

Unresolved Tickets

Ticket No.: 1-15

Date/Time Received:	5/14/2003	Area:	Software	Account:	Sunny Wireless
Date Needed:	5/18/2003	Category:	Testing	Contact:	James Wallander
Urgency:	Low	Issue:		Assigned To:	Cromack, Robert

Problem Description: Samantha Brink 7/1/2002 1:59:18 PM
Sunny has provided version 1.0 of their new wireless software application. List of Defects due by end of day Friday 7/5/02.

Notes:

Ticket No.: 1-28

Date/Time Received:	6/19/2003	Area:	Hardware	Account:	Flow Matic
Date Needed:	6/19/2003	Category:		Contact:	Michael Willemin
Urgency:	High	Issue:		Assigned To:	Cromack, Robert

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

LCD cracked.

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

Ticket No.: 1-31

Date/Time Received:	6/28/2003	Area:	Hardware	Account:	Flow Matic
Date Needed:	7/2/2003	Category:	Floppy Drive	Contact:	Michael Willemin
Urgency:	Low	Issue:		Assigned To:	Cromack, Robert

Problem Description: Robert Cromack 8/15/2002 1:18:28 AM
FM 23972

Joan Curbough 8/15/2002 10:08:18 AM
FM # ???

Alisa did not have her reference code from the Flow Matic internal help desk yet. Explained to her that we are unable to send her a hot swap laptop until she has the code. Will call back when she has it.

Floppy drive won't read disks.

Notes: Joan Curbough 8/15/2002 10:15:42 AM
Customer was irate, but I provided her the 800 number for her internal validation. I explained that it was a part of our contract, that we could not accept any calls until she had the code. Tried to explain to her that her own IT wanted to validate that issues were truly hardware problems, not software or configuration issues.

Unresolved Tickets

Ticket No.: 1-32

Date/Time Received:	7/2/2003	Area:	Hardware	Account:	Abbott Ltd.
Date Needed:	7/2/2003	Category:	CD/DVD	Contact:	John Abbott
Urgency:	Medium	Issue:		Assigned To:	Brink, Samantha

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.

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.

Ticket No.: 1-33

Date/Time Received:	7/3/2003	Area:	Hardware	Account:	Flow Matic
Date Needed:	7/3/2003	Category:	Modem	Contact:	Michael Willemin
Urgency:	High	Issue:		Assigned To:	Cromack, Robert

Problem Description:

Robert Cromack 8/20/2002 3:15:50 PM

FM 24054

Modem failure. Will not initialize.

Notes:

Ticket No.: 1-34

Date/Time Received:	7/5/2003	Area:	Software	Account:	Abbott Ltd.
Date Needed:	7/6/2003	Category:		Contact:	John Abbott
Urgency:	Medium	Issue:		Assigned To:	Brink, Samantha

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)

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.

Notes: