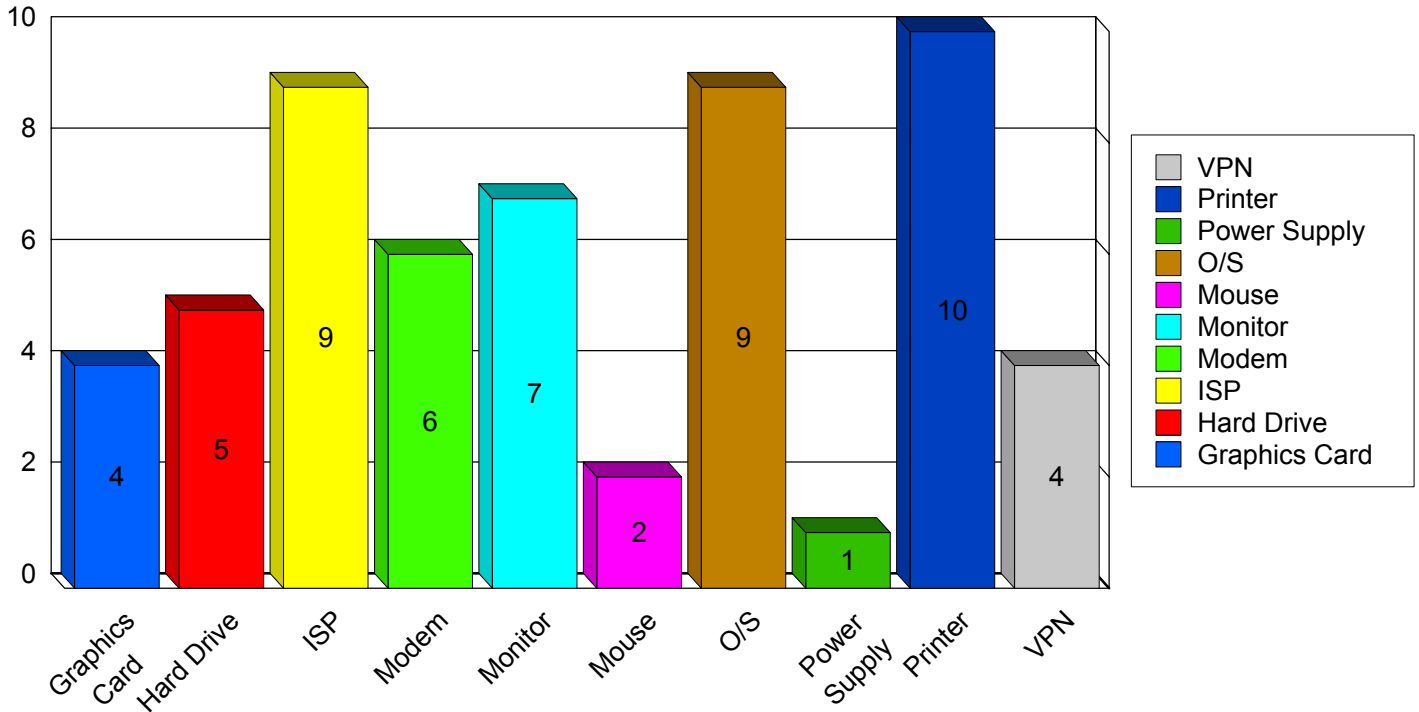
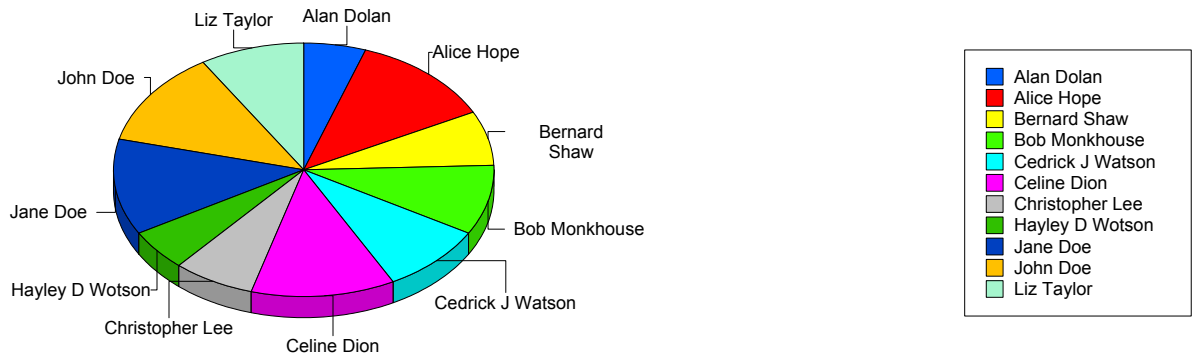


