

# 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	00005155	HelpDesk, OSO/OSD	2000-05-10	Jerald please replace the current PC's motherboard and processor with the spare PC in room 3318.
Hardware	00005157	Ferguson, Angela	2000-05-11	Needs her A: drive replaced.
Hardware	00005165	HelpDesk, OSO/OSD	2000-05-12	The training room needs to be made operational and ready.
Hardware	00005169	Laughlin, Maggie	2000-05-12	Needs Laptop setup w/ Dial-up with access and Eudora mail.
Hardware	00005173	Liang, Kirk	2000-05-15	User has new equipment transferred to him and would like to loan this equipment out.
Hardware	00005174	Leftwood, Verna	2000-05-15	The property dept. will be arriving in my absence to collect the paperwork on the 10 frame synch's. Could you collect all the data from SOCC, Wallops, and GDP and have that ready for the property dept?
Hardware	00005209	Mccoy, Robert	2000-05-23	Note in Morning Report re DMSP Gateway PC Monitor will result in any action.
Hardware	00005222	Reynolds, Richard	2000-05-24	Needs his A: drive replaced.
Hardware	00005224	Reynolds, Richard	2000-05-24	Complete Transfer form for the Windows NT box in the back corner Plus monitor to transfer to Seid in IPD. Please start the form for Richard and give workstation to Seid
Hardware	00005228	Comeyne, Gustave	2000-05-24	PC power problem
Hardware	00005229	Carter, Timothea	2000-05-24	Change mouse.
Hardware	00005231	Bryant, Charles	2000-05-25	Need to return drum kit for 8500 to company for recycling.
Hardware	00005232	Reynolds, Richard	2000-05-25	Needs color drum on the 8500 color printer changed.
Hardware	00005237	Ferguson, Angela	2000-05-25	I would like to have my computer system moved from Rm. 3010 to Rm. 3301 in Brownie's old area
Hardware	00005239	Silva, Jim	2000-05-25	Printer has insects. Needs to have them removed.
Hardware	00005247	McKenzie, Keith	2000-05-25	Needs manuals for the PV Wave training course to be moved from his office to the Annex.
Hardware	00005280	Multiple Users, Mitretek	2000-05-30	Needs assistance bringing in monitor and Laptop docking station; please make sure all paper is completed if needed by verna
Hardware	00005281	Whiteley, Doug	2000-05-30	My computer is booting up into safe mode.
Hardware	00005282	Healy, Mark	2000-05-30	I cannot log on to my computer.