), the laptop shuts down and
restarts

and then he has to log in again and the item that he was trying to print doesn't print. (He is able to print regular email messages.) He was also curious if he was supposed to get any sort of support booklet for the laptop. Also, when he undocks without shutting down, the laptop locks up (is there a proper way to undock the system?).
Message from Norbert Griffin:
Place a Service Call to Xwave for a reimage. It could also be a hardware issue, which would still require a reimage.

Make and Model
Compaq N600C laptop, 1000 MHz
Serial # 3J23KBSZT5EA

7/23/2002 4:00:22 PM Mark Hillier
Went onsite and re-image system for John Kent. After I re-image the system user was getting the same problem as before. The problem was the printer he was printing too, because I set up another printer for the user to use and he print fine. Updated Help Desk with this issue and they will look into it.

Case ID+ : HDHFX0000257487
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/24/2002 2:19:58 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 91
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/22/2002 3:27:44 PM Denise Tuffin
Please order new keyboard.

7/23/2002 8:47:55 AM Carol Ann Bradbury
I ordered a keyboard p/n 164996-001 from Compaq, RMA # 4001582. This system has an onsite warranty.

7/24/2002 11:36:13 AM Carol Ann Bradbury

Received part and gave it to Paul.

7/24/2002 11:56:20 AM Paul Griffiths

Called Celine set up time to bring in parts 1:00pm.

7/24/2002 2:20:00 PM Paul Griffiths

On site with keyboard Sherry will install on users workstation took old keyboard back to shop gave them to CarolAnn to return to Compaq.

7/24/2002 3:19:42 PM Carol Ann Bradbury

Returned defective part back to Compaq.

Case ID+ : HDHFX0000257771

Ext Ticket # : Call # 58637

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 7/24/2002 2:29:59 PM

Login+ : Celine Sheppard

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 76

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 7/23/2002 9:21:17 AM Carol Ann Bradbury

Ordered part from Compaq, RMA # 4001291. This system has an onsite

warranty.

7/24/2002 11:37:15 AM Carol Ann Bradbury
Received part and gave it to Paul.

7/24/2002 11:55:42 AM Paul Griffiths
Called Celine set up time to bring in parts 1:00pm.

7/24/2002 2:30:01 PM Paul Griffiths
On site with part Sherry will install on users workstation took old
part back to shop gave them to CarolAnn to return to Compaq.

7/24/2002 2:57:56 PM Carol Ann Bradbury
I closed the claim on Compaq's site, part return is not required.

Case ID+ : HDHFX00000259201
Ext Ticket # : Call # 58535
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/25/2002 10:07:37 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 90
Assignee Login Name : Scott Thurston
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/25/2002 10:07:39 AM Denise Tuffin
Scheduled for 8:30 AM Friday.

8/1/2002 4:17:25 PM Denise Tuffin
Scott's update: Installed new pc for Gillian. t.o.k
1.5 hours

Case ID+ : HDHFX00000259830
Ext Ticket # : Call # 56850

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/31/2002 12:56:24 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 32
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/25/2002 1:01:14 PM Denise Tuffin
No immediate rush on this call.

7/31/2002 3:41:32 PM Mark Hillier
This system is put on hold for a few days.

8/2/2002 8:20:59 AM Mark Hillier
This job is still on hold.

8/2/2002 4:07:51 PM Mark Hillier
Installed new HD in users system. Ghosted spare drive to new drive.
System tested ok.

Case ID+ : HDHFX0000259832
Ext Ticket # : Call # 58472
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/2/2002 11:14:42 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 30
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/2/2002 4:09:15 PM Mark Hillier
 Installed CD writer in users system. System tested ok.

Case ID+ : HDHFX0000259839
Ext Ticket # : Call # 58725
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/2/2002 11:15:04 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 30
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/2/2002 4:09:45 PM Mark Hillier
 Installed CD writer in users system. System tested ok.

Case ID+ : HDHFX0000259876

Ext Ticket # : Call # 58776

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 8/2/2002 3:06:22 PM

Login+ : Keith Perry

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 90

Assignee Login Name : Mark Hillier

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 8/2/2002 4:12:01 PM Mark Hillier

Installed new system in the stores room. Set up 6 different profiles on
system. System tested ok.

Case ID+ : HDHFX0000259891
Ext Ticket # : Call # 58773
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/26/2002 3:16:33 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/13/2002 9:12:32 AM Ed Ryan
Image IBM 450 NP# 010140 SN# 6862-52U SN# 78-HPMRD & IBM Monitor
6547-00N
NP# 012111 SN# 23GWG71

Setup users outlook & programs tested ok
Install was Successful

install time was 2 hours
sent computer back to user

Reset users password to 6 A's

Ed Ryan

Case ID+ : HDFRE0000213918
Ext Ticket # : Call # 58782
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/31/2002 3:39:08 PM
Login+ : Geoff Emberley
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 211
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/26/2002 12:02:29 PM re06907
Service Call - Geoff Emberley

as per email:

User name: Geoff Emberley, Power Systems Dept. 2nd Floor Kenmount Rd.
Phone: 737-2854

PC TYPE: IBM450 - s/n 78HPMYK.

Problem: Internet Explorer hangs when trying to connect to websites.

Help Desk was able to log in with Administrator privileges and used internet explorer, tried to reconfigure IE, but no go. noticed that the system is

running sp4, Please have PC reimaged.

Call #58782

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

7/31/2002 3:40:49 PM Mark Hillier
This system will be reimage on Aug 1st in the pm.

8/2/2002 8:14:51 AM Mark Hillier
Went onsite and reimage system. System tested ok. There was some
programs that I could not install. System tested ok.

Case ID+ : HDFRE0000213937
Ext Ticket # : Call # 58784
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/29/2002 2:13:25 PM
Login+ : John Keough
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 325
Assignee Login Name : Lloyd Parsons
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/26/2002 12:52:39 PM re06907
Problem #58784

Client Name:
John Keough, Kenmount Road

Problem Description:

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.

John Norris added:

Visited Client...hd making clunking noise, warrenty call.

Make and Model

Dell Opitplex GX110L Desktop

Serial # D4K0G01

7/26/2002 3:27:13 PM Denise Tuffin

Scott determined the drive needs to be replaced. when the new one comes in, try to retrieve the data off the old one. If not possible, a re-image is necessary.

7/26/2002 3:36:28 PM Carol Ann Bradbury

Ordered part from Dell. This system has a parts and labour warranty.

7/29/2002 2:13:27 PM Carol Ann Bradbury

Received part and gave it to Lloyd.

7/29/2002 4:36:09 PM Lloyd Parsons

Received new hard drive from Carol Ann Bradburry.

Went to Newfoundland Power on Kenmount Road with Austin.

Went to 50 Duffy place to work on hard drive recovery and drive imaging.

Performed various data recovery and diagnostic tests. Was not able to recover data. Drive was not being detected in system BIOS.

Obtain the checklist and installed the new hard drive in the system.

Reloaded the image from the CD on the new hard drive no errors.

Connected the PC on the network and performed the tasks on the checklist while on the telephone with Scott Thurston.

After system was configured. Went to Newfoundland power on Kenmount Road. Setup system in users cubicle and reset password for user. Setup user's digital camera and smart card reader.

Met with John Norris to verify that all system tasks were completed successfully. Verfied OK.

Returned to Xwave, Austin Street.

7/29/2002 4:36:50 PM Lloyd Parsons

Will notify Scott Thurston via email on job status.

8/5/2002 2:21:38 PM Mary Boland

Sent defectived hard drive back to DELL.

Case ID+ : HDHFX0000260783
Ext Ticket # : Call # 58824
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/31/2002 3:25:34 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 95
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 7/26/2002 3:37:25 PM Denise Tuffin

Scott was replacing a laptop for Jennifer and he determined the docking station needs to be replaced. Spare # 157935-001.

7/26/2002 3:46:31 PM Carol Ann Bradbury

Ordered part from Compaq, RMA # 4013553. This system has a parts and labour warranty.

7/31/2002 1:45:37 PM Carol Ann Bradbury

Received part and gave it to Mark.

7/31/2002 3:25:36 PM Mark Hillier

Went onsite and installed new docking station for user. Docking station tested ok. Defective part was given to Carol Ann.

8/1/2002 9:12:35 AM Carol Ann Bradbury

Returned defective part back to Compaq.

Case ID+ : HDFRE0000215260

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 7/31/2002 10:38:22 AM

Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :

Work Log : 7/31/2002 10:38:22 AM re06907

User name: Sheri DeBruijn, Human Resources Department, Main
Floor,
Kenmount Rd., Phone 737-5638

Our Call: #58939.

PC: Dell LT- 500 Laptop. S/N 1UH6Q

Problem: At time takes several attempts to have pc boot up. The green lights come on and then the laptop shuts down. This occurs whether it is docked or undocked. At times it will start up on first try but may shut down or may not start properly if user shuts down.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

7/31/2002 11:41:26 AM Denise Tuffin
Duplicate ticket. Closing it.

Case ID+ : HDHFX0000263156

Ext Ticket # : Call # 58939

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 8/5/2002 2:13:15 PM

Login+ : Keith Perry

Status : Closed

Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 160

Assignee Login Name : Carol Ann Bradbury

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 7/31/2002 3:28:59 PM Mark Hillier

I had a look at users system and I need system board and processor ordered for this unit.

7/31/2002 3:40:39 PM Carol Ann Bradbury

Ordered part from Dell. This system has a parts and labour warranty.

8/5/2002 10:41:32 AM Mary Boland

Received System Board & Processor and gave it to Mark.

8/5/2002 11:03:53 AM Mary Boland

Please disregard previous entry. These parts are for ticket # 210710, NF Power, Dave Oakley

8/5/2002 12:34:43 PM Mary Boland

Received system board and processor and gave it to Mark.

8/5/2002 2:13:16 PM Mark Hillier

Went onsite and installed system board and processor in laptop. System tested ok. Closed off call with helpdesk.

8/5/2002 2:55:43 PM Mary Boland

Returned defective system board & processor to DELL.

8/15/2002 3:04:48 PM AR_ESCALATOR

Case HDHFX0000263156 was automatically closed on 8/15/2002 3:04:47 PM.

Case ID+ : HDHFX0000263334
Ext Ticket # : Call # 58784
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/31/2002 1:16:57 PM
Login+ : John Keough
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 335
Assignee Login Name : Lloyd Parsons
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/31/2002 1:41:04 PM Lloyd Parsons

Installed new hard drive - warranty.

Tried to recover lost data. No success.

