

**THE COLLINS CHRONICLES
OR
HARASSMENT TO THE
POINT OF HOSPITALIZATION
OR
STEVE'S GUIDE TO GETTING
THROUGH THE DAY.**

These are real extracts from the call-tracking database of a computer support department. The location is in Bergen Norway, hence some oblique references and strange names.

Short Description: User wishes to restore wages data to a different PC

Reproducible:

Technote: Not required

Call Information/History:

Well ... I unzipped the backup files to the nominated PC but the wages program (an old DOS monster) didn't see the shiny new data files. So I tried unzipping to a few different directories where maybe those new data files were meant to belong. However, they didn't seem to belong anywhere. After a while of fidgetting about, Aagot told me not to bother as it wasn't really all that important after all. Eventually, with much reluctance, I gave in. Apparently, these are the wages for the guys on the ships, the data is stored locally on her PC and backed up with PKZIP onto a single floppy disk, which is then stored in the safe. I was assured that she does rotate floppy disks for each monthly backup.

Case closed.

(I realise I could've just rezipped her entire wages subdirectory recursively and recreated it on the target PC but she did say "Don't bother")

Steve Collins/BGO/JEBSENS 07/24/97 01:40:57 PM

Short Description: Need a logon ikon for the Adonis program that are on the harddisk.
Reproducible: Not repro. by Support
Technote: Not required

Call Information/History:

I knew this one would come up. I had very patiently explained to the user that she can't currently run Adonis from Windows and she was happy to run it from DOS for the next month, till Win95 comes knocking on her PC.

I think it either ran out of memory or couldn't find certain files. Come to think of it, I didn't check the path in AUTOEXEC.BAT .. tsk tsk .. but I think it was rather a conventional memory problem (a lack thereof).

If she really, really wants to run it from Windows, I suppose we could try running MEMMAKER on her machine, although I may have already tried that... I don't remember.

Back to you, Richard ... :-)

Steve Collins/BGO/JEBSENS 09/29/97 08:20:31 PM

Having just checked a previous call-track, the path is OK, so it must be a memory problem. Did I or did I not run MEMMAKER? Hmmmm... my short-term memory isn't what it used to.

Steve Collins/BGO/JEBSENS 09/29/97 08:23:32 PM

Windows 95 now onboard. First problem this morning. Patch cable not in wall socket. "If the hose ain't in....." Changed the path statement in Autoexec.bat to include c:\AD;c:\cd\ln. Rebooted. Copied the AD subdirectory from f:\KOPI (presumably created by steve at some point) to c:\.

Created an Icon shortcut of c:\ad\ln\ln.exe with a startup directory of c:\ad\ln\trine. and a nice boat icon it is too.

Guess what. IT WORKS!!!!!! and what's more so does the backup module. User most impressed.

Not a bad start to monday.

Closed

Richard Tatschner/BGO/JEBSENS 27/10/97 09:05:34

Short Description: Broken power lead

Reproducible:

Technote: Not required

Call Information/History:

So I gave him a new one, case closed.

Steve Collins/BGO/JEBSENS 08/20/97 11:06:51 AM

Short Description: Can't run FILE MANAGER
Reproducible: Yes by user, Yes by Support
Technote: Not required

Call Information/History:

He double-clicks the File Manager icon but gets an error saying "invalid path". Deleted icon and replaced it with a new one that works. He complained of other icons not working and it's just now dawned on me that this is related to a previous problem he had where he lost almost everything on his hard-drive, including stuff we had transferred from his lappy.

Anyway, enough rambling, user satisfied, so the case is closed. Close, you bastard, close!!!!

Steve Collins/BGO/JEBSENS 07/24/97 01:46:04 PM

Short Description: User unable to log onto network
Reproducible:
Technote: Not required

Call Information/History:

Before the user went away on holidays two weeks ago, he could log onto the network just fine. I quickly determined that it was his data point that was having a bad day, so I ventured up to the fifth floor to see if I could make sense of my life (and maybe this user's problem). I couldn't. But I did decide that buying a queen-size waterbed would be a good move when I got back to Australia, along with that pool table I had always promised myself. And a pinball machine. Geeze, I'll need a whole house to myself to house all my new possessions... :-) And a pool or spa would be nice too ...

Anyway, back to reality. I couldn't really make much sense of the cabling jungle on fifth floor at this time. I shuffled back down to first floor and swapped out his PC for another; one that I knew worked. Still no go. In desperation (and at Richard's request), I phoned the bozo electrician for advice. (It was probably him who disconnected the user in the first place anyway .. dork!)

Anyway, the electrician's assistant came down, resplendid in his newly-washed overalls, and showed me the patch-panel in the post room ... bummer, I never knew there was one there. I felt pretty stupid at this point. Anyway, as it turned out, the user's data point was totally and utterly disconnected. It was connected to nothing other than thin air. (Isn't this what ethernet is all about, anyway?:-)) I mentioned to the electrician's assistant that the user's data point was 103 and the electrician's assistant then connected a socket labelled 103 to the fifth floor panel. The smug electrician's assistant then disappeared rather quickly. I went back to the user and reset his machine and it still didn't work!!! Argh!!

There was no way I was going to endure another embarrassing session with the electrician's smug assistant. I then tried for quite some time to connect data point 103 to various data points on the fifth floor panel. After much too-ing and fro-ing, I was no further.