Activity Report
May, 2002

Reported Faults



Totals by User



Call Tracking	99	Reported Fault	ISP	Raised By	John Doe	Date Raised	5/2/02
Description	User needs help setting up his new ISP account.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Cable Modem Setup	Minutes Used	15.00
		Status	In Progress	Severity	1		
Action	Walked user through the process of setting up his account.						

Call Tracking	100	Reported Fault	O/S	Raised By	Jane Doe	Date Raised	5/2/02
Description	Jane needs help registering his XP. He has a project that is overdue and needs this completed ASAP.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	XP Registration	Minutes Used	15.00
		Status	Pending Custom	Severity	2		
Action	E-Mailed John a document detailing step-by-step how to register his XP.						

Call Tracking	101	Reported Fault	O/S	Raised By	Bob Monkhouse	Date Raised	5/3/02
Description	Bob is having intermittent problems with his Windows 2000 Small Business server rebooting.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Windows 2000 Small Busin	Minutes Used	45.00
		Status	In Progress	Severity	3		
Action	Am currently working with John. I have remote control of his server and am checking his system configuration.						

Call Tracking	102	Reported Fault	O/S	Raised By	Alice Hope	Date Raised	5/4/02
Description	Alice's NT server has crashed. she needs help right away.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	NT 4.0	Minutes Used	30.00
		Status	Pending Hardwa	Severity	4		
Action	I have escalated this to the hardware vendor to replace faulty power supply.						

Call Tracking	103	Reported Fault	Modem	Raised By	Celine Dion	Date Raised	5/5/02
Description	user installed AOL. Modem continues to disconnect as it did with Juno. Technician needs this escalated to hardware vendor to check the			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Modem	Minutes Used	
		Status	Escalated	Severity	5		
Action							

Call Tracking	106	Reported Fault	Monitor	Raised By	Celine Dion	Date Raised	5/7/02
Description	has a faulty monitor (has been working fine since end of March). Monitor making clicking noise and smell "funny".			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Monitor	Minutes Used	15.00
		Status	Escalated	Severity	1		
Action	Escalated toi hardware vendor for repair						

Call Tracking	168	Reported Fault	Hard Drive	Raised By	Celine Dion	Date Raised	5/7/02
Description	Computer restarts all the time. Power supply, HD failure...			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Windows 2000 Pro	Minutes Used	30.00
		Status	Pending Hardwa	Severity	2		
Action	Escalated for replacement hard drive						

Call Tracking	199	Reported Fault	ISP	Raised By	Cedrick J Watson	Date Raised	5/9/02
Description	Cedrick needs help with his ISP setup. He has no internet connection.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	Cable Modem Setup	Minutes Used	20.00
		Status	Pending Contact	Severity	3		
Action	Modem cable was loose. User will phone back if connection stays good.						

Call Tracking	200	Reported Fault	VPN	Raised By	Bob Monkhouse	Date Raised	5/10/02
Description	Bob is trying to connect to the corporate VPN from a remote location and cannot get connected.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Connectivity	Minutes Used	15.00
		Status	In Progress	Severity	4		
Action	The hotel Bob is staying at requires you dial 9 before the number to get an outside line. Configured Bob's dialup properties and all is						

Call Tracking	201	Reported Fault	VPN	Raised By	Alice Hope	Date Raised	5/10/02
Description	Alice cannot connect to her corporate VPN from home. It worked last week.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Connectivity	Minutes Used	15.00
		Status	Responded	Severity	5		
Action	Alice had the modem cable plugged into phone rather than line. Swapped modem ports and VPN connectivity was established.						

