

# Call History

---

## Abbott Ltd.

Contact: John Abbott  
Phone No.: (312) 555-7854

<b>Ticket ID:</b> 1-32	<b>Urgency:</b> Medium	<b>Area:</b> Hardware
	<b>Priority:</b>	<b>Category:</b> CD/DVD
	<b>Weight:</b>	<b>Issue:</b> None
<b>Received By:</b> Brink, Samantha	<b>Received Date:</b> 7/2/2003	<b>Closed:</b> No
<b>Assigned To:</b> Brink, Samantha	<b>Assigned Date:</b> 7/2/2003	<b>Overdue:</b> No
<b>Completed By:</b>	<b>Completed Date:</b>	
	<b>Needed Date:</b> 7/2/2003	

---

**Problem Description:** Samantha Brink 8/19/2002 3:34:47 PM  
Some of the DVD drives of the new Tecra laptops are not working properly. When playing a sales presentation, some of the systems are getting the following error:

Video cannot be shown on the computer monitor because of one of the following reasons:

- a) Low video memory. Please try using lower display resolution and/or colors.
- b) Another application is currently using the necessary display resources. Please ensure that no such application is running.
- c) The display adapter is incompatible with the DVD decoder.

Please try to obtain a display driver update.

---

**Final Result:** Samantha Brink 8/20/2002 9:05:35 AM

I found another mention that may explain the issue. "For many laptops to work properly with DVD video, a BIOS upgrade may be necessary." It may be that the laptops having problems do not have the most recent version of the BIOS installed, but the others do. I've attached the most current version of the BIOS (1.6 released April 2002) for the Tecra. According to the instructions, you'll need to create an installation diskette, and then boot the laptop from the installation diskette to update the flash BIOS.

---

**Notes:** Robert Cromack 8/20/2002 6:31:33 AM  
Have they checked the BIOS version yet? We had some systems that shipped earlier from the manufacturer. Maybe they didn't have the most recent BIOS installed...

---

Samantha Brink 8/19/2002 5:05:41 PM

Toshiba Document ID: 98070330 - Troubleshooting DVD Problems in Windows 2000

If you receive this error message, you can try to lower the color depth, resolution, and refresh rate of your display driver. This error message can also occur if Microsoft NetMeeting is started or if the NetMeeting icon is on your taskbar. NetMeeting and DVD playback both use the overlay mixer. Only one program at a time can gain access to the overlay mixer.

Another possible solution is that the computer is running Windows 2000 Server and Terminal Services is installed.

When Terminal Services is installed, you cannot play a DVD because of high bandwidth requirements of video playback over a Terminal Services client connection.

---

# Call History

<b>Ticket ID:</b> 1-34	<b>Urgency:</b> Medium	<b>Area:</b> Software
	<b>Priority:</b>	<b>Category:</b> None
	<b>Weight:</b>	<b>Issue:</b> None
<b>Received By:</b> Brink, Samantha	<b>Received Date:</b> 7/5/2003	<b>Closed:</b> No
<b>Assigned To:</b> Brink, Samantha	<b>Assigned Date:</b> 7/5/2003	<b>Overdue:</b> No
<b>Completed By:</b>	<b>Completed Date:</b>	
	<b>Needed Date:</b> 7/6/2003	

**Problem Description:** Samantha Brink 8/22/2002 1:15:38 PM

Several of their users are annoyed with the paper clip guy.

=====

Reference: Microsoft (Q203689)

The Microsoft Office Assistant is an interactive Help feature in Microsoft Office. Its functionality, introduced in Microsoft Office 97, is similar to the Answer Wizard Help feature in Microsoft Office 95.

**Final Result:** Samantha Brink 8/22/2002 1:20:38 PM

If the Office Assistant is not visible, click Show the Office Assistant on the Help menu.

Right-click the Office Assistant, click Options, and then in the Office Assistant dialog box, click the Options tab.

To make the Office Assistant provide minimal help, click to clear the Use the Office Assistant check box.

**Notes:**

## SUMMARY

<u>Area Calls:</u>		<u>Category Calls:</u>		<u>Issue Calls:</u>	
	2		1		
Open Tickets	Percent Open	Closed Tickets	Percent Closed	Overdue Tickets	Percent Overdue
2	100.00	0	0.00	0	0.00
<b>Total Tickets for Abbott Ltd. :</b>					<b>2</b>

# Call History

---

## Flow Matic

---

Contact: Michael Willemin  
Phone No.: (630) 555-5584

<b>Ticket ID:</b> 1-27	<b>Urgency:</b> Med-High	<b>Area:</b> Hardware
	<b>Priority:</b>	<b>Category:</b> None
	<b>Weight:</b>	<b>Issue:</b> None
<b>Received By:</b> Cromack, Robert	<b>Received Date:</b> 6/15/2003	<b>Closed:</b> Yes
<b>Assigned To:</b> Cromack, Robert	<b>Assigned Date:</b> 6/15/2003	<b>Overdue:</b> Yes
<b>Completed By:</b> Cromack, Robert	<b>Completed Date:</b> 6/22/2003	
	<b>Needed Date:</b> 6/15/2003	

---

**Problem Description:** Robert Cromack 8/2/2002 12:30:19 PM  
FlowMatic #: 23710

Computer won't boot.

---

**Final Result:** Robert Cromack 8/9/2002 2:15:47 PM  
Replaced system board.

Robert Cromack 8/5/2002 2:50:02 PM  
System board ordered. # 10-32648

Robert Cromack 8/5/2002 2:40:19 PM  
Ran diagnostics, System Board needs to be replaced.

---

**Notes:**

---

---

<b>Ticket ID:</b> 1-28	<b>Urgency:</b> High	<b>Area:</b> Hardware
	<b>Priority:</b>	<b>Category:</b> None
	<b>Weight:</b>	<b>Issue:</b> None
<b>Received By:</b> Cromack, Robert	<b>Received Date:</b> 6/19/2003	<b>Closed:</b> No
<b>Assigned To:</b> Cromack, Robert	<b>Assigned Date:</b> 6/19/2003	<b>Overdue:</b> No
<b>Completed By:</b>	<b>Completed Date:</b>	
	<b>Needed Date:</b> 6/19/2003	

---

**Problem Description:** Robert Cromack 8/6/2002 9:13:22 AM  
FM #23839

LCD cracked.

---

**Final Result:** Robert Cromack 8/13/2002 9:52:01 AM  
Replacement LCD Ordered # 10-35032

---

**Notes:** Robert Cromack 8/13/2002 9:25:14 AM  
This is not warranty damage. Laptop was dropped on one corner.

---