Lunch.

After lunch, I had a closer look in the patch panel with a laptop (again, Mr T's good idea). I made an important discovery. The data point we have been patching all morning was THE WRONG F#\$%ING ONE. The dorky electrician's assistant certainly led me up the garden path on this one. I found the correct 103 point, connected it up to fifth floor (as it was totally disconnected too), went over to the user's desk and reset his machine.

This was the moment of truth. I felt ... a strong urge to defecate. Resisting the temptation to do it then and there on the user's desk, I waited for the logon prompt. And it came!!!! Success at last!! After a resounding round of applause from all present in PNL, I bowed and made my rapid exit to the loo.

Case closed.

Steve Collins/BGO/JEBSENS 11/17/97 18:19:11

Short Description: Pls switch Kristin Lund's machine with Aud Johannessens machine.

Reproducible:

Technote: Not required

Call Information/History:

Kristin have vloc and do not need it. Aud has not vloc but needs it desperately.

Solfrid Pedersen/BGO/JEBSENS 18/09/97 09:14:24

However, upon hearing that we were gonna swap her PC with Aud's, Kristin felt that she really, really needs WinLoc (which she doesn't) so it was decided to source a PC from elsewhere. We wouldn't want to hurt our precious users' feelings, would we? :-)

Solfrid, showing no signs of excessive emotional attachment to her PC, offered to swap her PC for Aud's .. providing Solfrid can keep her CD-ROM drive. Fair 'nuff. Will swap PCs after 4pm today. In the meantime, Aud is back to using her old PC.

Steve Collins/BGO/JEBSENS 09/18/97 12:57:11 PM

Decided instead to just swap the WLoc cards instead, however, Solfrid's card would not work in Aud's PC. Will therefore swap PCs after all.

Steve Collins/BGO/JEBSENS 09/19/97 09:25:22 AM

Solfrid wanted to keep her CD-ROM drive, and frankly, who can blame her? So Solfrid and I removed said item and fitted it to Aud's new PC. Anyway, to cut a long story short, we swapped the PCs around, tested WinLoc in Aud's office and it worked. Aud is happy, Solfrid is happy (her new machine is a bit faster) and the weekend is here, so I'm happy too.

Case closed, I'm orf to enjoy the weekend. Party, party!!

Steve Collins/BGO/JEBSENS 09/19/97 06:31:08 PM

Short Description: Has to change toner in K-1600-52 - User would like to see how to change the toner on the printer by her office

Reproducible: Not repro. by Support

Technote: Not required

Call Information/History:

Something wrong with printer - tones does not fit properly into machine. (ewa)

Task given to Steve - who will look at it and see if we have to send it for repair.

Esther Abildgaard/BGO/JEBSENS 12.08.97 11:22:22

With a little Australian "magic" (ie a good push), the toner cartridge snapped nicely into place. Upon closing the lid and powering up, the printer burst back into life and continued doing the things it does best.

Case closed.

Steve Collins/BGO/JEBSENS 08/12/97 12:58:34 PM

Short Description: Need new monitor.

Reproducible:

Technote: Not required

Call Information/History:

da mine øyne har av og til (ganske ofte) problemer med å lese bokstaver og tegn på min tv-skjerm, håper jeg at du har meg i tankene med en større skjerm (overskudd fra 3 etasje?). nye briller er dyre.

på forhånd takk.

hilsen

bim

Solfrid Pedersen/BGO/JEBSENS 02/10/97 15:06:19

Word Office gives this translation

as my eyes have on and off (as often as not) difficulties with read characters and character at my television set, am hoping I that you have my mentally along with a bigger display unit (surplus from 3 storey?). new glasses are expensive.

Richard Tatschner/BGO/JEBSENS 03/10/97 08:01:07

Mr T & I assessed the situation, provided monitor & jokes to Mr Molde, everyone happy.

Case closed.

Steve Collins/BGO/JEBSENS 10/03/97 02:24:48 PM

Short Description: File synchronization in Excel

Reproducible:

Technote: Not required

Call Information/History:

Well, user copied a network Excel document to her "briefcase" in Win95, to work on it at home. Upon returning to the office, two problems surfaced:

- (a) One of her colleagues had made some changes to the very same document that morning
- (b) The file in her suitcase hadn't changed, despite the work she did the night before.

Upon examination, it turns out that the user, after editing her document, used SAVE AS instead of SAVE, so the file was saved in D:\EXCEL instead of in her briefcase. Naturally, the user denies this, but there is no other explanation. She did it alright!

Having now found her lost work, we then had to reconcile her work with the work that her colleague had done on the same spreadsheet. Much cutting and pasting later, the network document was up-to-date.

I then went into a lengthy discourse, explaining how to avoid the situation we had today blah blah blah, while the user rolled her eyes and ignored me...

Case closed.

Steve Collins/BGO/JEBSENS 10/03/97 03:00:40 PM

Short Description: Unable to print minutes from IT lunch meeting 970911
Reproducible: Yes by user, Yes by Support
Technote: Not required

Call Information/History:

When attempting to print my wonderful minutes from Notes, Notes complains of insufficient memory. Asked user to (a) leave me alone, (b) close everything down and restart, try printing it out again and if all else failed, to phone me back.