Call Tracking	202	Reported Fault	VPN	Raised By	Hayley D Watson	Date Raised	5/10/02
Description	Hayley is getting access denied when trying to IP into her corporate VPN.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Miscellaneous	Minutes Used	15.00
		Status	Responded	Severity	1		
Action	Invoked VPN connection and reset Hayley's password. She is now logged into the corporate network.						

Call Tracking	203	Reported Fault	Hard Drive	Raised By	John Doe	Date Raised	5/11/02
Description	John's PC will not boot. The drive was making a noise and now it will not boot at all.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	Hard Drive	Minutes Used	25.00
		Status	In Progress	Severity	2		
Action	Escalated to hardware vendor to replace hard drive. PC will boot frm a floppy but will not recognize the disk.						

Call Tracking	204	Reported Fault	Hard Drive	Raised By	Jane Doe	Date Raised	5/11/02
Description	Jane's pc stopped working. She can hear the fan and gets a green light but the bios will not detect a hard drive.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Hard Drive	Minutes Used	12.00
		Status	Escalated	Severity	3		
Action	Found the BIOS settings are correct. The machine seems to have a faulty drive. Escalating.						

Call Tracking	205	Reported Fault	Hard Drive	Raised By	Bob Monkhouse	Date Raised	5/11/02
Description	Bob's laptop will not boot up.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Hard Drive	Minutes Used	15.00
		Status	Responded	Severity	4		
Action	Bob has a spare hard drive for hte laptop. Had him test the unit with the backup drive and it boots fine. Bob will return the drive as it is a						

Call Tracking	206	Reported Fault	Hard Drive	Raised By	Celine Dion	Date Raised	5/11/02
Description	Celine's PC crashed.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Hard Drive	Minutes Used	15.00
		Status	Work In Progre	Severity	5		
Action	Attempted to rebuild the O/S. The hard drive is bad.						

Call Tracking	207	Reported Fault	Monitor	Raised By	Alice Hope	Date Raised	5/12/02
Description	Alice has not display when she turns on her monitor. The monitor has a green light.			Company	ABC Corp (Demo)	Technician	C/R Help4
Action	All connections are good. RE-booted .. no video. Alice tried a second monitor and it worked fine. Escalate.			Support	C/R Help4	Minutes Used	17.00
				Category	Monitor	Severity	1
				Status	In Progress		

Call Tracking	208	Reported Fault	Monitor	Raised By	Cedrick J Watson	Date Raised	5/13/02
Description	Bob's monitor will not power up.			Company	ABC Corp (Demo)	Technician	C/R Help1
Action	Checked the connections. The monitor is in a hot outlet. It will not green light. Escalating for warranty.			Support	C/R Help1	Minutes Used	11.00
				Category	Monitor	Severity	2
				Status	Responded		

Call Tracking	209	Reported Fault	Monitor	Raised By	John Doe	Date Raised	5/13/02
Description	John's monitor has a fuzzy display.			Company	ABC Corp (Demo)	Technician	C/R Help2
Action	The monitor is going bad. A second monitor displays fine. John will replace his monitor.			Support	C/R Help2	Minutes Used	10.00
				Category	Monitor	Severity	3
				Status	In Progress		

Call Tracking	210	Reported Fault	O/S	Raised By	Jane Doe	Date Raised	5/14/02
Description	Jane's WIndows 2K box will not boot up.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Windows 2000 Pro	Minutes Used	45.00
		Status	In Progress	Severity	4		
Action	Booted into safe mode and removed corrupted audio drivers. Rebooted and re-installed Audio.						

Call Tracking	211	Reported Fault	O/S	Raised By	Hayley D Watson	Date Raised	5/15/02
Description	Hayley's XP will not load.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	XP Home	Minutes Used	19.00
		Status	In Progress	Severity	5		
Action	Loaded XP from last restore point. All is well. New software that was loaded was not XO compatible.						

Call Tracking	212	Reported Fault	O/S	Raised By	Cedrick J Watson	Date Raised	5/15/02
Description	Cedrick's NT server will not boot up. He is getting many file "Load Failures".			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	NT 3.50	Minutes Used	19.00
		Status	In Progress	Severity	1		
Action	Pressed F8 during boot and selected last known good. NT loaded fine. Found that a new printer had been added since the previous bootup.						

