

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	00005297	Mulligan, Joseph	2000-05-30	We need to give Brownie details on a power supply for OSD Laptop. Joe did not have AC adaptor and used up all the battery. There is no other laptop and he needs to delete files in system. Please get specs on new AC adaptor for this Model Laptop Toshiba Satellite 4080XCDT/6.4 Model No. PRS408U B
Hardware	00005298	Sonde, Rikki	2000-05-30	Determine how much an additional 64MB of RAM will cost on Rikki's system and have richard sign off so verna can order memory
Total for Call Type	Hardware	= 37	(17.54 %)	
Installation	00005087	Suranno, Mike	2000-05-01	Needs Netscape 4.7 installed on two new PC's.
Installation	00005088	Smith, Elizabeth	2000-05-01	Wants new Visio 2000 installed on PC in room 3314 for use by Rikki.
Installation	00005101	Smith, Elizabeth	2000-05-03	Request that Timmie Carter has Visio on her system to be able to assist with any problems.
Installation	00005108	Solomon, Nicole	2000-05-04	Upgraded Informs to version 4.3
Installation	00005109	Ferguson, Angela	2000-05-04	Upgraded Informs to version 4.3
Installation	00005113	Clay, Paul	2000-05-04	Needs MS Office 97 updates, SP2 and IE Explorer 4.01 installed.
Installation	00005126	Brown, Linda	2000-05-05	My RealTime Player doesn't work and I don't have a clue to how to fix it.
Installation	00005142	Hodge, Larry	2000-05-08	Update workstation with latest software and download latest Windows updates.
Installation	00005160	Dudley, Brownie	2000-05-11	Installed Informs 4.3 on system.
Installation	00005176	HelpDesk, OSO/OSD	2000-05-15	Larry Hodge needs the inform's package installed on his machine ASAP.
Installation	00005187	Webber, William	2000-05-17	The Gateway computer that was moved back into my office from the trailer needs to be reconfigured with FB4 domain addresses.
Installation	00005201	McBrien, Gary	2000-05-19	Need a copy of latest McAfee.
Installation	00005210	Cameron, Robert	2000-05-23	Reinstall Office 97 on POLARAET PC
Installation	00005248	McKenzie, Keith	2000-05-25	Request that I install PV Wave software on PC1 in the Annex trailer for upcoming training session.
Installation	00005249	McKenzie, Keith	2000-05-25	Request that I install PV Wave software on PC2 in the Annex trailer for upcoming training session.