The problem persisted, so (as I had foolishly promised) I went up there to see what could be done. She had allegedly restarted her PC and was presented with the same error message in Notes whilst trying to print out my memo. I managed to close down Notes and then install my wonderful Fix1Mb program. However, on this occasion, Fix1Mb couldn't help as the same error message reappeared upon retrying to print those minutes.

Undeterred, I closed everything down and restarted the machine. After a moment's prayer, I fired up Notes again and tried one last time to print out that fateful memo ...

.. but alas, t'was all in vain. Other memos she had received printed out OK, it was just mine that wouldn't print out. In the end, I just did a copy-and-paste to Word and printed it out from there.

Case closed.

Steve Collins/BGO/JEBSENS 09/12/97 03:00:43 PM

Short Description: Unable to produce an @ in Word.
Reproducible: Yes by user, Yes by Support
Technote: Not required

Call Information/History:

The usual ALT-GR + 2 key combination doesn't work (she's using a Wang keyboard, incidentally). Then tried INSERT ->SYMBOLS, selected our trusty friend @. Turns out this fine upstanding character has no short-cut key (no surprises there), so I assigned the ALT-GR + 2 key combination, but this didn't work. Will look into this today after lunch ... I'm starving!

Steve Collins/BGO/JEBSENS 08/01/97 10:56:01 AM

Lunch was great, marzipan & cream cake for desert, yum. Word absolutely refused any notion of assigning a keystroke sequence to produce an @. I suspect that even if it did, the changes to NORMAL.DOT wouldn't be saved, as that particular network file is read-only.

So I've advised the user to insert an @ by going to the INSERT menu, selecting SYMBOLS, select NORMAL font and then double-click the @ to insert it.

Steve Collins/BGO/JEBSENS 08/01/97 03:28:32 PM

User satisfied, case closed.

Steve Collins/BGO/JEBSENS 08/01/97 03:47:16 PM

Short Description: Deleted and moved something in excell. Pls talk to her.

Reproducible:

Technote: Not required

Call Information/History:

User just needed a few formulas corrected and some lines of data deleted. This was done by me and in the process breathing much joy and happiness into the life of the lost user, who now no longer stumbles blindly through life.

Case closed.

Steve Collins/BGO/JEBSENS 11/04/97 14:24:56

Short Description: Recover lost Word document

Reproducible:

Technote: Not required

Call Information/History:

User had typed in a lengthy Word document without saving it once. At the end of the day, he closed the document. At the "Do you wish to save this document" dialogue box, he clicked on the NO button.

Then he rang the ever-helpful Helpdesk. I did an undelete in his TEMP directory, found a TMP file with the right date and time , undeleted it and opened it in Word. Although the file was somewhat damaged, I was able to rescue 5 pages of the document, minus most formatting.

Case closed.

Steve Collins/BGO/JEBSENS 07/23/97 09:23:37 AM

Short Description: Print sometimes misfeeds two sheets instead of one
Reproducible: Not repro. by Support
Technote: Not required

Call Information/History:

Printer was behaving just fine while I was there. User to call again if it happens again ... will monitor ...

Steve Collins/BGO/JEBSENS 09/01/97 03:22:02 PM

Printer behaving badly today. Can you please contact Berit Andersen, they have had problems all day. Promised her you would contact her.

Solfrid Pedersen/BGO/JEBSENS 03/09/97 14:06:42

After some testing, it would seem that the printer doesn't misfeed if there is plenty of paper in the paper tray. User to monitor paper levels and ensure there is plenty of paper in tray at all times. If problem persists, will try swapping the paper tray with another printer to see if problem persists, goes away or moves with the tray.

User satisfied with todays progress ... :-)

Steve Collins/BGO/JEBSENS 09/03/97 04:09:27 PM

Problem persists, so I exchanged the paper tray with another, identical one, but that didn't help either. Solfrid informs me that the new supply of letterhead paper has been causing some problems, and this could well be the cause. Will therefore supply Hildur with newest paper to see if problem goes away.

Steve Collins/BGO/JEBSENS 09/04/97 11:54:11 AM

Supplied newer paper, awaiting results.

Steve Collins/BGO/JEBSENS 09/08/97 09:23:04 AM

New paper jams too. Since plain paper doesn't jam, surely it's the paper???? Any ideas?

Steve Collins/BGO/JEBSENS 09/08/97 10:21:34 AM

I vote for the paper.

Richard Tatschner/BGO/JEBSENS 12/09/97 14:43:24

Righto. The story is that we are gonna loan Hildur a printer as soon as a suitable loan printer can be cleaned up. Which may happen soon, it's hard to say.

Steve Collins/BGO/JEBSENS 09/19/97 06:33:29 PM

Notified user that we haven't forgotten her problems. Maybe she could borrow one of the deskjets sitting on 2nd floor awaiting Ronny? What do you think Richard?

Steve Collins/BGO/JEBSENS 10/20/97 04:25:06 PM

Disagree as Ronnie is in this week.

Richard Tatschner/BGO/JEBSENS 27/10/97 09:15:52

Attempted installation of HP Deskjet 670C as temporary measure, whilst laser was to be repaired by InfoCare. BUT the damn NetTools wouldn't allow us to install the printer drivers and after much fruitless experimentation, Christ and I gave up this line of attack.

Instead, we promised and supplied the user with a new, faster PC and mumbled something about fixing the printer when she's upgraded to Windows 95. This was fine with her, as with me.