Reimaged Hard Drive. Had Scott walk through process. No errors.

Moved system from NP - Duffy Place to NP - Kenmount Road.

Setup system at usre's cubicle. Installed software, (Outlook, CSS, etc).

Followed standards illustrated on the Check list sheets.

Installed perhiperals - Digital Camera, Card Reader. No errors.

Had John Norris verify work. No problems.

7/31/2002 5:10:50 PM Lloyd Parsons

Email Scott to verify that project was completed successfully.

Case ID+ : HDHFX0000263548
Ext Ticket # : Call # 58867
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 7/31/2002 3:49:28 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 90
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 7/31/2002 3:56:02 PM Mark Hillier
 User was getting this error because there was a diskette in the drive.
 Removed the diskette and the system booted fine. Tried opening serveral
 pictures and this also worked fine. Sent system back to user in
 Stephenville.

Case ID+ : HDFRE00000215506

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 7/31/2002 9:53:03 PM

Login+ : NFLD Power

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 0

Assignee Login Name :

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 8/1/2002 8:03:41 AM Denise Tuffin

Duplicate ticket. This call was emailed on July 29th, and again on the 31st. I had to key a ticket as this needed to be done quickly.

Case ID+ : HDHFX0000265284
Ext Ticket # : Call # 59075
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/5/2002 2:20:35 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 90
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/5/2002 2:26:11 PM Mark Hillier
Went onsite and setup new system on Pat Slade's desk. Scanner tested
ok. Also gave user some instruction on how to use it.

Case ID+ : HDHFX00000266096
Ext Ticket # : Call # 59132.
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/9/2002 12:33:19 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 145
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/6/2002 3:27:09 PM Denise Tuffin
System has an onsite warranty.

8/6/2002 3:47:04 PM Mark Hillier
I need p/n: 180476-001 (20 GB HDD) ordered for this unit.

8/6/2002 4:41:40 PM Mary Boland
Ordered hard drive from Compaq. RMA # 4038083. This system has an
on-site warranty.

8/9/2002 10:55:07 AM Mary Boland
Received hard drive and gave it to Mark.

8/9/2002 12:33:20 PM Mark Hillier

Went onsite and installed new HDD. System tested ok.

8/9/2002 1:53:12 PM Mary Boland
Returned defective Hard Drive to Compaq.

8/19/2002 2:15:47 PM AR_ESCALATOR
Case HDHFX0000266096 was automatically closed on 8/19/2002 2:15:46 PM.

Case ID+ : HDHFX0000267992
Ext Ticket # : Call # 58970
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/12/2002 10:22:27 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/12/2002 1:01:53 PM Mark Hillier
Installed and tested system for Ed Pennell on Aug 12. install took
aprox. 2.5 hrs.

System
Dell 1.0 Ghz Asset# np011393 Serial# 5wj0g01
Monitor

IBM 17" G74 Asset# None Serial# 23-ffzkz

Install was successful

Mark

Case ID+ : HDHFX00000268758
Ext Ticket # : Call # 59074
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/13/2002 1:20:52 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 60
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/13/2002 2:29:06 PM Mark Hillier
 Installed burner in system for user. System tested ok. Also showed user

how to use the software that came with the program.

Case ID+ : HDHFX0000270062
Ext Ticket # : Call # 59289
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/14/2002 8:44:24 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 241
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/14/2002 8:44:26 AM Ed Ryan
system is being setup

8/14/2002 2:08:15 PM Ed Ryan
New system for Meter Reading Dept.

Installed new compaq computer NP# 012689 SN# 6Y24-JYFZ-800E & Monitor
V720
NP# 012785 SN# 209CL26EA009
Customer is still using old system IBM 6862-52U SN# 78-HPPBC NP# 010046
&
IBM Monitor 6547-0AN SN# 23-ADT11 NP# 010206

Install was Successful

Install time 4 hours

setup two users Glenda Hayes & Maureen Holden
also installed Meter reading software Premierplus 4 tested ok

Case ID+ : HDHFX0000270071
Ext Ticket # : Call # 59108

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/26/2002 3:55:31 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 391
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/26/2002 4:15:32 PM Ed Ryan
onsite re-image for 08/29 8:30am

8/30/2002 9:42:07 AM Ed Ryan

Re-image for Bill Styles call # 59108

>
> Had to delete directories first off xwavedata3 folder before backing
up
> customer data.
> While backing up data to network run out of space and had to get John
to
> clear more space up to use.
> This took some time to backup & restore customer's data to hard drive
at
> least 2 hours
> Customer's data is on xwavedata3\backup\np010310stoyles directory if
he
> needs anything out of the program file directory.
>
>
> Re-image was Successful
>
> Install time was 6.5 hours
>
> The following programs will have to be installed by end user if he
still
> uses them
> Photo deluxe 2.0
> Page Mill 2.0
> Data Trend
> Electro Industries
> Adobe type Manager
> Feeder Monitor System
> Iomega Ware
> Kodak Dc240
> Metro Soft
> Miniago
> Power Talk 4.0
> Pronto For Windows
> PSAF Demo
> PQ
> Cyme PSAF 2.61
>
> Ed Ryan
>

Case ID+ : HDFRE0000218647
Ext Ticket # : Call # 59255
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/14/2002 8:42:40 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 152
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/14/2002 8:42:41 AM Ed Ryan
system is being re-image

8/14/2002 2:06:41 PM Ed Ryan
When onsite and customer was busy and wanted it done next week
talked with customer about data & programs he is using for re-image

8/19/2002 3:18:59 PM Ed Ryan
Re-image for Alex Knight Call # 59255

Re-image system onsite for Alex Knight IBM 6862-52U SN# 78-HPMGW NP#
010136
had to re-image second time due to errors during Microsoft Office
install.

Install was Successful

install time was 2.5 Hours

Case ID+ : HDFRE0000218654
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/13/2002 3:18:52 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/13/2002 3:44:46 PM Denise Tuffin
Duplicate ticket.

Case ID+ : HDFRE0000218655
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/13/2002 3:19:44 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/13/2002 3:50:02 PM Denise Tuffin
Duplicate ticket.

Case ID+ : HDFRE0000218656
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/13/2002 3:19:56 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/13/2002 3:51:33 PM Denise Tuffin
Duplicate ticket.

Case ID+ : HDFRE0000219071
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/14/2002 3:34:48 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 0
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/14/2002 4:33:43 PM Denise Tuffin
Duplicate ticket.

Case ID+ : HDFRE00000220027
Ext Ticket # : Call # 58327
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/19/2002 4:02:00 PM
Login+ : Cliff Thorne
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 159
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/19/2002 10:46:29 AM gi07360

Please schedule an installation according to the following details:

Installation Type:	Refurbed Laptop
Help Desk #:	58327

Date:	
Time Expected:	August 20/02

User:	Cliff Thorne
-------	--------------

Location: Kenmount Rd.

Existing Machine Type: None

New Machine #: NP012264, Dell Latitude CPxH500GT

Client Phone #: 737-5223

Special Circumstances: Standard Dell laptop image, with microsoft apps,

Dialup networking will be used for the most part,
User will require a SecurID card (contact the helpdesk) Contact John Norris

if more details are required.

John Norris

Equipment Co-ordinator

Newfoundland Power

(709)737-5829

johnorris@newfoundlandpower.com

8/19/2002 4:05:02 PM Ed Ryan
onsite service call at 1:00pm 08/20

8/20/2002 4:27:16 PM Ed Ryan
New laptop for Cliff Thorne call # 58327
Dell Latitude CPX SN# 1UH7C NP# 012264
Install new image on laptop & configured programs for local access

Install was Successful

Install time was 2.5 hours

John will bring over SecurID access card & test on laptop.
Please reset password to 6 a's when John is finish with laptop

Case ID+ : HDFRE00000220030
Ext Ticket # : Call # 54365
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/19/2002 4:02:24 PM
Login+ : Lester Ivany
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 459
Assignee Login Name : Ed Ryan
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 8/19/2002 10:50:10 AM gi07360

Please schedule an installation according to the following details:

Installation Type: Re-image
Help Desk #: 54365

Date: August 19 - 20, 2002
Time Expected: AM/PM

User: Lester Ivany
Location: Kenmount Rd. 3rd fl.

Existing Machine Type: Dell Latitude CPxH500GT
New Machine #:

Client Phone #: 737-5677

Special Circumstances: User will be on vacation for the week. Re-image the laptop with the most current Latitude image, backup as necessary, install external CD re-writer (pickup cd re-writer from John Norris).

John Norris
Equipment Co-ordinator
Newfoundland Power
(709)737-5829
jnorris@newfoundlandpower.com

8/19/2002 4:06:14 PM Ed Ryan
Onsite service call 08/21 at 8:30am

8/22/2002 8:45:21 AM Ed Ryan
Onsite backup of data to xwavedata3 on network of users hard drive speed running at 10 half was very slow going.
image system & started restore of customers data back to hard drive

8/23/2002 1:13:34 PM Ed Ryan
Re-image for Lester Ivany call# 54365

Re-image Dell laptop SN# 1UH5U NP# 012273

install was Successful

install time 7.5 hours

Setup external backpack CD-Rewriter on docking station with USB support.

System is running at 10/half for docking station due to jack port for office.

Had to backup hard drive data to xwavedata3 on the network & then restore it
back to laptop
this took some time to do.

Changed users password for Lotus notes to password for configuration.

Was unable to load All Clear 4.5 program due to license number was needed.

ACL workbook for ver. 7 & District system for windows did not have software
for.

If user needs ODBC Data Source for following they will have to be setup

Fasbe, Pur-inv PCLS, MQIS, ATT

Case ID+ : HDFRE0000220402
Ext Ticket # : Call # 59471
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/20/2002 11:25:09 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 300
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/20/2002 7:27:23 AM re06907
 Problem #59471
 Client Name: Doug Grouchy Duffy Place
 737-5519 (5233)
 Problem Description:
 Receiving error Disk I/O error: Status = 0001008 when trying to boot.
 Hard
 drive is on it's way out - needs to be replaced.
 Model: IBM PC300PL, 450, 6.4Gb, 192 RAM
 Serial Number: 78HPMGA
 Asset Tag # NP010039
 Part # HW-IBM-PC-450

Lisa Mulcahy
Help Desk Analyst
Information Services
Newfoundland Power Inc.
Tel:(709) 737-5629
Fax:(709) 737-5832
lmulcahy@newfoundlandpower.com

8/20/2002 11:19:01 AM Mark Hillier
I need p/n: 10L6012 (6.4 GB HDD) ordered for this unit.

