

Call Type Breakdown for May 2000

OSO/OSD HelpDesk

RGII Technologies, Inc.

Date: 06/04/2000

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<u>Call Type</u>	<u>Call Ref #</u>	<u>Caller's Name</u>	<u>RecvdDate</u>	<u>Description</u>
Hardware	00004883	McKenzie, Keith	2000-04-10	Needs some property transfered please cordinate with Verna : Keith see attached email
Hardware	00005037	Dorsey, Warren	2000-04-21	Work with Warren to straighten up property issued at ISI
Hardware	00005038	Ferguson, Angela	2000-04-21	My computer is running extremely slow. Can you do anything help me out?
Hardware	00005074	Supervisor, Shift	2000-04-27	ROSS in SOCC called this morning and said that the DMSP2 Workstation his having trouble accessing the Shift Reports. I stated that it was a hard drive error
Hardware	00005090	Reynolds, Richard	2000-05-02	We need to perform a detailed Inventory for all the OSD workstations Model Processor RAM Hard Drive Space Monitor Size Sound Card y/n Video Memory etc.
Hardware	00005092	Yu, Pong	2000-05-02	Replace bad 6 gig drive with new one.
Hardware	00005105	Reynolds, Richard	2000-05-04	Need system configuration on all OSD PC's.
Hardware	00005106	Chipman, Eric	2000-05-04	Can't seem to start laptop computer. Haviving a problem with the power button.
Hardware	00005111	Ferguson, Angela	2000-05-04	User needs hardware specifications inventoried.
Hardware	00005118	Haskins, Chantell	2000-05-05	Needs information on Don Gray's Old PC to give to Tina; Please call Tina at 301-768-8078
Hardware	00005132	Leftwood, Verna	2000-05-08	User needs PC hardware inventoried.
Hardware	00005134	Mulligan, Patricia	2000-05-08	User needs PC hardware inventoried.
Hardware	00005135	Comeyne, Gustave	2000-05-08	User needs PC hardware inventoried.
Hardware	00005136	Heymann, Roger	2000-05-08	User needs PC hardware inventoried.
Hardware	00005137	Ferguson, Angela	2000-05-08	User needs PC hardware inventoried.
Hardware	00005140	SmithDearing, Renee	2000-05-08	Please provide me with a PC and projector setup in Rm 3309 5/11 by 11:30a for a lunch time seminar. I will also need a zip drive attached.