Let us pray:

Oh, Atle Jebsen
Thou who art on fourth floor (or is it fifth?),
Give us today, our daily work
So that we may feed and families and pay the rent
May the glory and honour be yours in all eternity

Amen.

Steve Collins/BGO/JEBSENS 11/13/97 15:31:44

Christian, I'd like to present you with a parting gift ... this!

Steve Collins/BGO/JEBSENS 11/28/97 10:42:36

I went up to see her today and she claims that the printer has behaved as it should. Actually has it worked properly for quite a few days. User is happy so I am closing this case.

Christian Mjelde/BGO/JEBSENS 12/18/97 16:19:51

Short Description: Wants her screen removing
Reproducible: Not repro. by Support
Technote: Not required

Call Information/History:

God helps them who help themselves. I therefore took the liberty of helping myself to her screen.
Case closed.

Steve Collins/BGO/JEBSENS 10/13/97 11:58:23 AM

Short Description: Need Sidekick and access to the old files on Lotus organizer before the weekend.

Reproducible: Not repro. by Support

Technote: Not required

Call Information/History:

I thought he wasn't going to get SideKick locally? Wasn't that the deal he agreed to?

Steve Collins/BGO/JEBSENS 10/21/97 04:29:19 PM

What's the status on this one, Steve ?

Richard Tatschner/BGO/JEBSENS 04/11/97 15:48:13

He's not getting squat. Over to you, Mr T.

Steve Collins/BGO/JEBSENS 11/05/97 12:09:35

I got all ready and then the guy resigns. I guess he ran out of patience.

Closed

Richard Tatschner/BGO/JEBSENS 10/11/97 14:50:39

Short Description: User forgot her password AGAIN
Reproducible: Yes by Support
Technote: Not required

Call Information/History:

Come on Jorunn, its only been 24 hours.

SYSCON change password and walk the user (over a cliff) through the procedure once more.

Closed

Richard Tatschner/BGO/JEBSENS 25/11/97 08:08:59

Cripes!

Steve Collins/BGO/JEBSENS 11/25/97 10:04:23

Short Description: First page of Notes print-out "fuzzy", subsequent pages OK.
Reproducible: Yes by user, Yes by Support
Technote: Not required

Call Information/History:

This is bizzare. The first page of any Notes printout is "fuzzy" on a Kyocera 1600 (K1600-1, Wang P), as though perhaps the text is blue or green or whatever and the printer "approximates" the color in grey. Subsequent pages of that printout are printed correctly.

The same print job sent to a HPLJ4 was printed correctly, 100%.

This problem seems to affect most of the third floor. Printer driver?

Steve Collins/BGO/JEBSENS 07/21/97 10:35:53 AM

I would check out th print element of the printer. Do this by lining up two applications ready to print 2 pages each. Fire them at the printer together then you will have 4 pages to print from two applications. If the printer only misprints the first page then its got to be mechanical. If it misprints the first page of both requests then it has to be..... er.....

Richard Tatschner/BGO/JEBSENS 07/21/97 03:43:07 PM

Well, tried a ten page print-out to printer in question, printed out fine. I asked Olav, who uses the same printer, and he has had no problems with it. Will call Kari back when she returns from holidays next Monday to see how the land lies.

Steve Collins/BGO/JEBSENS 08/06/97 02:22:01 PM

Asked Kari about this via mail but only received a cryptic response, which was J. That was it, that was the entire reply. J. Thanks Kari. I asked for clarification, but it hasn't arrived yet. Surely I'm not expected to get up out of my comfy chair and go upstairs and ask her?? :-)

Steve Collins/BGO/JEBSENS 09/04/97 04:52:07 PM

I've run this stuff by Mr T and he has determined that it is, in fact, the developer drum that is the problem.

Steve Collins/BGO/JEBSENS 09/08/97 09:25:42 AM

However, having asked the user if there's still a problem, she said no. So I'm closing the case.

Steve Collins/BGO/JEBSENS 10/31/97 01:09:18 PM

Short Description: PC stuffed : IRQ conflicts galore

Reproducible:

Technote: Not required

Call Information/History:

Sorted out display adapter settings, network card next.

Steve Collins/BGO/JEBSENS 10/06/97 04:28:18 PM

Downloaded network card drivers for Win95, to be installed soon. ...

Steve Collins/BGO/JEBSENS 10/20/97 04:28:03 PM

What is this? This was a brand new PC a few weeks ago. Is this meddling or something more sinister?

Richard Tatschner/BGO/JEBSENS 24/10/97 08:39:11

Rumour has it that KVS had a bit of a play with it ...

Steve Collins/BGO/JEBSENS 10/24/97 02:11:29 PM

Place his fingers under the steam hammer as per computer procedure 4.02.05 and repeat procedure until the concept has been clearly UNDERSTOOD.

Richard Tatschner/BGO/JEBSENS 31/10/97 14:09:52

As it's only the network card that has a problem (ie no driver) and as the PC is not to be attached to the network, I'm closing this case!

Case closed, Steve satisfied.

Steve Collins/BGO/JEBSENS 11/17/97 10:38:38

Short Description: Gro (a new person) is starting today and doesn't have a computer
Reproducible: Not repro. by Support
Technote: Not required

Call Information/History:

Well, slap my thigh, our telepathic powers must be failing us. What happened to the required 21 days notice? and "I thought someone else might have told you" won't cut it for me. See what they need, Steve.