8/20/2002 11:25:11 AM Carol Ann Bradbury
This system is out of warranty since February.

8/21/2002 8:19:57 AM Mark Hillier
Went onsite to have a look at system. HD needed to be reimaged.
Reimaged system and set up 8 profiles for users. System tested ok.

Case ID+ : HDFRE0000220727
Ext Ticket # : Call # 59601
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/22/2002 1:35:29 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/20/2002 3:03:19 PM re06907

Please schedule an installation according to the following details:

Installation Type: Refurbed IBM P233 Desktop
Help Desk #:

Date: August 21-22, 2002
Time Expected: Contact John Norris

User: Avalon East Safe Communities
Location: Kenmount Rd. Resource Centre

Existing Machine Type: None
New Machine #: See John Norris

Client Phone #: 737-5829

Special Circumstances: Avalon East Safe Communities will be on site
starting August 26, they will be using one of
the old IBM P233 desktop's located in the resource Centre. Contact
John
Norris for exact location.

John Norris
Equipment Co-ordinator
Newfoundland Power
(709)737-5829
jnorris@newfoundlandpower.com

8/21/2002 3:51:21 PM Denise Tuffin
John says this system needs standard corp applications.

8/22/2002 3:51:28 PM Mark Hillier
Went onsite and imaged system. System tested ok.

Case ID+ : HDHFX0000274594
Ext Ticket # : Call # 59549
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/20/2002 3:44:44 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 45
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/20/2002 4:03:26 PM Carol Ann Bradbury
Ordered part from Compaq, RMA # 4073428. This system has a parts and
labour warranty.

8/21/2002 10:47:00 AM Mary Boland
Received part and gave it to Carol Ann.

8/23/2002 12:07:58 PM Carol Ann Bradbury
Returned defective part back to Compaq.

Case ID+ : HDHFX0000274996
Ext Ticket # : Cal # 59395
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/23/2002 1:22:36 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 151
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/21/2002 9:48:03 AM Denise Tuffin
Printer is under warranty but the onsite isn't.

8/21/2002 1:16:42 PM Carol Ann Bradbury
Please order an Ink Supply Station p/n C2684-60306.

8/21/2002 2:07:55 PM Carol Ann Bradbury
Ordered part from HP, RMA # 205096316. This printer has a parts and
labour warranty.

8/22/2002 8:51:37 AM Ed Ryan
Onsite testing of 2100CM printer. Called tech support case# 1431910957
Ink supply station needed for repairs # C2684-60306

8/22/2002 9:01:55 AM Carol Ann Bradbury
Received part and gave it to Ed.

8/22/2002 10:33:21 AM Ed Ryan
onsite install of part

8/23/2002 1:22:37 PM Ed Ryan
installed ink supply station & tested printer talked with tech support
printer tested ok

8/23/2002 3:41:34 PM Carol Ann Bradbury
Part return is not required.

Case ID+ : HDHFX00000275412
Ext Ticket # : Cal # 59395
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/21/2002 2:08:06 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 121
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/22/2002 8:46:51 AM Ed Ryan
 Onsite check of HP 2100CM color printer found Ink supply station faulty
 & needs to be replaced

8/22/2002 10:34:18 AM Ed Ryan
Customer wanted repair done onsite
onsite repair of printer

8/23/2002 1:17:42 PM Ed Ryan
Onsite replacement of ink supply station & changed some ink cartridges
tested printer on network & tested ok
user is ordering new ink cartridges for printer in that they need.

Case ID+ : HDFRE0000221190
Ext Ticket # : Call # 59505
Client : NF Power
Actual Start Date(260000006) :
Assigned : 8/23/2002 12:12:02 PM
Login+ : Sherrie Layden
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 140
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/21/2002 3:50:36 PM re06907
 Problem #59505
 Client Name:
 Barb Perchard, Kenmount Road (she is currently on vacation)
 Problem Description:
 I noticed that Barb Perchard's PC appears to be hung at boot-up. Can
 someone have a look? She is currently on vacation
 John Norris added:
 Visited Client...hd dead, please place a service call with Xwave...
 Make and Model
 Dell Opitplex GX110L Desktop
 Serial # 20K0G01
 Asset Tag # NP011414
 Sherrie Layden

Help Desk Analyst
Information Services
Newfoundland Power Inc.
Phone # : 737-5493
Fax # : 737-5832
Help Desk : 737-5727

8/21/2002 4:19:31 PM Mark Hillier
I need a Hard Drive ordered for this unit.

8/21/2002 4:28:25 PM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

8/22/2002 10:10:11 AM Carol Ann Bradbury
Received part and gave it to Mark.

8/23/2002 12:12:04 PM Mark Hillier
Went onsite and installed new HD in system. I put a basic image on the drive and when the user comes back from vacation someone will have to go on site to set up software.

8/27/2002 3:12:07 PM Mary Boland
Sent defective hard drive back to DELL.

Case ID+ : HDFRE0000221747
Ext Ticket # : Call # 59651
Client : NF Power
Actual Start Date(260000006) :
Assigned : 8/26/2002 1:15:52 PM
Login+ : Sherrie Layden
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 146
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/23/2002 10:14:33 AM gi07360
Hard Drive Replacement and Data Recovery ASAP

Problem #59651
Client Name:
Karen Nofle , Kenmount Road
Problem Description:
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. Work done on problem to date ... I got her to check to see if she had either disk in the drive, but everything looked fine. Got her to reboot but same thing. Chris Wells dropped up to have a look at her machine. He came back to say that the hard drive needs to be replaced and that we would like the information on the hard drive recovered as well.

Make and Model

Dell Optiplex GX110L Desktop

Serial # 1YJ0G01

Asset Tag # NP011392

Sherrie Layden

Help Desk Analyst

Information Services

Newfoundland Power Inc.

Phone # : 737-5493

Fax # : 737-5832

Help Desk : 737-5727

slayden@newfoundlandpower.com <mailto:slayden@newfoundlandpower.com>

8/23/2002 11:46:40 AM Carol Ann Bradbury
Please order a replacement hard drive.

8/23/2002 1:32:01 PM Ed Ryan
Onsite testing of system & found defective hard drive in unit & needs to be replaced
10GB hard drive will need to be ordered

8/23/2002 4:08:44 PM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

8/26/2002 10:08:28 AM Carol Ann Bradbury
Received part and gave it to Ed.

8/26/2002 10:14:21 AM Ed Ryan
Onsite install of hard drive & test

8/26/2002 1:15:53 PM Ed Ryan

tested ok replaced 10GB drive with 20GB hard drive

8/27/2002 2:38:56 PM Mary Boland
Sent defective Hard Drive back to DELL.

Case ID+ : HDFRE0000221799
Ext Ticket # : Call # 59667
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/26/2002 1:18:02 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Parts NF

Total Time Spent (min) : 126
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/23/2002 11:45:29 AM gi07360
Problem #59667

Client Name: Craig Stacey, 2nd Floor, Kenmount Road. (709) 737-2961

Problem Description:

Some of the keys do not work on the keyboard on his laptop had a loose conection.. Keyboard looks like it needs replacing.

Make and Model

Dell Latitude CPxH500GT, 14.1"
Serial # 26F7201

Lisa Mulcahy
Help Desk Analyst
Information Services
Newfoundland Power Inc.
Tel: (709) 737-5629
Fax: (709) 737-5832
lmulcahy@newfoundlandpower.com
www.newfoundlandpower.com

8/23/2002 1:37:45 PM Mark Hillier
I need a keyboard ordered for this unit.

8/23/2002 4:07:15 PM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

8/26/2002 10:09:54 AM Carol Ann Bradbury
Received part and gave it to Ed.

8/26/2002 10:15:41 AM Ed Ryan
Onsite replacement of keyboard & testing

8/26/2002 1:18:03 PM Ed Ryan
tested ok return defective part back to Dell

8/27/2002 11:55:06 AM Carol Ann Bradbury
Returned defective part back to Compaq.

Case ID+ : HDHFX0000277250
Ext Ticket # : Call # 59651

Client : NF Power
Actual Start Date(260000006) :
Assigned : 8/23/2002 1:45:38 PM
Login+ : Sherrie Layden
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 120
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/23/2002 1:53:44 PM Ed Ryan

Tried changing the jumpers on hard disk to access detecting in cmos &
tried another hard drive in unit to ghost data
but was not able to access drive or detect it in cmos. I will try again
one more time when new replacement hard drive comes in on Monday.

8/26/2002 1:19:34 PM Ed Ryan
repair for Karen Nofhle 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

Case ID+ : HDFRE0000222264
Ext Ticket # : Call # 57855
Client : NF Power
Actual Start Date(260000006) :
Assigned : 8/26/2002 3:52:14 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 61
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/26/2002 12:08:39 PM re06907

Please schedule an installation according to the following details:

Installation Type: Install CD Re-Writer
Help Desk #: 57855

Date: August 27-30, 2002
Time Expected: Contact Client

User: Don Snow
Location: Main Fl. Duffy

Existing Machine Type: Compaq Desktop
New Machine #:

Client Phone #: 737-5632

Special Circumstances: Just add the cd Re-writer, and test..... Any
Questions or comments, contact John
Norris @ 737-5829. User will have New CD-Rewriter in a box on his
desk.....

John Norris
Equipment Co-ordinator
Newfoundland Power
(709)737-5829
jnorris@newfoundlandpower.com

8/26/2002 4:11:05 PM Ed Ryan
onsite install of CD ROM 08/27

8/27/2002 9:57:46 AM Ed Ryan
Onsite install of CD Writer & tested ok

Case ID+ : HDFRE0000222336
Ext Ticket # : Call # 59679
Client : NF Power
Actual Start Date(260000006) :
Assigned : 8/26/2002 3:53:59 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 62
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/26/2002 2:33:05 PM re06907

Problem #59679

Client Name: Ed O'Keefe (737-5721) or Maurice O'Brien (737-5847)

Topsail Road location.

Problem Description:

We are getting error message N Code = 1 and N error code = 452 on our
HP 2500CM Wide Format Color Inkjet Printer.

Make and Model - HP 2500CM Wide Format Color Inkjet Printer

Serial Number - SG07D8302D

Lisa Mulcahy

Help Desk Analyst

Information Services

Newfoundland Power Inc.

