

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>
New Employee	00005207	Healy, Mark	2000-05-22	New employee started today. Needs New user orientation and his PC set up. (Sits in Mike Simpsons old desk). Needs LAN account and email set up.
Total for Call Type	New Employee	= 2	(0.95 %)	
OS	00005120	Glanzer, Mike	2000-05-05	DMSP PC in SOCC CD000620095 will not boot from HD keeps rebooting; needs to boot from floppy or cd; running solaris
OS	00005191	Yu, Pong	2000-05-17	Needs assistance with setting up SAMBA on his Linux workstation
OS	00005194	Glanzer, Mike	2000-05-18	Hard drive crashed on his DEC HUB PC a P5 166 Please reinstall Win 95 on it
OS	00005198	Multiple Users, Mitretek	2000-05-18	PC in Mitretek area locking up and won't print
OS	00005235	Supervisor, Shift	2000-05-25	PC in Flights Dynamic room not booting up.
OS	00005240	Larry, Leon	2000-05-25	Goes PC Hard Drive full See Leon need to clear off files on F DMSP PC also has problems
OS	00005293	Webber, William	2000-05-15	SOCC testing workstations need to be setup with WIN NT 4.
Total for Call Type	OS	= 7	(3.32 %)	
Password	00005119	Morgan, Turner	2000-05-05	Please have his Email Password reset default. Please call Turner at 457-0082 x312 once this has been completed. Contact Tom Jones for this request
Password	00005193	Heymann, Roger	2000-05-18	Not accepting network password.
Total for Call Type	Password	= 2	(0.95 %)	
Printing	00005089	Srinivas, Nath	2000-05-01	Needs help with printing. Wants to print a range of his document.
Printing	00005099	Srinivas, Nath	2000-05-03	Needs to print section and page range in Word 97.
Printing	00005102	Fleming, Rose Mary	2000-05-03	User can't print to her local printer
Printing	00005103	Fleming, Rose Mary	2000-05-03	The printer in Gary's old OSO office is low on toner. Can someone please refill the toner in that printer?
Printing	00005131	Anderson, Donna	2000-05-08	My printer is coming up with an MIO 40 error. Can someone help me?