

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>
Internet	00005272	Multiple Users, Mitretek	2000-05-03	Netscape hanging and crashes during print
Internet	00005283	Supervisor, Shift	2000-05-07	Cannot connect to email or connect to the internet
Internet	00005285	McQuinn, William	2000-05-09	Users cannot access the ats software via the web
Total for Call Type	Internet	= 5	(2.37 %)	
Network	00005122	Churi, Robert	2000-05-05	Problem with changing network password.
Network	00005123	Churi, Robert	2000-05-05	Change to new printer port.
Network	00005124	Taddei, Robert	2000-05-05	Change to new printer port.
Network	00005125	Klos, Robert	2000-05-05	Change to new printer port.
Network	00005145	Smith, Elizabeth	2000-05-08	Needs new shared folder created in the OSD Common area.
Network	00005153	Walker, Greg	2000-05-10	Needs a SATOPS Intranet account
Network	00005159	Vyas, Sudhir	2000-05-11	Needs network account setup.
Network	00005188	James, Richard	2000-05-17	Needs help with read/write access to documentation. Plus his receiving additional error on some setup issues.
Network	00005211	Carter, William	2000-05-23	Bill told Russ from Fairbanks to give us a call for help on delivering a 20 mb file to Kathy Kelly. Also wants info on bandwidth. Return his call @ 907-451-1234
Network	00005213	Multiple Users, Mitretek	2000-05-23	Problem with logging onto the network.
Network	00005226	Simpson, Mike	2000-05-24	Complete the OSO config inv util for all the OSO workstation on the FB4domain due by Friday This is important!!!!
Network	00005227	James, Richard	2000-05-24	Change security on the G:\common\documentation folder
Network	00005242	Server, Columbia	2000-05-25	Install Site Server 3.0 on the Columbia server along with SP3
Network	00005295	NETWORK, OSO/OSD	2000-05-16	Columbia and enterprise server was taken down to move to o server rack
Total for Call Type	Network	= 14	(6.64 %)	
New Employee	00005141	Hodge, Larry	2000-05-08	Setup network, shared folder and email account.