Tel:(709) 737-5629

Fax:(709) 737-5832

lmulcahy@newfoundlandpower.com

www.newfoundlandpower.com

8/26/2002 4:14:37 PM Ed Ryan

printer has over heated and needs to be turn off for about 30 min if
errors occurs again the sensor is gone on the PCA board and it will
need to be replaced HP case # 1431946569 PCA Board # C2685-69205

8/30/2002 9:40:11 AM Ed Ryan

Talked with customer & problem has been fixwed & printer is working ok
again now. Print heads has been repalaced & working

Case ID+ : HDFRE0000222393
Ext Ticket # : Call # 59743
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/28/2002 3:11:47 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 171
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/26/2002 3:54:49 PM re06907
 Problem #59743
 Client Name: Robert Burke - Kenmount Road. 737-5205
 Problem Description:
 Received the error on boot up "Primary Hard Disk 0" Press F1 to
 continue....hard drive is making clicking noises.
 Make and Model - Dell Optiplex GX110L Desktop
 Serial Number - HZJ0G01
 Lisa Mulcahy
 Help Desk Analyst
 Information Services
 Newfoundland Power Inc.
 Tel:(709) 737-5629
 Fax:(709) 737-5832
 lmulcahy@newfoundlandpower.com
 www.newfoundlandpower.com

8/26/2002 4:59:56 PM Ed Ryan
Unable to access hard drive in unit please order replacement hard drive

8/27/2002 9:40:49 AM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

8/27/2002 9:55:25 AM Ed Ryan
Onsite testing of 10GB hard drive & found it was unable to detect drive
in cmos & needs to be replaced

8/28/2002 3:11:48 PM Carol Ann Bradbury
Received part and gave it to Ed.

8/28/2002 3:24:02 PM Ed Ryan
onsite installl

8/30/2002 8:57:19 AM Ed Ryan
Onsite instal of new 20GB hard drive & tested ok

8/30/2002 3:15:49 PM Mary Boland
Sent defective hard drive back to DELL.

Case ID+ : HDHFX0000279138
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/27/2002 10:42:33 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 121
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/27/2002 11:55:55 AM Ed Ryan
Onsite testing of hard drive to recovery customers data. setup second
hard drive & tried to use ghost to image data off defective hard
drive.

8/27/2002 11:57:30 AM Ed Ryan
Was able to detect hard drive in cmos Customer wanted to make sure
there was no way of recovery of data.
return hard drive back to office to try in another system to restore
data to another drive.
System did pickup drive detection in cmos but was not able to access
data on drive

8/30/2002 8:33:10 AM Ed Ryan
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.

Case ID+ : HDFRE0000223605
Ext Ticket # : Call # 59866
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/3/2002 1:08:31 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 60
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/29/2002 4:29:59 PM re06907
 Need the docking station replaced

as per email:

Problem #59866
Client Name: John Norris 737-5829.
Problem Description:
Need the docking station replaced. When the laptop is connected to the port replicator it brings down the network - tried with a different port replicator and it worked fine. Have the defective docking station at Duffy place ready to be sent back.
Make and Model - Dell Latitude C600
Part Number - HW-DELL-LT-750
Serial Number - 3Q06N01
Lisa Mulcahy
Help Desk Analyst

Information Services
Newfoundland Power Inc.
Tel: (709) 737-5629
Fax: (709) 737-5832
lmulcahy@newfoundlandpower.com
www.newfoundlandpower.com

8/30/2002 10:33:22 AM Carol Ann Bradbury
I ordered a docking station from Dell.

9/3/2002 10:17:07 AM Carol Ann Bradbury
Received part from Dell.

9/3/2002 1:08:32 PM Mark Hillier
Replaced docking station at duffy place. Defective docking station was
given to Carol Ann.

9/5/2002 11:37:40 AM Carol Ann Bradbury
I returned the defective part back to Dell.

Case ID+ : HDHFX00000281628
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 8/30/2002 9:14:03 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 180
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 8/30/2002 9:27:42 AM Ed Ryan
Re-image system with new 20GB hard drive
Install was Successful

Install time 3 hours

Ed Ryan

Case ID+ : HDFRE0000223816
Ext Ticket # : Call # 59897
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/5/2002 9:29:19 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 62
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/3/2002 9:17:05 AM Denise Tuffin
This printer is being sent in for service.

9/5/2002 9:24:09 AM Denise Tuffin
This printer is now in the warehouse at Duffy Place.

9/5/2002 9:34:32 AM Ed Ryan
onsite testing of printer

9/6/2002 10:26:02 AM Ed Ryan
Onsite testing of printer & found faulty black head & needs to be
replaced
waiting on part

9/13/2002 8:54:59 AM Ed Ryan
Print heads replaced & tested ok

Case ID+ : HDFRE0000224270
Ext Ticket # : Call # 59931
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/5/2002 10:47:24 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 135
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :

Activity_ID(536870921) :
Work Log : 9/3/2002 9:59:05 AM re06907
Needs 256 K module ram replaced

as per email:

Problem # - 59931
Client Name: John Norris IS Kenmount RD - 737-5829
Problem Description:
Needs 256 K module ram replaced.
Make and Model - Compaq d500 Desktop. 1700MHz.
Serial Number - 6Y24JYFZ803T
Lisa Mulcahy
Help Desk Analyst
Information Services
Newfoundland Power Inc.
Tel: (709) 737-5629
Fax: (709) 737-5832
lmulcahy@newfoundlandpower.com
www.newfoundlandpower.com

9/3/2002 10:38:52 AM Mark Hillier
I need p/n: 192014-001 (256MB SDRAM) ordered for this unit.

9/3/2002 3:06:06 PM Carol Ann Bradbury
Ordered part from Compaq, RMA # 4108343. This system has an onsite warranty.

9/4/2002 10:00:58 AM Carol Ann Bradbury
Received part and gave it to Mark.

9/4/2002 4:34:48 PM Carol Ann Bradbury
Ordered part from Compaq, RMA # 4112629. This system has a parts only warranty.

9/5/2002 10:47:27 AM Ed Ryan
Onsite replaced 256MB of ram module
tested ok

9/5/2002 1:23:58 PM Carol Ann Bradbury
I returned the defective part back to Compaq.

Case ID+ : HDFRE0000225082
Ext Ticket # : Call # 59650
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/11/2002 8:31:56 AM

Login+ : Lisa Mulcahy

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 360

Assignee Login Name : Carl Hefford

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 9/12/2002 7:57:15 AM Carl Hefford

I went on site and I transferred George's data to a network drive. I then re-imaged hios drive. There were a couple of programs that I could not get and no one could help me. George was not in the office.

Case ID+ : HDHFX0000284841
Ext Ticket # : Call # 59897
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/5/2002 9:33:41 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 92
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/5/2002 10:55:19 AM Ed Ryan
Onsite testing of 2500CM printer & found printer needs new black print head.
John will pick up one & drop off at Duffy for us to test for him in printer

9/6/2002 10:37:00 AM Ed Ryan
Help desk will call when print head comes in for us to install.

9/6/2002 2:30:03 PM Ed Ryan
Onsite install of Black print head and found another print head is needed.
The help desk are ordering the rest of the print heads in & will let us know when they are here to install

9/13/2002 9:08:09 AM Ed Ryan
Print heads has been replaced & tested ok by John

Case ID+ : HDFRE0000225335
Ext Ticket # : Call # 60072
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/5/2002 11:13:33 AM
Login+ : Derrick Dymond
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 161
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/5/2002 10:10:41 AM gi07360
Existing Machine Type: None
New Machine #: IBM P450, NP010155

Client Phone #:

Special Circumstances: Contact Neville Collins @ 737-2833 to config
that
Derrick's new office is ready. Install the basic
Apps. (trend, Office). Neville will advise
if there is anything out of the ordinary he may need.
Any questions, give me a call.

John Norris
Equipment Co-ordinator
Newfoundland Power
(709) 737-5829
jnorris@newfoundlandpower.com

9/5/2002 11:13:39 AM Denise Tuffin
Called Lisa for a Call #. She's going to get back to me.

9/5/2002 11:39:58 AM Ed Ryan
Onsite install of new computer

9/5/2002 3:47:08 PM Ed Ryan
New install for Derreck Dymond wo# 225335

Installed IBM 6862-52U SN# 78-HPMPZ NP# 010155 & IBM Monitor 6547-00N
SN#
23-FFZ29 NP# 012003

Had to re-image system due to stop error on login first time.

Install was Successful

Install time was 2.5 hours

Case ID+ : HDFRE0000226327
Ext Ticket # : Call # 60158
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/12/2002 11:11:59 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 135
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/9/2002 10:55:24 AM da06522
User name: Brian Malone, Information Services Department, Kenmount
Road -
737-2883

Our Problem #: 60158

PC: Dell 750 laptop Tag #NP011344, s/n C203G01.

Problem: getting a flickering in the screen on laptop that is making
it
unusable without an external monitor.

Thank you.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

9/10/2002 3:05:00 PM Mark Hillier
I need a screen ordered for this unit.

9/11/2002 9:03:54 AM Mary Boland
Ordered LCD Assembly from Dell.

9/12/2002 9:45:33 AM Carol Ann Bradbury
Received part and gave it to Mark.

9/12/2002 11:12:03 AM Mark Hillier
Went onsite and replaced the screen .System tested ok. Defective parts
was given to Carol Ann.

9/13/2002 10:12:43 AM Carol Ann Bradbury
I returned the defective parts back to Dell.

Case ID+ : HDFRE0000226443
Ext Ticket # : Call # 60141
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/10/2002 8:46:57 AM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 150
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/9/2002 1:35:22 PM da06522
Installation request for Glenn Samms

Please schedule an installation according to the following details:

Installation Type: Refurbed Dell PC
Help Desk #: 60141

Date: Sept. 10/02
Time Expected: AM & PM

User: 2 Co-op Students
Location: Kenmount Rd. 2nd Fl.

Existing Machine Type: None
New Machine #: Dell Optiplex

Client Phone #: 737-5702

Special Circumstances: This call is for 2 PC installs, 1 PC is located
at
the Helpdesk, the other PC is located in the
Resource Center. Install the regular corporate apps. Contact Glenn
Samms for
the users names, and where they will be

located. If you have any questions, contact John Norris @ 5829

John Norris
Equipment Co-ordinator
Newfoundland Power
(709)737-5829
jnorris@newfoundlandpower.com

9/10/2002 2:52:18 PM Mark Hillier
Installed and configured 2 PC's for Co-op students. Install took aprox.
2.5 hrs on Sept 10th.

