

# 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>
Software	00005063	Jones, Greg	2000-04-26	Workstation is hanging while using Netscape 4.72. This happens when he opens a page or runs a search; asked him to check his hard drive space
Software	00005091	Freeman, Richard	2000-05-02	Workstation is locking up. Error message "Not enough resources"
Software	00005095	Dittberner, Gerald	2000-05-03	Updated PPS SQL connect.
Software	00005096	Gurka, James	2000-05-03	Updated PPS SQL connect.
Software	00005097	Mignogno, Michael	2000-05-03	Updated PPS SQL connect.
Software	00005098	Reynolds, Richard	2000-05-03	Updated PPS SQL connect.
Software	00005110	Clay, Paul	2000-05-04	User can't read attached files in Word or Excel.
Software	00005115	Cooper, Andrew	2000-05-05	Please install Outlook 98 on his workstation
Software	00005117	Johnson, Carolyn	2000-05-05	Having problems with Informs not being able to access the database.
Software	00005121	Johnson, Carolyn	2000-05-05	Unable to access Informs form 162.
Software	00005151	Ferguson, Angela	2000-05-09	Needs help with migration of forms 4.3.
Software	00005158	Ferguson, Angela	2000-05-11	Problem with WP file. Error file format not found.
Software	00005166	Cooper, Andrew	2000-05-12	User needs winzip added to his workstation.
Software	00005168	Ferguson, Angela	2000-05-12	Needs help setting margins in Word.
Software	00005177	HelpDesk, OSO/OSD	2000-05-15	The update for the informs package needs to be updated on Jerald's and Larry's workstations. ASAP!
Software	00005179	Ferguson, Angela	2000-05-15	Needs help with localing Informs form NOAA-3719
Software	00005180	Ferguson, Angela	2000-05-15	Needs help localing Informs form OF7.
Software	00005181	Ferguson, Angela	2000-05-15	Needs help with migrating Informs form CD435
Software	00005182	Dittberner, Gerald	2000-05-16	Wants to remove a line from one slide of his presentation in Powerpoint.
Software	00005183	Dittberner, Gerald	2000-05-16	Requested that I recreate a Quatro file in Excel.
Software	00005184	Carter, Timothea	2000-05-16	Need Heat software setup properly.
Software	00005186	Dittberner, Gerald	2000-05-16	Gerry wants charts and spreadsheets convert to PowerPoint slides.