Call Tracking	223	Reported Fault	Power Supply	Raised By	Alan Dolan	Date Raised	5/16/02
Description	PC will not power up. No green light. Changed cables and tested outlet.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Power Supply	Minutes Used	15.00
		Status	Escalated	Severity	1		
Action	Escalated to on-site technician to replace the power supply unit.						

Call Tracking	224	Reported Fault	Mouse	Raised By	Bernard Shaw	Date Raised	5/16/02
Description	Mr Shaws mouse is not working. He plugged in the			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Mouse	Minutes Used	7.00
		Status	Responded	Severity	1		
Action	The mouse is not under warranty. Advised user to replace the mouse.						

Call Tracking	225	Reported Fault	Graphics Card	Raised By	Christopher Lee	Date Raised	5/16/02
Description	Chris has no video display..			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Graphics Card	Minutes Used	44.00
		Status	Escalated	Severity	1		
Action	Re-booted, hard drive spins up normally. No display. Reseated all connections, nothing. 2nd monitor was tried, same problem. Escalating to						

Call Tracking	226	Reported Fault	VPN	Raised By	Liz Taylor	Date Raised	5/16/02
Description	Liz cannot connect to her corporate VPN. She is on travel in Tokyo.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	Miscellaneous	Minutes Used	12.00
		Status	Responded	Severity	3		
Action	Changed dialing options to include a 9 as the hotel requires that for an outside line.						

Call Tracking	227	Reported Fault	Printer	Raised By	Celine Dion	Date Raised	5/16/02
Description	Celine has a new printer and her documents print with poor quality.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Printers	Minutes Used	14.00
		Status	Responded	Severity	2		
Action	Ran utility to align the printer. All is well.						

Call Tracking	228	Reported Fault	Printer	Raised By	Alice Hope	Date Raised	5/17/02
Description	Alice's printer smudges whenever she prints.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Printers	Minutes Used	17.00
		Status	In Progress	Severity	1		
Action	Walked Alice through cleaning the printer roller. Tested, printed cleanly after two pages.						

Call Tracking	229	Reported Fault	ISP	Raised By	Alan Dolan	Date Raised	5/17/02
Description	Alan has a new disk and wants to setup Earthlink on his computer.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Earthlink	Minutes Used	19.00
		Status	Responded	Severity	5		
Action	Walked user through the installation and setup. He connected to Earthlink.						

Call Tracking	230	Reported Fault	Modem	Raised By	Bob Monkhouse	Date Raised	5/17/02
Description	Bob's modem will not connect to the internet.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	Modem	Minutes Used	16.00
		Status	In Progress	Severity	4		
Action	Bob's wife disconnected the cable when she was vacuuming. Re-connected the cable and connected.						

Call Tracking	231	Reported Fault	Mouse	Raised By	Cedrick J Watson	Date Raised	5/17/02
Description	Cedrick's mouse is "jumpy"			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Mouse	Minutes Used	5.00
		Status	Pending Custom	Severity	3		
Action	Sent Bob step by step on how to clean his mouse. Waiting for a reponse.						

Call Tracking	232	Reported Fault	Monitor	Raised By	Jane Doe	Date Raised	5/17/02
Description	Jane's monitor is displaying very light colors.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Monitor	Minutes Used	3.00
		Status	Responded	Severity	1		
Action	Found that the brightness control had been bumped and set too light. Dialed it up and display was fine.						

Call Tracking	233	Reported Fault	Printer	Raised By	John Doe	Date Raised	5/18/02
Description	John installed a new printer and it will not print.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Printers	Minutes Used	24.00
		Status	Work In Progre	Severity	4		
Action	Found that the printer is a USB device. The directions state to install the software prior to connecting. this was not done. Removed the						

Call Tracking	234	Reported Fault	Graphics Car	Raised By	Liz Taylor	Date Raised	5/18/02
Description	Liz purchased a new game and it will not run on her computer.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Graphics Card	Minutes Used	11.00
		Status	Responded	Severity	3		
Action	found the error message during install stating that her video card is not sufficient to run the game. Liz will get a new card with more ram on						

Call Tracking	235	Reported Fault	ISP	Raised By	Bernard Shaw	Date Raised	5/18/02
Description	Received a new AOL disk and would like help setting it up.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	AOL Setup	Minutes Used	16.00
		Status	Responded	Severity	2		
Action	Assisted user with installation and setup of AOL. Modem dialing properly and user is into his account.						