Aaron Collier

New Monitor
Dell 17" Asset# None Serial# 9ck-h10t

New System
Dell 1GHz Asset# Np011413 Serial# b3k0g01

Chris Peddle

New Monitor
Dell 17" Asset# Np011403 Serial# 12k-h2t5

New System
Dell 1GHz Asset# Np011440 Serial# cgk0g01

Installs were successful

Mark Hillier

Case ID+ : HDFRE0000226518
Ext Ticket # : Call # 60310
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/12/2002 11:29:13 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 361
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/9/2002 3:07:56 PM da06522
User name: Morris Brian (Contact - John Norris at 737-5829 or the
Help
Desk at 737-5727)

Our Call: 59719

PC: IBM 233 returned to Stores Department of Duffy Place. to
replaced
with a IBM P450 PC located at Duffy Stores/deploy room.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

9/13/2002 8:52:11 AM Ed Ryan
Setup new system for Brain NP# 010116 model 6862-52u SN# 79-hpnbz
installed local office 2000 & reflection
restore customers data from another hard drive tested ok.
waiting for customer to give list of users & other programs needed also
they are sending in external modem for remote access

9/18/2002 8:19:48 AM Ed Ryan
Onsite setup of software programs & three user profiles, transfer data
& tested ok

9/18/2002 8:20:41 AM Ed Ryan
Onsite install of external modem on workstation but was not able to
finsih install of remote access software due to error in software
configuration.

9/19/2002 3:50:18 PM Ed Ryan
New install for Glen Squires

Setup IBM 300PL 450MHZ NP# 010116 model 6862-52U SN# 78-HPNBZ
setup three profiles Brain Morris, Glenn Squires & Dennis Byrne &
transfer
customer data from old system.

Customer send in external modem for dail in remote access

while installing modem the software for remote access did not complete
due

to error in software.

I was not able to access dial up networking on system

Install was not completed at this time.

install time was 4 hours

John had to re-image system to get dial up networking to test remote
access.

Onsite setup of Glenn Hayes profile & data transfer also installed 12
software programs tested ok
90 min for this extra time.

Install was Successful

Case ID+ : HDFRE00000226520
Ext Ticket # : Call # 59986
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/10/2002 8:46:10 AM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 60
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/9/2002 3:10:16 PM da06522
Installation request for Mandy Dohey

Please schedule an installation according to the following details:

Installation Type: Refurbed IBM P450 Desktop
Help Desk #: 59986
Date: Sept. 11/02
Time Expected: PM
User: Mandy Dohey
Location: Kenmount Rd. Human Resources Dept.
Existing Machine Type: None
New Machine #: IBM P450, located in the resource center.
Client Phone #: 737-5238
Special Circumstances: Install the basic Corporate apps.

John Norris
Equipment Co-ordinator
Newfoundland Power
(709)737-5829
jnorris@newfoundlandpower.com

9/10/2002 2:55:45 PM Mark Hillier
Installed and configured system for Mandy Dohey. Install took aprox 1hr
on Sept 10th.

Monitor
IBM G74 Asset# Np010165 Serial# 23-agv91

System
IBM 450 Asset# Np010037 Serial# 78-hpnnw

Install was successful

Mark Hillier

Case ID+ : HDFRE0000226522
Ext Ticket # : Call # 60119
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/10/2002 10:55:48 AM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 90
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/9/2002 3:11:40 PM da06522
Installation request for Liz Best/John Norris

Please schedule an installation according to the following details:

Installation Type: New PC
Help Desk #: 60119

Date: Sept. 11/02
Time Expected: AM

User: Liz Best
Location: Kenmount Rd. Lower floor

Existing Machine Type: None
New Machine #: New Compaq Desktop, located in the resource Center

Client Phone #: 737-5829/5727

Special Circumstances: No Phone in users cubical. Located on the South side of the lower floor. Install the Basic apps, etc
Contact the Helpdesk or John Norris if you have any more questions.

John Norris
Equipment Co-ordinator
Newfoundland Power
(709)737-5829
jnorris@newfoundlandpower.com

9/10/2002 2:42:02 PM Mark Hillier
Installed and Configured system for Elizabeth Best. Install took aprox. 1.5hrs on Sept 10th.

New system
Compaq Evo 1.7GHz Asset# np012647 Serial# 6y24jyfb8001

New Monitor
Compaq V720 Asset# np012865 Serial# 211cl26ec543

Install was successful

Mark Hillier



Case ID+ : HDFRE0000226622
Ext Ticket # : Call # 59984
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/12/2002 9:51:01 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 130
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/9/2002 5:16:02 PM gi07360
Problem #59984
Client Name: Sheri Debruijn - Kenmount Road Phone: (709)682-1323 x5638
Problem Description:
Requested a new docking station. We have the new one here at the Help
desk -
want to switch the new one with the old and send the old back to DELL.
Make and Model - Dell Latitude CPxH500GT, 14.1"
Serial Number -1UH6Q

Lisa Mulcahy
Help Desk Analyst
Information Services
Newfoundland Power Inc.
Tel:(709) 737-5629
Fax:(709) 737-5832
lmulcahy@newfoundlandpower.com
www.newfoundlandpower.com

9/10/2002 3:01:24 PM Mark Hillier
Set up new docking station for Sheri on Kenmount Rd. The defective
docking station is on my desk and I need a replacement station ordered.
When docking station you can send it over to John Norris or bring it
over to Stores room on Duffy.

9/11/2002 9:02:34 AM Mary Boland
Ordered Advanced Port Replica from Dell.

9/12/2002 9:46:32 AM Carol Ann Bradbury
Received part and gave it to Mark.

9/12/2002 9:51:03 AM Mark Hillier
Recieved new docking station and I will be bringing this over to
customer. Defective part was given to Carol Ann.

9/13/2002 9:58:39 AM Carol Ann Bradbury
I returned the defective part back to Dell.

Case ID+ : HDFRE0000226982
Ext Ticket # : Call # 60183
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/10/2002 1:55:39 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 20
Assignee Login Name :
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/10/2002 1:55:39 PM gi07360

Problem #60183

Client Name: Pat O'Keefe Kenmount Road - Information services
(709)737-5791

Problem Description:

Getting a lot of errors when trying to use software applications -
cannot
browse the internet...etc. Need a reimage of the machine. There are a
lot of
"special" configurations for this machine - it is our Operators machine
in
the computer room. I believe Ed Ryan was the person who did the reimage
on
it before.....

Make and Model - Compaq d500 Desktop. 1700MHz.

Serial Number - 6Y24JYFZ8047

Lisa Mulcahy
Help Desk Analyst
Information Services
Newfoundland Power Inc.
Tel: (709) 737-5629
Fax: (709) 737-5832
lmulcahy@newfoundlandpower.com
www.newfoundlandpower.com

9/11/2002 8:35:04 AM Denise Tuffin

This call is on hold til John Norris checks into it. He will get back
to me.

9/13/2002 1:46:34 PM Denise Tuffin

John Norris has put this call on hold.

9/17/2002 12:19:38 PM Denise Tuffin

John advised Ed that there will be no action needed on this call yet.
Closing call.

Case ID+ : HDFRE0000227038
Ext Ticket # : Call # 60272
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/11/2002 8:31:34 AM
Login+ : Jennifer Walsh
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 145
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/10/2002 3:04:43 PM gi07360

Please schedule an installation according to the following details:

Installation Type: New Compaq Laptop
Help Desk #: 60272

Date: Sept. 11, 2002
Time Expected: AM

User: Jennifer Walsh
Location: Kenmount Rd. Lower fl.

Existing Machine Type: Dell Laptop
New Machine #: NP011537

Client Phone #: 737-5434

Special Circumstances: Jennifer has a list of programs to be installed.
If
you have any questions, contact John Norris.

John Norris
Equipment Co-ordinator
Newfoundland Power
(709) 737-5829
jnorris@newfoundlandpower.com

9/12/2002 7:52:52 AM Carl Hefford
I went on site imaged the system and then I installed the required
programs. Jennifer transferred her data.

Case ID+ : HDFRE0000227315
Ext Ticket # : Call # 60287
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/17/2002 9:30:07 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 201
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/11/2002 10:44:07 AM re06907
Service Call - Darrell Tucker

as per email:

User name: Darrell Tucker, Duffy Place. 737-2914

Our Call #: 60287

PC Type: Dell latitude CPXh500GT. Tag #012281. s/n 1UH60.

Problem Description: fan noisy on his laptop. Dell latitude CPXh500GT.
Tag
#012281. s/n 1UH60.

Please call if you have any questions.

Celine Sheppard
Help Desk Analyst
Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

9/13/2002 11:05:10 AM Ed Ryan
Onsite testing of laptop & check of CPU fan

9/13/2002 2:34:58 PM Carol Ann Bradbury
Please order replacement CPU fan.

9/13/2002 2:36:10 PM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

9/16/2002 8:32:02 AM Ed Ryan
Onsite testing of laptop & found CPU fan needs to be replaced

9/16/2002 10:06:43 AM Carol Ann Bradbury
Received part and gave it to Ed.

9/16/2002 10:19:04 AM Ed Ryan
onsite install of fan & testing

9/17/2002 9:30:09 AM Ed Ryan
Onsite replacement of CPU Fan assy. in laptop tested ok

9/18/2002 10:31:06 AM Mary Boland
Returned defective part back to DELL.

11/3/2002 11:24:20 PM AR_ESCALATOR
Case HDFRE0000227315 was automatically closed on 11/3/02 10:54:19 PM.

Case ID+ : HDFRE0000227512
Ext Ticket # : Call # 60204
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/13/2002 11:33:12 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 225
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/11/2002 3:24:49 PM re06907
Need a reimage of the machine

as per email:

Problem #60204
Client Name: Kevin Gill (709)737-5834 Cell phone - 689-5997
Problem Description:
Getting a lot of errors when trying to use software applications -
cannot
browse the internet...etc. Need a reimage of the machine. Friday Sept

13

would be a good day.

Make and Model - IBM THINKPAD 600E, 366 MHZ

Serial Number - 78RKF93

Lisa Mulcahy

Help Desk Analyst

Information Services

Newfoundland Power Inc.

Tel: (709) 737-5629

Fax: (709) 737-5832

lmulcahy@newfoundlandpower.com

9/13/2002 7:00:19 PM Carl Hefford

I went on site at Duffy Place and I copied Kevin's data to the network drive. I re-imaged the system and I re-installed all software and retrieved the data. There was a couple of programs that he will have to install as the disks are not the usual programs.

Case ID+ : HDHFX0000290626

Ext Ticket # : Call # 60310

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 9/13/2002 9:04:10 AM

Login+ : Celine Sheppard

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 90

Assignee Login Name : Ed Ryan

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 9/13/2002 9:42:39 AM Ed Ryan

Was unable to access hard drive in computer Defective drive, John wanted data to be recovered if possible.