Richard Tatschner/BGO/JEBSENS 13.11.97 08:31:30

Well, Gro was hired yesterday and is starting today as a replacement for Stig Bruun, apparently. And apparently, Kenneth ASSUMED that the screen on Stig's desk was attached to a stationery PC - it wasn't, as Stig had a laptop. Anyway, he apparently also CLAIMS that it wasn't possible to give us 21 days notice - consequently, he's happy to wait until we have an available PC. Perhaps Gro can have Esther's old PC? In the meantime, this Gro character is gonna use the WinLoc machine that Mr T & I set-up on 3rd some time ago (apparently).

Anyway, this one is now on the backburner awaiting a spare PC (ha!) ...

Steve Collins/BGO/JEBSENS 11/13/97 09:43:56

Steve lies!!!!!!!!!!!!!! Gro is not a replacement for Stig but is in to assist in accounting work for a few months and Stig's desk is available.

Richard Tatschner/BGO/JEBSENS 13/11/97 12:55:23

That's what I meant! :-)

Steve Collins/BGO/JEBSENS 11/13/97 15:32:44

Anyway, Kenneth rang again today to ask how I am. I'm feeling fine today, as I do most days (except Mondays, for obvious reasons). Moving right along, he asked if we could supply this new chick with a PC. Feeling sorry for this woman (she brings her kids in to the office every day, all day, you know), I swiped a PC from the course room and installed it in Stig Bruun's old spot. Unfortunately, that involved moving the WinLoc machine that was already there to Ingve Fonnes' old seat. Unfortunately, that involved removing Ingve Fonnes' old computer completely, as he is now only here part-time. Christ, what a job this turned out to be!! Having done all this, I then installed the necessary printer drivers

I have a feeling this job ain't over, so I'm not closing this call just yet.

Steve Collins/BGO/JEBSENS 11/19/97 11:37:13

Everyone's happy, case closed.

Steve Collins/BGO/JEBSENS 11/21/97 14:22:19

Short Description: Needs his print drivers checking for the colour printer as the colours come out wrong

Reproducible: Not repro. by Support

Technote: Not required

Call Information/History:

Well, I didn't know about this problem until just now. It explains why he was so excited and pleased about this colour printout he had just printed as I walked past. I smiled politely to him when he proudly showed me his colour printout; I thought he had just discovered the colour printer's existence for the very first time! :-)

I suppose I can close this case, since he's clearly a very happy man and I did buggar-all to help!!

Case closed.

Steve Collins/BGO/JEBSENS 10/29/97 04:19:12 PM

Short Description: Keyboard error on startup screen

Reproducible:

Technote: Not required

Call Information/History:

Mouse and keyboard were plugged into each others' respective sockets. Swapped .. all OK. Case closed, user is a dork :-)

Steve Collins/BGO/JEBSENS 10/20/97 02:47:37 PM

Short Description: Non-working mouse

Reproducible:

Technote: Not required

Call Information/History:

Lent user a Compaq mouse, will attempt to diagnose his old Logitech trackman or whatever it is.
Stay tuned ...

Steve Collins/BGO/JEBSENS 08/21/97 10:20:41 AM

Turns out that the trackerball was, electrically speaking, just fine. However, the problems he was having was due to an incredible amount of .. erm, what's it called ... mouse grunge stuck on the rollers of his trackerball.

After cleaning up the rollers (between bursts of projectile vomit), trackerball works fine.

User satisfied, case closed.

Steve Collins/BGO/JEBSENS 08/25/97 01:01:17 PM

Short Description: Hard drive failure
Reproducible: Yes by Support
Technote: Not required

Call Information/History:

Call placed with Bluepoint who supplied it. REF AF236. Unit to be returned to the UK for repair. By an amazing coincidence I am flying out tomorrow and will take it with me.

Richard Tatschner/BGO/JEBSENS 09/09/97 15:57:52

Replaced his crappy desktop PC with a less crappy desktop PC. Also arranged for his mail to be forwarded to his Lars Reiso id (see attachment below).

Steve Collins/BGO/JEBSENS 09/10/97 10:21:49 AM

Whilst in Ruislip I handed the stricken PC over to Tim Buller of Bluepoint. He sighed.

Also I entered his Mail box and forwarded all unread messages to Reiso and that done, I aliased him to that address.

Richard Tatschner/BGO/JEBSENS 12/09/97 11:58:16

At his request. I talked the lovely Carol Errington through de-aliasing him as he was going to be in Ruislip on Monday and as Robert was down the pub.

Richard Tatschner/BGO/JEBSENS 12/09/97 14:28:23

Checked on progress AF236 with Bluepoint (Sam Hodgson or Hans Stiles) will check will revert.

Richard Tatschner/BGO/JEBSENS 15/09/97 13:09:20

Unit returned to Ruislip. Kyran to pick it up on the 6th

Richard Tatschner/BGO/JEBSENS 02/10/97 13:15:51

KOD duly turned up on 6/10/97, unpacked his laptop, switched it on and.....it asked him to input setup disk 1. That is, Bluepoint returned the laptop to us with a completely blank disk. Tried to ascertain if that was as arranged between RKT & Bluepoint, but none of the relevant people were available to talk to me. Given no other info to go on, arranged with Bluepoint to collect the laptop, install Win 95, etc, & return.

