

# Ticket Status - by Assigned

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## Brink, Samantha

<b>Ticket ID:</b>	<b>1-11</b>	<b>Date Assigned:</b>	<b>5/8/2003</b>	<b>Status:</b>	<b>Closed</b>
<b>Urgency:</b>	Medium	<b>Priority:</b>			
<b>Date Received:</b>	5/8/2003	<b>Received By:</b>	Brink, Samantha		
<b>Date Completed:</b>	5/8/2003	<b>Completed By:</b>	Brink, Samantha		
<b>Needed By:</b>	5/8/2003	<b>Account:</b>	Yard Institute		
		<b>Contact:</b>	Paul Banks		
		<b>Phone No.:</b>	(847) 555-3000		

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**Problem Description:** Samantha Brink 6/25/2002 12:15:46 PM  
What is the best way to import student records so that everyone has the ability to view them?

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**Final Result:** Samantha Brink 6/25/2002 12:27:46 PM  
When student information is imported, the ownership of the record needs to be set to 'Everyone'. Also, there may be other records that must be included in order for the records to be visible like a link to an existing account record.

From the Admin, select Tools -> Manage -> Links and look for inner joins related to the Contact table.

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### Notes:

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<b>Ticket ID:</b>	<b>1-13</b>	<b>Date Assigned:</b>	<b>5/11/2003</b>	<b>Status:</b>	<b>Closed</b>
<b>Urgency:</b>	Medium	<b>Priority:</b>			
<b>Date Received:</b>	5/11/2003	<b>Received By:</b>	Brink, Samantha		
<b>Date Completed:</b>	5/14/2003	<b>Completed By:</b>	Brink, Samantha		
<b>Needed By:</b>	5/14/2003	<b>Account:</b>	Yard Institute		
		<b>Contact:</b>	Paul Banks		
		<b>Phone No.:</b>	(847) 555-3000		

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**Problem Description:** Samantha Brink 7/1/2002 10:24:12 AM  
Customer wanted to know how to enforce usage of only the specified picklist items.

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**Final Result:** Samantha Brink 7/1/2002 10:34:12 AM  
Instructions on how to make user defined fields visible.

- \* From the Admin menu select Tools - > Manager - > Picklist
  - \* Select the desired picklist
  - \* Make certain that the item 'Text must match a list item' is checked.
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### Notes:

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# Ticket Status - by Assigned

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<b>Ticket ID:</b>	<b>1-17</b>	<b>Date Assigned:</b>	<b>5/18/2003</b>	<b>Status:</b>	<b>Closed</b>
<b>Urgency:</b>	Low	<b>Priority:</b>			
<b>Date Received:</b>	5/18/2003	<b>Received By:</b>	Brink, Samantha		
<b>Date Completed:</b>	5/18/2003	<b>Completed By:</b>	Brink, Samantha		
<b>Needed By:</b>	5/22/2003	<b>Account:</b>	Yard Institute		
		<b>Contact:</b>	Paul Banks		
		<b>Phone No.:</b>	(847) 555-3000		

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**Problem Description:** Samantha Brink 7/5/2002 9:45:05 PM  
Customer wanted other people to be able to add new picklist options.

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**Final Result:** Samantha Brink 7/5/2002 10:15:56 PM  
Walked him through granting rights to add picklist items.

Create a new Picklist Role  
\* From the menu select Tools -> Manage -> Admin Roles  
\* Click on New Role  
\* Give the new role a name  
\* Find the square where Picklist Manager and the new role cross and double click to change the setting to YES.

Assign the new role to the specified users  
\* Click on desired User  
\* Click on the Security tab  
\* Under the Administrative Role select the new role and save.

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**Notes:**

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<b>Ticket ID:</b>	<b>1-26</b>	<b>Date Assigned:</b>	<b>6/14/2003</b>	<b>Status:</b>	<b>Closed</b>
<b>Urgency:</b>	High	<b>Priority:</b>			
<b>Date Received:</b>	6/14/2003	<b>Received By:</b>	Brink, Samantha		
<b>Date Completed:</b>	6/14/2003	<b>Completed By:</b>	Brink, Samantha		
<b>Needed By:</b>	6/14/2003	<b>Account:</b>	Phoenix Computers, Inc.		
		<b>Contact:</b>	Lou Pizzutti		
		<b>Phone No.:</b>	(480) 368-3700		

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**Problem Description:** Samantha Brink 8/1/2002 8:42:38 AM  
Lou had a presentation this morning and was having problem getting the overhead to recognize the signal from the laptop.

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**Final Result:** Samantha Brink 8/1/2002 8:45:01 AM  
Got him up and running.

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**Notes:**

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# Ticket Status - by Assigned

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<b>Ticket ID:</b>	<b>1-32</b>	<b>Date Assigned:</b>	<b>7/2/2003</b>	<b>Status:</b>	<b>In Process</b>
<b>Urgency:</b>	Medium	<b>Priority:</b>			
<b>Date Received:</b>	7/2/2003	<b>Received By:</b>	Brink, Samantha		
<b>Date Completed:</b>		<b>Completed By:</b>			
<b>Needed By:</b>	7/2/2003	<b>Account:</b>	Abbott Ltd.		
		<b>Contact:</b>	John Abbott		
		<b>Phone No.:</b>	(312) 555-7854		

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**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.

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**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.

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**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...

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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.