

Billable Time Ticket

Account: Abbott Ltd.
Contact: Dean Drew
Phone: (312) 555-7843

Ticket ID: 1-32

Assigned To: Brink, Samantha **Date Assigned:** 7/2/2003 **Status:** In Process
Received By: Brink, Samantha **Date Received:** 7/2/2003 **Urgency:** Medium

Billable Time

Created By:	Completed Date	Customer Contact	Time Units	Rate	Labor
Activity ID: QQF8AA000486 : Sent E-Mail					
Samantha Brink	7/2/2003	Dean Drew	0.00	0.00	0.00

Notes:

Activity ID: QQF8AA000489 : Received E-mail					
Samantha Brink		Dean Drew	0.00	0.00	0.00

Notes:

Activity ID: QQF8AA00048A : Sent E-Mail					
Samantha Brink		Dean Drew	0.00	0.00	0.00

Notes:

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.

Solution Description: Please try to obtain a display driver update.
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.

Billable Time Ticket

Ticket ID: 1-34

Assigned To: Brink, Samantha
Received By: Brink, Samantha

Date Assigned: 7/5/2003
Date Received: 7/5/2003

Status: In Process
Urgency: Medium

Billable Time

Created By:	Completed Date	Customer Contact	Time Units	Rate	Labor
		John Abbott	0.00	0.00	0.00

Notes:

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

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

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Reference: Microsoft (Q203689)

Solution Description:

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.
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:

Billable Time Ticket

Account: Flow Matic
Contact: Lars Allenson
Phone: (253) 832-1245

Ticket ID: 1-27

Assigned To: Cromack, Robert **Date Assigned:** 6/15/2003 **Status:** Closed
Received By: Cromack, Robert **Date Received:** 6/15/2003 **Urgency:** Med-High

Billable Time

Created By:	Completed Date	Customer Contact	Time Units	Rate	Labor
Activity ID: QQF8AA0004CS : Research					
Robert Cromack	6/18/2003	Lars Allenson	35.00	0.00	0.00

Notes:

Activity ID: QQF8AA0004D2 : Maintenance					
Robert Cromack	6/22/2003	Lars Allenson	0.00	0.00	0.00

Notes:

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

Solution Description: Computer won't boot.
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:

Ticket ID: 1-28

Assigned To: Cromack, Robert **Date Assigned:** 6/19/2003 **Status:** In Process
Received By: Cromack, Robert **Date Received:** 6/19/2003 **Urgency:** High

Billable Time

Created By:	Completed Date	Customer Contact	Time Units	Rate	Labor
Activity ID: QQF8AA0004G6 : Research					
Robert Cromack	6/26/2003	John Wilcox	55.00	65.00	59.58

Notes:

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

Solution Description: LCD cracked.
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.