PS At some point along the line, Bluepoint changed the job ref to AF 303.

PPS KOD also reckons that he left his 3-Com attachment in Bergen (this is a variant on the "Heart in San Francisco," theme. Anybody know its whereabouts???)

PPPS Why is it that when one phones up Bluepoint, and says "Kyran O'Dwyer," the line goes dead?

Colin Frankel/RUI/JEBSENS 06/10/97 14:18:08

No sign of anybody from Bluepoint to collect Laptop, by 11.15 am. Phoned David Smith to check progress. Turns out it was a good thing I did. Unbeknown to me, Bluepoint had attempted to make

arrangements to collect the machine. However....being that the original fault call was placed by RKT, from Bergen, guess where Bluepoint phoned, to make the necessary arrangements!! The trail seems to go a little cold at that point. Anyway, a courier will be sent out pronto, to collect laptop. Any news on KOD's missing 3-Com attachment. SPEAK TO ME SOMEBODY!!!!

Colin Frankel/RUI/JEBSENS 07/10/97 11:11:04

Unexpectedly, John Clancy fm Bluepoint turned up here. Having ascertained that he was going back to Bluepoint's premises, I thrust the offending Laptop at him. Advised David Smith to cancel the courier (see above). Advised Bluepoint that Laptop should be returned here by 11.00 AM tomorrow (8th Oct).

Colin Frankel/RUI/JEBSENS 07/10/97 11:33:48

Recd phone call from Chris Hugh of Bluepoint. They have recd the laptop, but unfortunately they do not have the external diskette drive that goes with it. They do not have a spare in stock, hence are unable to progress. I asked KOD where the drive might be. He has come up with 3 options:-

- i. In his office
- ii. At his home address
- iii. In Bergen

He will check out i. & ii. first, & we'll take it from there.

Colin Frankel/RUI/JEBSENS 07/10/97 16:53:54

KOD located diskette drive (oh deep joy!), & brought same to office. I immediately arranged to bike it down to Bluepoint, & informed them that it was on its way.

Colin Frankel/RUI/JEBSENS 08/10/97 10:20:12

Had a call from Bluepoint, some twenty minutes after the bike left here, advising that they had located a spare diskette drive!!! Having laughed hysterically, I told Bluepoint to do whatever they had to do, & then get the laptop and our diskette drive up here ASAP. Oh yes....they were very apologetic about causing me so much grief...I should think so too!!!

Colin Frankel/RUI/JEBSENS 08/10/97 10:51:07

Well all returned with a drive but the screen is now on the blink see calltrack RTA132. This part of the saga is closed

Richard Tatschner/BGO/JEBSENS 27/10/97 09:19:19

Short Description: Keyboard not responding correctly
Reproducible: Not repro. by Support
Technote: Not required

Call Information/History:

He's right the keys do not respond as they should e.g. the _ key produces a 5.

Turned the keyboard upside down gave it a good shake and a pat on the back and out fell the best part of a sandwich, enough hair for a small toupee, other items of unknown but unsavoury matter and that heating engineer who went missing 2 months ago.

Keyboard is now acting much better.

c:\temp had 194 file sin it - DELETED. scandisk was happy and defrag did its stuff.

Call closed

Richard Tatschner/BGO/JEBSENS 14/08/97 14:17:04

But wait! It happened again .. argh! KOD called me to complain that his keyboard had decided it had had enough for the day and stopped functioning. The PC hadn't crashed, despite being a crappy 486 with only 8Mb of RAM, and the mouse and software were still fully functional. He was able to save his work, I supplied him with a new US keyboard, which seemed to please him no end after using a Norwegian one. (I'm sure his whoops of delight could be heard down in AJ's office). :-)

If problems persist, my next suspect would be the keyboard BIOS chip (a bit on the loose side, maybe?). But I suppose we'll never know, since KOD is getting married to his new laptop tomorrow, after a quickie divorce from his aforementioned desktop 486. Mr T & myself will be Best Man and Master of Ceremonies respectively ... who's supplying the cake and alcohol? (Dr V maybe?) :-)

Steve Collins/BGO/JEBSENS 08/21/97 05:43:58 PM

Short Description: Lovely Nina had printing problems (sigh)

Reproducible:

Technote: Not required

Call Information/History:

She .. she .. had an Excel sheet imbedded in a Word document (see, she's smart too!) :-) but when she tries to print the Word document out to the K1600-1 printer, she only gets the table - no first paragraph. Printing to the K1500-1, HP1600C-3 and the HP42-3 printers, however, worked fine. Must be a printer driver problem then.

As a desparate measure, I also tried saving the document in Word97 format and reloading and reprinting it to the damn K1600-1 printer, but the problem persisted.

As I gazed into her beautiful blue eyes, she looked at me quizically and asked "So who's the in-house expert on these matters then?". "I am", I replied sheepishly. We both had a good giggle. "I wasn't laughing at you", she explained afterwards. "Oh sure", I thought to myself, "that's what they all say."

"It must be the printer drivers because only the one printer doesn't do it right", I explained. "But it worked fine last week, several times", she protested. Clearly she didn't buy my explanation, despite it being a good and believable one. "Damn", I thought to myself.

"Please let me know if it happens again ... so long ... ", I said as I dragged myself away from her magnetic presence.

(sigh) Case closed.