Call Tracking	236	Reported Fault	Modem	Raised By	John Doe	Date Raised	5/18/02
Description	John cannot connect to the internet.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Modem	Minutes Used	18.00
		Status	Responded	Severity	1		
Action	Found that John had installed a new sound card and it is conflicting with the modem. Changed the IRQ settings and all is well.						

Call Tracking	237	Reported Fault	Printer	Raised By	Christopher Lee	Date Raised	5/19/02
Description	Chris wants help to spec out a new printer for his home office.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Printers	Minutes Used	21.00
		Status	Responded	Severity	1		
Action	Found that he mainly needs to print simple color graphics with his printer. His budget is between \$200 and \$300. Sent him specs on 3						

Call Tracking	238	Reported Fault	Graphics Car	Raised By	Jane Doe	Date Raised	5/19/02
Description	Jane bought a new PCI video card and it will not work.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Graphics Card	Minutes Used	12.00
		Status	Responded	Severity	1		
Action	Found that PCI handling was turned off in the BIOS. Corrected and the card was properly recognized. Installed latest drivers. All is well.						

Call Tracking	239	Reported Fault	Printer	Raised By	Celine Dion	Date Raised	5/20/02
Description	Celine sends print jobs to her printer and they hang after a few pages.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	Printers	Minutes Used	7.00
		Status	Responded	Severity	4		
Action	Found that she was exceeding the memory in the printer. Sent her the specs for additional memory. She will purchase and phone back for						

Call Tracking	240	Reported Fault	ISP	Raised By	Bernard Shaw	Date Raised	5/21/02
Description	Bernard would like to switch from his current provider to MSN.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	MSN	Minutes Used	21.00
		Status	Responded	Severity	3		
Action	Removed his ISP and installed MSN software. Configured with local number and prepared his account. He is now logged into MSN.						

Call Tracking	241	Reported Fault	Modem	Raised By	Hayley D Watson	Date Raised	5/21/02
Description	Hayley's modem will not stay connected.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Modem	Minutes Used	4.00
		Status	Responded	Severity	2		
Action	Found that the modem had been disconnected and reconnected. During this time the cable was placed in to wrong modem port. Corrected.						

Call Tracking	242	Reported Fault	O/S	Raised By	Liz Taylor	Date Raised	5/21/02
Description	Liz's pc will not boot.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	Windows 98 Second Edition	Minutes Used	17.00
		Status	Responded	Severity	1		
Action	Some of her files became corrupted when the PC did not shut down properly. Got into safe mode and recreated the page file. System is						

Call Tracking	243	Reported Fault	Printer	Raised By	Jane Doe	Date Raised	5/22/02
Description	Jane cannot print to her shared printer.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Printers	Minutes Used	4.00
		Status	Responded	Severity	1		
Action	Found that her network connection was not available. Rebooted her pc and the network resources were again available.						

Call Tracking: 244 Reported Fault: ISP Raised By: Celine Dion Date Raised: 5/22/02

Description: Celine cannot connect to her free Juno service.

Company: ABC Corp (Demo) Technician: C/R Help3

Support: C/R Help3 Minutes Used: 2.00

Category: Juno Setup Severity: 1

Action: Status: Responded

Juno changed service offerings and is only free for 10 hours per month. Celine has reached that limit for the month. She will not sign up for

Call Tracking: 245 Reported Fault: Printer Raised By: John Doe Date Raised: 5/23/02

Description: John cannot print from Excel to his new printer.

Company: ABC Corp (Demo) Technician: C/R Help1

Support: C/R Help1 Minutes Used: 32.00

Category: Printers Severity: 2

Action: Status: Work In Progre

Found that he cannot print from any application. The printer is selected but cannot print a test page from the software. Upon

Call Tracking: 246 Reported Fault: Modem Raised By: Alice Hope Date Raised: 5/23/02

Description: Alice cannot connect to the internet.