Installed second hard drive in unit & used ghost program to create image of data on drive.

Was successful in doing this but hard drive was not able to boot due to
error in windows NT
NTOSKRNL.exe corrupted. Installed new drive with data on it &
restored in on new workstation for end user.

Case ID+ : HDHFX0000293272
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/19/2002 3:52:21 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 106
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 9/17/2002 4:32:44 PM Denise Tuffin
Please order a replacement hard drive.

9/17/2002 4:49:26 PM Mary Boland
Ordered Hard Drive from Dell.

9/18/2002 9:36:51 AM Carol Ann Bradbury
Received part and gave it to Ed.

9/18/2002 9:50:02 AM Ed Ryan
Onsite replacement of hard drive

9/19/2002 3:52:23 PM Ed Ryan
Onsite replacement of hard drive & tested ok

9/20/2002 4:33:40 PM Carol Ann Bradbury
I returned the defective drive back to Dell.

Case ID+ : HDHFX0000293304
Ext Ticket # : Call # 60247
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/18/2002 9:15:47 AM

Login+ : Lisa Mulcahy

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 151

Assignee Login Name : Ed Ryan

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 9/18/2002 9:16:27 AM Ed Ryan

Called & left message for Donna to setup service call

9/19/2002 9:52:13 AM Ed Ryan

Re-image for Donna Philpott call # 60247

Re-image system Dell OptiPlex GX110 SN# 6BK0G01 NP# 011370 & restored profile

Install was Successful

Install time 2.5 hours

Ed Ryan

Case ID+ : HDHFX0000294079
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/18/2002 2:57:31 PM
Login+ : Chris Wells
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 1832
Assignee Login Name : Leigh Janes
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/23/2002 3:16:01 PM Denise Tuffin
Added PID, 1004554.

9/23/2002 5:01:26 PM Leigh Janes
Waiting on equipment to arrive at client site.

*** The above entry was submitted via the web ***

9/24/2002 12:15:30 PM Leigh Janes
Equipment has been delivered. Awaiting response from NF Power on
confirmation of all equipment required to proceed.

*** The above entry was submitted via the web ***

9/27/2002 8:38:21 PM Leigh Janes
4 Servers completed Friday PM. Have had request from client to work on
2 other servers.
Issues with SSS methods that slowed the server configuration. Client
has requested that the other servers be done when I get back the week
of the 7th.
Closing this case. Other server work will go under a new remedy.

*** The above entry was submitted via the web ***

Case ID+ : HDHFX0000294580
Ext Ticket # : Call # 60449
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/19/2002 10:49:06 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 62
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/19/2002 11:26:44 AM Ed Ryan
 Onsite transfer of data from one hard to another using ghost program
 to save customer's workstation from re-image

 9/19/2002 3:53:29 PM Ed Ryan
 Onsite data recovery from old drive to new drive.
 Used ghost program to make image of data tested ok

Case ID+ : HDFRE0000231113
Ext Ticket # : Call # 60735
Client : NF Power
Actual Start Date(260000006) :
Assigned : 9/25/2002 1:42:34 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 105
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/24/2002 8:43:31 AM Ed Ryan

Defective keyboard assy.
Please order replacement keyboard assy.

9/24/2002 4:07:55 PM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

9/25/2002 10:07:46 AM Carol Ann Bradbury
Received part and gave it to Ed.

9/25/2002 1:42:18 PM Ed Ryan
Onsite replaced defective keyboard assy. Tested ok

9/26/2002 11:22:12 AM Carol Ann Bradbury
I returned the defective part back to Dell.

Case ID+ : HDFRE0000231769
Ext Ticket # : Call # 60758
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/26/2002 2:25:06 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 150
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/25/2002 11:08:54 AM gi07360

User name: Jack Casey, 2nd Floor, Kenmount Rd. 737-5652

Our Call: 60758

PC Type: Dell Lt500 - s/n 1UH74. tag #Np012266

Problem Description: laptop wii not come on until the battery was taken out
and put back in. even if it is in the port replicator or stand alone

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

9/25/2002 1:50:43 PM Mark Hillier
I need both a system board and battery ordered for this unit.

9/25/2002 3:34:57 PM Carol Ann Bradbury
Ordered parts from Dell. This system has a parts and labour warranty.

9/26/2002 10:08:15 AM Carol Ann Bradbury
Received parts and gave them to Mark

9/26/2002 2:25:09 PM Mark Hillier
Went onsite and replaced system board and battery in unit. System
tested ok. Defective parts were given to Carol Ann.

9/30/2002 9:53:11 AM Mary Boland
Returned defective parts to Dell.

11/3/2002 11:25:46 PM AR_ESCALATOR
Case HDFRE0000231769 was automatically closed on 11/3/02 10:55:45 PM.

Case ID+ : HDHFX0000298637
Ext Ticket # :
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 9/25/2002 3:14:25 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 1561
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 9/25/2002 3:20:32 PM Ed Ryan
Onsite Create a new image and test it on a second laptop.

9/30/2002 8:36:24 AM Ed Ryan
Onsite image being created for Compaq N610C & testing

10/1/2002 1:09:15 PM Ed Ryan
he image is created for the N610C laptop now & has been restored to
> second laptop.
> I have connected to the NFPOWER_DOMAIN & installed office 2000,
Reflection
> & Trend Office Scan.
>
> Compaq EVO N610C P1600 EN SN# 7E29KT8Z412S model # 470037-661 NP#
012929
> Second laptop SN# 7E29KT8Z5106 has NP#012928
>
> Laptops has 256 megs extra memory installed total 512 megs
> & have been tested on & off the Docking station Compaq PR1005 series
SN#

> 5Y29KW42A034 Model # 269094-001
> spare # 288502-001& second docking station SN# 5Y29KW42A036.

Created image to external harddrive & up loaded to burner workstation &
copied to backup image hard drive & created image on CD's Restored
image on second laptop & installed 20 software programs for testing

Case ID+ : HDHFX0000302584
Ext Ticket # : Call #
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/15/2002 8:42:22 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 310
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/1/2002 2:32:34 PM Ed Ryan

Onsite testing of docking station sound connection with speakers
Hooked up speakers to another workstation to test for same problem.
Talked with Compaq tech support case# NA020930003830
Multi Bay assy in the docking station may need to be replaced #
155271-001
left speaker # 155274-001 right speaker # 155272-001
customer will let us know if problem occurs on workstation.

10/3/2002 9:21:55 AM Ed Ryan
Call # 61083

10/4/2002 3:46:14 PM Ed Ryan
Clicking noise from sound board in docking station

Please order Multi Bay assy in the docking station # 155271-001

10/4/2002 4:07:29 PM Mary Boland
Ordered Part # 155271-001 (Control Bay) on RMA # 4189628. This system
has a parts and labour warranty until 03/08/2005.

10/7/2002 10:48:06 AM Mary Boland
Received part and gave it to Ed.

10/8/2002 11:32:43 AM Ed Ryan
Onsite install of docking system main board

10/8/2002 3:28:36 PM Ed Ryan
Found Multi bay assy was not the correct part for docking station.
Called tech support & I was given the wrong info the first time
Please order docking station # 157935-001

10/8/2002 3:30:28 PM Ed Ryan
Return part # 155271-001 as open but new part not used wrong part #
given by tech support on case# NA020930003830

10/9/2002 11:19:16 AM Carol Ann Bradbury
I returned the first docking station new and unused and I ordered a
replacement RMA # 4189628.

10/10/2002 2:36:29 PM Carol Ann Bradbury
Received part and gave it to Ed.

10/11/2002 8:49:55 AM Ed Ryan
Onsite replacement of docking station tested ok

10/15/2002 8:42:26 AM Ed Ryan
Replaced docking station onsite tested ok

10/15/2002 10:53:10 AM Carol Ann Bradbury
I returned the defective part back to Compaq.

Case ID+ : HDFRE0000233940
Ext Ticket # : Call # 59313
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/2/2002 12:03:41 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 284
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/2/2002 10:01:13 AM gi07360

Please schedule an installation according to the following details:

Installation Type: New Compaq EVO 610c
Help Desk #: 59313

Date: Oct. 5, 2002
Time Expected: Anytime

User: Art Davis
Location: Kenmount Rd. 2nd FL.

Existing Machine Type: IBM P450
New Machine #: New Compaq EVO N610c Laptop

Client Phone #: 737-5818

Special Circumstances: Setup as per users instructions.

John Norris
Equipment Co-ordinator
Newfoundland Power
(709) 737-5829
jnorris@newfoundlandpower.com

10/2/2002 12:28:28 PM Ed Ryan
Onsite setup of new laptop

10/2/2002 2:29:00 PM Ed Ryan
Thursday 1:00pm install

10/3/2002 1:04:06 PM Ed Ryan
still testing image

10/8/2002 12:27:05 PM Ed Ryan
Install new Laptop EVO N610C NP# 012928 SN# 7E29KT825106 & Compaq
> Monitor NP# 012798 sn# 209CL26EB273
- Replaced IBM 6862-52U SN# 78-7TPMNF & IBM Monitor 6547-0AN SN#
23-FBVMR
> NP# 010176
>
>

> Install was Successful
>
> Install time was 4.5 hours
>
>
> IBM 450 has Internal CD Writer Yamaha installed in it & user would
like a
> external CD Writer for his new laptop & case for laptop.

>
>
> Install TLCADD ver 5.4 program runs ok when files are open up in
program
> but when you select files from outside the program you get a cannot
access
> hardware lock check connection error.
> Called software tech support & they will call Art back with answer
to
> problem.

Case ID+ : HDFRE00000235340
Ext Ticket # :

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/9/2002 1:07:05 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 120
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/7/2002 11:03:06 AM Mark Hillier

I need replacement monitor ordered for this unit. I was talking to Keith and I told him that the monitor should be ordered today and hopefully it will be in on tuesday.

10/7/2002 11:27:20 AM Carol Ann Bradbury
I ordered a replacement monitor from Dell.

10/9/2002 9:55:11 AM Carol Ann Bradbury
Received monitor and gave it to Mark.

10/9/2002 1:07:09 PM Mark Hillier
Went onsite agnd replaced monitor. Brought defective monitor back to office and gave it to Carol Ann. Serial # of new monitor is2221da73uw99.

10/11/2002 10:50:14 AM Carol Ann Bradbury
I returned the defective part back to Dell.

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/9/2002 1:07:05 PM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 120
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/7/2002 11:03:06 AM Mark Hillier
I need replacement monitor ordered for this unit. I was talking to
Keith and I told him that the monitor should be ordered today and
hopefully it will be in on tuesday.