Steve Collins/BGO/JEBSENS 10/20/97 12:52:44 PM

Short Description: Not enough system resources to display completely.
Has opened a file called 9733 - gets read only - tries to copy it, makes new name,
and then gets the error not enough system resources.

She also gets that file is open - read only ??

Reproducible:
Technote: Not required

Call Information/History:

Had the same problems today. Steve will take a look at it - over to Steve

Esther Abildgaard/BGO/JEBSENS 15.08.97 13:43:04

Hi, Steve here. I went up to see this Nina character but she was much too busy to let me at her machine for 30 seconds, and could I please wait a moment? I then spent the next 15 minutes chatting with other users whilst waiting for Nina. Eventually, I approached her again and she said that she'll call me when it's suitable for me to come up and sort this out. Sure, sure .. I'll be there when she calls eventually ... :-)

Steve Collins/BGO/JEBSENS 08/18/97 10:11:36 AM

Well, I happened to drop by today to see if I could have a poke at her PC but alas, she's on leave today and I don't have her network password.

Steve Collins/BGO/JEBSENS 08/19/97 02:40:52 PM

Short Description: Floppy drive didn't work (external)
Reproducible: Yes by Support
Technote: Not required

Call Information/History:

Drive lose in case. Moved floppy to internal bay. Is Toshiba-external CD-rom possible?

Christian Mjelde/BGO/JEBSENS 11/10/97 14:27:28

Nope

Richard Tatschner/BGO/JEBSENS 10/11/97 15:02:37

See? Told ya so! :-)

Steve Collins/BGO/JEBSENS 11/14/97 12:23:31

Short Description: Where has my printer gone ?
Reproducible: Not repro. by Support
Technote: Not required

Call Information/History:

It was Karl-Viggo, he took it!

Steve Collins/BGO/JEBSENS 10/16/97 09:47:02 AM

Short Description: Notes won't replicate via mobile phone
Reproducible: Yes by user, Yes by Support
Technote: Not required

Call Information/History:

(Time above includes Steve's, Richard's and Guttorm's time on this problem)

Notes was expecting modem to be on COM3. For whatever reason (God, if you're reading this, please let us know!) the Nokia modem changed from being on COM3 to COM2. After finally finding the menu option to add COM ports to the set-up screens (FILE --> TOOLS --> USER PREFERENCES --> PORTS), we run into the next problem. Now that the computer & modem are talking, we discover there's a command in the initialisation string which the modem doesn't like and thus Notes refuses to co-operate any further.

Suspecting either an error in the modem script or simply using the wrong modem script, we were unable to locate the means of selecting a modem for Notes use. Guttorm was summoned and he kindly showed us the light. "On the Replicator screen, there_is_ an icon that resembles a calculator, and behold, you can see God's hand hovering over it - this is the manual dial icon!!", explained Guttorm. "Kneel before it, unbelievers ... then left-click on it, then left-click on 'More Options' .. then you will see the light!!", he continued. And behold, I saw the light! And it was good!!

Case closed.

Steve Collins/BGO/JEBSSENS 08/05/97 11:35:31 AM

Short Description: Mouse wouldn't work

Reproducible:

Technote: Not required

Call Information/History:

Told the mouse to pull itself together and restarted PC. Mouse pulled itself together, user satisfied, case closed.

Steve Collins/BGO/JEBSENS 08/19/97 04:56:32 PM

Short Description: Compaq deskpro - status?

Reproducible:

Technote: Not required

Call Information/History:

Something is wrong with this machine - What?? Do it need to be repaired??

Solfrid Pedersen/BGO/JEBSENS 11/09/97 11:12:04

It has had it's hard-drive removed. Also missing was the IDE cable for the CD-ROM (unless it was connected by the same cable as the hard-drive). Upon power-up, there is no display. The power fan is running, so juice is getting that far at least.

What happened to it's hard-drive folks? Anyone know?

Steve Collins/BGO/JEBSENS 09/11/97 02:43:59 PM

Hard drive has apparently been moved to the CD burner machine. PC stored away whilst awaiting a suitable hard-drive to appear in the flood of used PCs in which we will be deluged when the laptops arrive.

Steve Collins/BGO/JEBSENS 09/12/97 03:32:29 PM

Short Description: Excell workbook. one with figures one with graphs. When changing figures the graphs do not update. Have looked under tools-options- calculations, and Staale has it on automatic . Even though he uses pf9 update calculations, the graphs do not update. He must save, close and re-open to get it updted. I have sent the document to you Torunn via LNotes mail

Reproducible: Yes by Support

Technote: Not required

Call Information/History:

Chart is using "live" data, it's not a fixed bitmap. Recalculation is on, pressing F9 (manual recalculation) does not update it either. However, closing the file and then reopening it does update the chart.

Steve Collins/BGO/JEBSENS 07/03/97 01:43:07 PM

I cannot get the spreadsheet to update it's graphs like it should. I've informed the user that I've .. I've ... (it's hard for me to say this) ... erm ... given up. Argh!! I posed this problem to a couple of Excel newsgroups on the 'net but no-one was able to shed any light on the problem.

This fault also manifested itself in the same way in Excel 97 as in Excel 5. Most frustrating ... in the words of Duke Nuke 'Em ...

"It's time to kick ass and chew bubblegum ... and I'm all out of gum!"

As far as I'm concerned, this case is closed. If anyone can figure this out, I'd be most interested to hear the solution.