Company: ABC Corp (Demo) Technician: C/R Help2

Support: C/R Help2 Minutes Used: 12.00

Category: Modem Severity: 3

Action: Status: Escalated

Found in the modem diagnostics that the modem fails to communicate. Nothing has changed on the computer . Escalating to onsite

Call Tracking	247	Reported Fault	Printer	Raised By	Liz Taylor	Date Raised	5/24/02
Description	Liz got the drivers for her printer and wants help setting it up.			Company	ABC Corp (Demo)	Technician	C/R Help3
		Support	C/R Help3	Category	Printers	Minutes Used	12.00
		Status	Raised			Severity	4
Action	Walked her through installing the printer software. Installed the printer to LPT1 and tested.						

Call Tracking	248	Reported Fault	ISP	Raised By	Alice Hope	Date Raised	5/24/02
Description	Alice cannot get her new Cable modem to connect.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	Cable Modem Setup	Minutes Used	6.00
		Status	Responded			Severity	3
Action	Found that it has been working in the past. The lights are all solid green. REset the power and all is working.						

Call Tracking	249	Reported Fault	Monitor	Raised By	Bernard Shaw	Date Raised	5/25/02
Description	Bernard has no display on his monitor.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Monitor	Minutes Used	3.00
		Status	Responded			Severity	2
Action	Found that the power cable was loose in the back of the monitor. Plugged in. All is well.						

Call Tracking	250	Reported Fault	Modem	Raised By	Jane Doe	Date Raised	5/25/02
Description	Modem is not detected by her software.			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Modem	Minutes Used	11.00
		Status	Responded	Severity	4		
Action	Found her AOL software was detecting the modem incorrectly. The operating system recognizes and communicates with the modem.						

Call Tracking	251	Reported Fault	ISP	Raised By	Cedrick J Watson	Date Raised	5/26/02
Description	Cedrick keeps getting disconnected from CompuServe.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	CompuServe	Minutes Used	7.00
		Status	Work In Progre	Severity	2		
Action	Checked with compuserve technicians and found they are experiencing problems. The problem should be resolved shortly.						

Call Tracking	252	Reported Fault	Printer	Raised By	Alan Dolan	Date Raised	5/27/02
Description	Cannot print properly from his database			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	Printers	Minutes Used	8.00
		Status	Work In Progre	Severity	3		
Action	Found that half the report was printing. Changed to landscape and printed perfectly.						

Call Tracking	253	Reported Fault	Monitor	Raised By	Liz Taylor	Date Raised	5/28/02
Description	Monitor shows lines.			Company	ABC Corp (Demo)	Technician	C/R Help1
		Support	C/R Help1	Category	Monitor	Minutes Used	12.00
		Status	Raised	Severity	5		
Action	There is no other monitor to test this system with. The video card has been replaced and the same problem persists and is now worsening.						

Call Tracking	254	Reported Fault	O/S	Raised By	John Doe	Date Raised	5/28/02
Description	John installed a new scanner software and now cannot boot into XP			Company	ABC Corp (Demo)	Technician	C/R Help2
		Support	C/R Help2	Category	XP Rollback	Minutes Used	26.00
		Status	Work In Progre	Severity	2		
Action	Instrucrted user onrolling back XP. Booted and it worked. Found that the software installed was not XP compatible.						

Call Tracking	255	Reported Fault	ISP	Raised By	Christopher Lee	Date Raised	5/29/02
Description	Chris wants help setting up AOL.			Company	ABC Corp (Demo)	Technician	C/R Help4
		Support	C/R Help4	Category	AOL Setup	Minutes Used	11.00
		Status	Raised	Severity	3		
Action	Walked user through installation and setup of AOL.						

Call Tracking	256	Reported Fault	Printer	Raised By	Bob Monkhouse	Date Raised	5/30/02
Description	New ink cartridges are not working.			Company	ABC Corp (Demo)	Technician	C/R Help3
Action	Ran the printer utility to align the new cartdiges. Prints great.			Support	C/R Help3	Minutes Used	13.00
		Category	Printers	Status	Responded	Severity	4