10/7/2002 11:27:20 AM Carol Ann Bradbury
I ordered a replacement monitor from Dell.

10/9/2002 9:55:11 AM Carol Ann Bradbury
Received monitor and gave it to Mark.

10/9/2002 1:07:09 PM Mark Hillier
Went onsite and replaced monitor. Brought defective monitor back to
office and gave it to Carol Ann. Serial # of new monitor
is2221da73uw99.

10/11/2002 10:50:14 AM Carol Ann Bradbury
I returned the defective part back to Dell.

Case ID+ : HDFRE00000235492
Ext Ticket # : Call # 61237
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/8/2002 9:56:17 AM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 245
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/8/2002 9:56:19 AM Mark Hillier
I was talking to user and I will be taking care of this in the morning.

10/9/2002 11:57:39 AM Mark Hillier
Installed and configured new system for Bill Styles on Oct 9th. Install took aprox. 3.5hrs.

New Monitor
Compaq V720 Asset# Np012791 S/n: 209cl26ea514

New System
Compaq Evo 1.7ghz Asset# np012634 s/n: 6y24jyfb803y

Old Monitor
Dell 17" Asset# np011453 s/n: 12k-h221

Old System
IBM ThinkPad 600e Asset# np010310 s/n: 78-phw71

Install was successful

Mark Hillier

Case ID+ : HDHFX0000307241

Ext Ticket # :

Client : NF Power

Actual Start Date(2600000006) :

Assigned : 10/8/2002 9:20:52 AM

Login+ : Chris Wells

Status : Closed

Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 1000

Assignee Login Name : Leigh Janes

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 10/11/2002 6:39:14 PM Leigh Janes

Completed installation of 4 new servers and 2 old servers. Worked at
Kenmount, Duffy Place and Topsail Rd.

*** The above entry was submitted via the web ***

Case ID+ : HDFRE0000235821
Ext Ticket # : Call # 61188
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/8/2002 10:29:20 AM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 195
Assignee Login Name : Mark Hillier
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/8/2002 9:28:08 AM gi07360

Please schedule an installation according to the following details:

Installation Type:	Re-image of desktop
Help Desk #:	61188
Date:	Oct. 10, 2002
Time Expected:	AM
User:	Dawn Coholan
Location:	Kenmount Rd. Main Fl. Human Resources Dept.
Existing Machine Type:	Dell OptiPlex P750 Ghz
Machine #:	NP012298
Client Phone #:	737-5612
Special Circumstances:	I don't think there any special programs to be reloaded, but check with user. Most of her data is on the network....

John Norris
Equipment Co-ordinator
Newfoundland Power
(709) 737-5829
jnorris@newfoundlandpower.com

10/8/2002 1:14:52 PM Mark Hillier
Will be taking care of this in the morning.

10/10/2002 10:47:16 AM Mark Hillier
Reimaged system on October 10 for Dawn Coholan. Reimage took aprox
2.5hrs.

System
Dell Opti 733Mhz Asset# Np012298 S/n: 21BLU

Monitor
Dell 17" Asset# Np012427 S/n: 03L-H0G7

Reimage was successful

Mark Hillier

Case ID+ : HDFRE0000236028
Ext Ticket # : Call # 61288
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/8/2002 3:05:23 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 302
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/8/2002 3:05:24 PM Ed Ryan
onsite setup of new laptop 09/10/02

10/10/2002 10:14:37 AM Ed Ryan
New Laptop N610C for ted Knight

Replaced Compaq computer NP# 012627 SN# 6Y23-JYFZ-Y023 with new Compaq
Laptop EVO N610C SN# 7E29KT8Z412S NP# 012929 & Docking station PR1005
left
Compaq Monitor V720 with Customer Np# 012772 SN# 209CL26EA005.

Install was Successful

Install time was 5 hours

image CD's were corrupted on second CD that John gave me & had to use
cd's

that I created image with.
Transfer customer data & configured programs.

The following programs the customer will have to reload

Saglow
FinePix Viewer
Graphic Workshop Professional
ArcSoft video Impression
Cover Designer

Ed Ryan

Case ID+ : HDHFX0000308479
Ext Ticket # :
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/10/2002 10:18:28 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 120
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/9/2002 2:06:14 PM Carol Ann Bradbury
I ordered a keyboard from Dell, RMA # 29576540. This system has a
parts and labour warranty. I received the part and gave it to Ed.

10/9/2002 4:26:14 PM Ed Ryan
Defective keybaortd assy in laptop Replacement keyboard is needed some
keys work intermittently on laptop.

10/10/2002 10:18:30 AM Ed Ryan
Replaced keyboard assy onsite & tested ok

10/11/2002 10:44:13 AM Carol Ann Bradbury
I returned the defective part back to Dell.

Case ID+ : HDFRE0000236986
Ext Ticket # : Call # 61353
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/10/2002 3:32:03 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 251
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/10/2002 1:38:22 PM gi07360
Please schedule an installation according to the following details:

Installation Type: Re-image

Help Desk #: 61353

Date: Oct. 11, 2002
Time Expected: AM/PM (Confirm with User)

User: Carl Quinlan
Location: Duffy Pl. Call Centre

Existing Machine Type: Dell Latitude CPxH500GT
New Machine #: N/A

Client Phone #: 737-5750

Special Circumstances: *****This user is also having problems with the
Keyboard, space bar not working at
times, letters being duplicated etc.***** (I will have our helpdesk
place a service call about this)

John Norris
Equipment Co-ordinator
Newfoundland Power
(709) 737-5829
jnorris@newfoundlandpower.com

10/11/2002 8:48:51 AM Ed Ryan
onsite re-image system

10/15/2002 8:38:50 AM Ed Ryan
Re-image laptop for Carl Quinlan
Dell Latitude CPX 500 NP# 012288 SN# 1UH6T
backed up data & restore it
Install was Successful

Case ID+ : HDFRE0000237452
Ext Ticket # : Call # 61458
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/15/2002 2:08:36 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 116
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 10/11/2002 3:39:25 PM gi07360

User name: Doug Chafe - 737-5775

Our Call: 61458

PC Type: Dell latitude 500. Tag #012291 . s/n 1UH6B.

Problem Description: seems to be a screw loose inside the laptop.

Celine Sheppard

Help Desk Analyst, Newfoundland Power

Phone - 737-5727

"Your Computer Problem is our Problem"

10/15/2002 9:39:00 AM Ed Ryan

Onsite testing of laptop

10/15/2002 2:08:40 PM Ed Ryan

Removed system board in laptop & found screw loose
screw back into main board & tested ok

Please do a labor only claim on this system call.

10/17/2002 11:16:02 AM Carol Ann Bradbury

I processed a labour only claim for Dell

Case ID+ : HDFRE0000237908

Ext Ticket # : Call # 61290

Client : NF Power

Actual Start Date(260000006) :

Assigned : 10/15/2002 1:38:07 PM

Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 391
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/15/2002 12:41:36 PM re06907
System not responding well in all apps

as per email:

Problem #61290
Client Name: Wanda McLellan (709)737-5519
Problem Description:
System not responding well in all apps. Dial up problems, printing issues,
slow. CSS stops repending on occassion, then you have to end task.
Needs to
be re-imaged.
Make and Model - Dell Optiplex GX110+/L Pentium III 733 Desktop
Serial Number - 2ID5L
Asset Tag - NP012394

Lisa Mulcahy
Help Desk Analyst
Information Services
Newfoundland Power Inc.
Tel:(709) 737-5629
Fax:(709) 737-5832
lmulcahy@newfoundlandpower.com

10/15/2002 2:12:16 PM Ed Ryan
Onsite re-image of desktop computer

10/16/2002 4:22:02 PM Ed Ryan
Re-image for Wanda McLellan call# 61290

Re-image Dell optiplex Gx110 SN# 2ID5L NP# 012394 with GX110 733MHZ
05/04/02 image CD'S
but found out after these workstations in the call center are still
using
old image GX110 733MHZ 05/08/2000.

3.5 hours used for that install

Had to restart system again

Install was Successful
install time 3 hours for correct image
total time 6.5 hours

User will need registry of deeds installed & DialOut-EZ if program is
needed.



Case ID+ : HDFRE0000238952
Ext Ticket # : Call # 61601
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/17/2002 2:59:21 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 123
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/17/2002 2:59:24 PM Denise Tuffin
 Called Lisa and this call needs to be completed asap please.

10/18/2002 8:57:07 AM Ed Ryan
will call customer

10/18/2002 2:56:43 PM Ed Ryan
Onsite testing of laptop with pcmcia modem/network card & found driver was corrupted.
Tried to install second pcmcia card IBM card bus network card & down loaded drivers from IBM web site but had errors in the registry when loading driver.
Found hard drive noisy at times & video display was flashing off & on due to faulty power supply cable connection.
System hard drive needs to be tested in another IBM 600 for network connection before system has to be re-image

39107
61459

000006) :
4:00:58 PM
ard

SS Parts NF
: 90
Carol Ann Bradbury
:

10:29:02 AM Carl Hefford
IA for a replacement mouse. P.N. 237241-001

Carol Ann Bradbury
Compaq, RMA # EC00545H. This system has a parts only

PM Carol Ann Bradbury
gave it to Carl.

PM Carl Hefford
ment part and I will send to end user.

PM Carol Ann Bradbury
on Compaq's site. The part does not need to be

t on post
ot boot past
r was not
ot the same

ur warranty.

Case ID+ : HDFRE0000239633
Ext Ticket # : Call # 61711
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/21/2002 10:35:59 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 92
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/21/2002 10:40:27 AM Ed Ryan
 ONSITE SETUP OF COMPUTERS & TEST

10/21/2002 3:17:53 PM Ed Ryan

Onsite moved two workstations in offices & setup connection & tested on
network
working ok

Case ID+ : HDFRE0000239638
Ext Ticket # : Call # 61702
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/29/2002 3:30:14 PM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 212
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/21/2002 3:15:53 PM Carl Hefford
I went on site to check out the laptop. Please request a RMA for a
replacement enclosure CPU base. P.N. 231452-001

10/21/2002 3:35:11 PM Carol Ann Bradbury
Ordered part from Compaq, RMA # 4227341. This system has a parts and
labour warranty.

10/22/2002 10:24:30 AM Carol Ann Bradbury
Received part and gave it to Carl.

10/23/2002 8:59:02 AM Carl Hefford
I rec'd the part and I called Scott to let him know that I have it, I
had to leave a VM for him to get back to me.

10/29/2002 3:30:16 PM Carl Hefford
I went on site and installed the CPU base cover.

10/30/2002 9:06:22 AM Carol Ann Bradbury
I returned the defective part back to Compaq.

Case ID+ : HDFRE0000239884
Ext Ticket # : Call # 61741
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/21/2002 3:23:25 PM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Parts NF
Total Time Spent (min) : 90
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/21/2002 3:23:27 PM Ed Ryan
Onsite reconnected power cables & IDE drive cables to system board &
hard drive
reset CMOS setup & ran complete scandisk onn system working ok now
Please do labor only claim on this workorder for warranty

10/24/2002 11:33:52 AM Carol Ann Bradbury
I processed a warranty only claim.

Case ID+ : HDFRE0000239981
Ext Ticket # : Call # 61163
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/21/2002 3:25:14 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 241
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/22/2002 8:57:14 AM Ed Ryan
Onsite install of laptop

10/24/2002 9:03:54 AM Ed Ryan
New IBM 600E laptop for Brian Combden call #61163

Replaced IBM desktop 6862-52U SN# 78-HPMXZ NP# 010149 with IBM laptop
600E

2645-8AU SN# 78-PHW71 NP# 010310

left IBM monitor 6547-0AN SN# 23-FBNFC NP# 010220 with laptop.

Install was Successful

Transfer data & configured laptop tested ok

Install time was 4 hours

Case ID+ : HDFRE00000239986
Ext Ticket # : Call 61712
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/21/2002 3:26:44 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF

Total Time Spent (min) : 270

Assignee Login Name : Carl Hefford

Project_ID(536870920) :

Activity_ID(536870921) :

Work Log : 10/22/2002 1:59:28 PM Carl Hefford

I went on site and deployed the new desktop to Caron and I took back a laptop.

IBM Old TAG# NP010085 S.N. 78-KX088 Type - 9549-8BU

New TAG# NP012653 S.N. 6Y24JYFZ8004

Call # 61712

Case ID+ : HDFRE0000241303

Ext Ticket # : Call # 61905

Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/24/2002 9:47:39 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 150
Assignee Login Name : Carl Hefford
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/23/2002 3:17:00 PM da06522

Re:
Wayne Green
Port aux Basques Office
IBM Thinkpad 600e
s/n 78-phv98
NP Asset Tag NP010320

Location: Keith Perry's Cubicle

Problem Description:

Wayne has been having trouble dialling in on this laptop. John Norris inspected it and has determined that the Modem is not available to the operating system (NT 4.0). He has requested to have this unit re-imaged, and to have dial-up tested when finished.

Wayne is in town until Friday. Is it possible to have someone look at this on Thursday?

Thanks,

Keith H. Perry
Help Desk Analyst
Newfoundland Power
(709) 737-5837
(709) 737-5832 (Fax)
kperry@newfoundlandpower.com

10/25/2002 8:19:24 AM Carl Hefford
I went on site and I backed up the data to the network. I re-imaged the system, John then tested the modem connection, I installed Office 2000 and Reflection from CD. I installed the anti virus from the network. I left the system in Keith's office.

Case ID+ : HDFRE0000241779
Ext Ticket # : Call # 61950
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 10/25/2002 9:33:08 AM
Login+ : Celine Sheppard
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 301
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/25/2002 9:42:07 AM Ed Ryan
Onsite re-image of laptop

10/28/2002 8:34:23 AM Ed Ryan
Re-image system for John Curran call# 61950

Backed up data by network first which was to slow Return to office for
external Hard drive.
Used external hard drive & completed backup ok.

Re-image Dell laptop 500 NP# 012287 SN# 1UH6M

Install was Successful

Install time was 5 hours

Case ID+ : HDFRE0000242058
Ext Ticket # : Call # 61973
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/29/2002 8:39:55 AM
Login+ : Keith Perry
Status : Closed
Assigners Group : AG:CSS Parts NF.
Total Time Spent (min) : 151
Assignee Login Name : Carol Ann Bradbury
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/25/2002 12:14:35 PM Ed Ryan
Defective keyboard assy unable to access certain keys on keyboard
assy.Please order replacement keyboard

10/25/2002 2:01:04 PM Carol Ann Bradbury
Ordered part from Dell. This system has a parts and labour warranty.

10/28/2002 10:10:44 AM Carol Ann Bradbury
Received part and gave it to Ed.

10/28/2002 10:43:47 AM Ed Ryan
Onsite change of keyboard assy. tested ok

10/29/2002 12:47:12 PM Carol Ann Bradbury
I returned the defective part back to Dell.

Case ID+ : HDHFX0000318296
Ext Ticket # : Call # 62023
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/30/2002 10:21:40 AM
Login+ : Lisa Mulcahy
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 124
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/25/2002 3:55:00 PM Denise Tuffin
Ed asked that a new docking station be ordered, PN# 157935-001.

10/25/2002 4:17:26 PM Carol Ann Bradbury
Ordered part from Compaq, RMA # 4241903. This system has a parts and
labour warranty.

10/28/2002 10:08:41 AM Carol Ann Bradbury
Received part and gave it to Ed.

10/28/2002 10:48:31 AM Ed Ryan
Onsite change of Docking station & tested ok

10/29/2002 4:47:32 PM Denise Tuffin
Supposed to go to CSS Parts to return the warranty part.
Re-assigning.

10/30/2002 9:51:28 AM Carol Ann Bradbury
I returned the defective parts back to Compaq.

Case ID+ : HDFRE0000242825
Ext Ticket # : Call # 61914
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/29/2002 8:23:24 AM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 151
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/29/2002 8:23:25 AM Ed Ryan
Onsite install

10/29/2002 3:24:10 PM Ed Ryan

Re-image of system for Paul Walsh call # 61914

Removed IBM 6862-52U SN# 78-HPPFK NP# 010054 & IBM Monitor 6547-0AN
SN#

23-FCLTF NP# 010236 from Paul's desk & stored in bench room in the
basement.

Replaced with Compaq 1.7GHZ system SN# 6Y23-JYFZ-F0EG NP# 012628 &
Compaq

Monitor V720 SN# 209CL26EA480 NP# 012815 which came from Levi Thorne's
old

office on the second floor.

Install programs setup & tested ok no data restore.

Re-image was Successful

install time was 2.5 hours

Case ID+ : HDFRE0000243244
Ext Ticket # : Call # 62007
Client : NF Power
Actual Start Date(260000006) :
Assigned : 10/29/2002 12:15:46 PM
Login+ : jnorris@newfoundlandpower.com
Status : Closed
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 150
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 10/29/2002 3:26:35 PM Ed Ryan
New system for Ed Pennell

Setup new Compaq 1.7GHZ system SN# 6Y24-JYFZ-8048 NP# 012629 & Vompaq
Monitor V720 NP# 012877 SN# 211CL26EC561
no data transfer
Install was Successful

Install time was 2.5 hours

Case ID+ : HDFRE0000244892
Ext Ticket # : Call # 62317
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 11/4/2002 10:34:26 AM
Login+ : Keith Perry
Status : Resolved
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 227
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 11/1/2002 2:16:34 PM da06522
Who: Bill Guy
Phone: 653-2573 (Cell)
Where: Gander office
Item: Dell 500 MHz laptop
s/n luh5a
tag number: NP012279
Problem: His laptop is reporting that he only has 128 Mb RAM. Should
be 512 Mb.

Thanks,

Keith H. Perry
Help Desk Analyst
Newfoundland Power
(709) 737-5837
(709) 737-5832 (Fax)
kperry@newfoundlandpower.com

11/1/2002 3:36:59 PM Ed Ryan
Defective 128 ram module & needs to be replaced
some keys on keyboard t,r, comes up twice on display. Keyboard assy
needs to be replace
CPU fan is noisy and needs to be replaced

11/1/2002 4:18:56 PM Carol Ann Bradbury
Ordered parts from Dell.

11/4/2002 10:34:28 AM Carol Ann Bradbury
Received parts and gave them to Ed.

11/5/2002 12:50:56 PM Ed Ryan
system will be repaired onThursday Nov7

11/7/2002 10:55:27 AM Ed Ryan
Onsite at Duffy place to repair laptop but customer was there before
building open up & did not drop laptop off for repairs.
Laptop will be drop off at xwave now for repairs

11/7/2002 3:54:47 PM Ed Ryan
Replaced CPU fan assy & keyboardd assy plus two 128meg memeory modules

Down loaded bios update to A14 updated & tested ok
Tested external USB keyboard working ok but not with windows NT not
supported.
User is sending one one 128 meg memory module for warranty replacement

since it was not in laptop whenh came in for repairs.

11/7/2002 3:55:53 PM Ed Ryan
battery & network connector will be replaced by John Norris at
kennmount Road.

Case ID+ : HDFRE00000244895
Ext Ticket # : Call # 62298
Client : NF Power
Actual Start Date(260000006) :
Assigned : 11/4/2002 10:35:49 AM
Login+ : Celine Sheppard
Status : Work In Progress
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 152
Assignee Login Name : Ed Ryan
Project_ID(536870920) :

Activity_ID(536870921) :
Work Log : 11/1/2002 2:18:44 PM da06522
User name: Cliff Rose - Kenmount Rod.

Our Call #: 62298

PC Type: Dell LT-750

Problem Description: faulty network connection on docking station.
Docking station being brought in on Tuesday.

Celine Sheppard
Help Desk Analyst, Newfoundland Power
Phone - 737-5727

"Your Computer Problem is our Problem"

11/1/2002 3:42:21 PM Ed Ryan
Defective docking station unable to access network card
Please replace C port 11 docking station

11/1/2002 4:20:34 PM Carol Ann Bradbury
Ordered part from Dell.

11/4/2002 10:35:51 AM Carol Ann Bradbury
Received part and gave it to Ed.

11/5/2002 12:49:46 PM Ed Ryan
Onsite replacement of dockings station & testing

11/7/2002 4:03:35 PM Ed Ryan
waiting for Docking station to be return

Case ID+ : HDFRE0000246220
Ext Ticket # : Call # 62425
Client : NF Power
Actual Start Date(2600000006) :
Assigned : 11/7/2002 10:48:45 AM

Login+ : jnorris@newfoundlandpower.com
Status : Work In Progress
Assigners Group : AG:CSS Dispatch NF
Total Time Spent (min) : 1
Assignee Login Name : Ed Ryan
Project_ID(536870920) :
Activity_ID(536870921) :
Work Log : 11/7/2002 10:48:47 AM Ed Ryan
Called & left message for John