Steve Collins/BGO/JEBSENS 08/12/97 10:05:44 AM

Bugger me, I've worked it out! There's a darn Excel 4 macro in that sheet called "pooldata", which prevents the automatic update. Apparently, there are other spreadsheets with this macro in them, and they too won't automatically update. Unfortunately, I can't seem to delete the darn macro ...

Steve Collins/BGO/JEBSENS 08/12/97 11:09:01 AM

... and the reason the macro can't be deleted is that it is put in by a supervisor user and ordinary mere users cannot delete such a macro. That's according to Mr T and who am I to argue? Advised user he will need to cut and paste his data into a new spreadsheet which doesn't contain the pooldata macro.

Well, case closed. Ha!! Nice try, Ståle, but not difficult enough. Next! :-)

Steve Collins/BGO/JEBSENS 08/12/97 11:25:27 AM

Short Description: Various
Reproducible:
Technote: Not required

Call Information/History:

Showed user how to fill a range of cells with vertical and/or horizontal lines between each cell.
Showed user how to add buttons to toolbar.
Showed user how to make short-cuts to files.
Explained what an R

I then endured a 10 minute speech about the pains of upgrading users to new versions of software and "how difficult it is for his staff to cope with new versions of software all the time".

Anyway, he was happy with the service I provided and he let me go in peace. Case closed.

Steve Collins/BGO/JEBSENS 10/28/97 05:32:30 PM

Short Description: Wants ThinkPad configured to be just like his desktop PC.

Reproducible:

Technote: Not required

Call Information/History:

Ah, where to begin ... this is one of those jobs that grew and grew and grew. Let's see .. I started off by linking the laptop and the desktop PCs by parallel cable and installing the direct cable connection software (both machines were running Windows 95). I configured his desktop to be the host and the laptop to be the guest.

I then installed F-Prot on both PCs to be on the safe side. Lo and behold, it turns out his desktop PC has no less than three viruses on it. Two macro viruses (Concept.A) and one boot-block virus (Sampo) were found and eradicated. How does this guy do it? :-)

I then copied over all his data files, programs, stray DLL files (like VBRUN300.DLL) and the Start Menu items to the laptop. He wanted Office 4.3 installed, which is fine by me! Only problem was I couldn't easily deinstall Office 97 because of a change in drive letters. OK, I could've fiddled around with SETUP.STF and whatever else to eventually deinstall it cleanly however, time wasn't on my side. I installed Office 4.3 over Office 97 (or so I thought) from the 22 floppy disks, however, upon running Excel, I was eyeball to eyeball with Excel 97 rather than Excel 5. I then deleted the "Microsoft Office" folder inside the "Program Files" directory, just to make my point clear to the PC. However, at this point none of the Office 4.3 programs would work. So today I had the pleasure of reinstalling Office 4.3 from floppy disks once again onto his ThinkPad. This time, it all worked. I guess I should've deinstalled Office 97 first, after all. Oops.

Our valued customer, however, was still not satisfied. All his precious (and apparently secret) data files were transferred to the D: partition of the laptop, whilst retaining the original directory structure. But dear Tom wanted the data files stored under "word", "excel" and "ppoint" folders, whilst still retaining the original directory structure underneath that he had created on his desktop. This was promptly done with the ever-handy XCOPY command without problems.

He then requested that Lotus Organiser be installed, which I had ironically enough removed from his laptop only the day before to ensure that the laptop was as identical as possible to the desktop. So I reinstalled Organiser 97, no problems.

He then asked for a monitor, keyboard, mouse and the necessary cables to use with his desktop PC at home. This was duly supplied, along with a bonus mouse-mat, a box of floppies and a playful pat on the butt (not really).

He then announced how nice it would be to have a laser printer at home and seized Roald Nystad's, which was sitting peacefully on the floor next to my desk (Mr Nystad can't currently use it due to parallel port problems of his own). I then installed the Kyocera 3.59 printer driver and tested it, all OK.

Equipment awaiting collection by Tom.

"Romanus eunt domus"

Steve Collins/BGO/JEBSSENS 08/12/97 02:26:01 PM

Just as an interesting post note to this problem, the very next day I woke up with heart palpitations and eventually ended up in hospital for a two day stay with heart palpitations that wouldn't go away. The doctors first tried giving me a 5mg shot of Veracard, which is meant to slow down and stabilise

the heart-beat. This didn't work, so they gave me another 5mg. This still didn't seem to work, however, by about 3pm or so (24 hours after dealing with Tom's problems) my heart beat returned to normal.

One of the first questions that the doctors and nurses kept on asking me was if had been under any stress lately ...

:-)

Steve Collins/BGO/JEBSENS 08/15/97 12:34:45 PM

Short Description: Could that wonderful support man, Steve, help me get a network connection on the 3rd floor ?

Reproducible: Not repro. by Support

Technote: Not required

Call Information/History:

Yes, I can. It is there, beside the phone socket. Enjoy your new office, Tom (snigger, snigger)

Steve Collins/BGO/JEBSSENS 09/15/97 02:45:22 PM

Helped user relocate PC to 3rd floor. Everything working OK, case closed.

Steve Collins/BGO/JEBSSENS 09/15/97 03:27:22 PM

Short Description: User wants access to the network. Needs Netcard and Network configuration
Reproducible: Not repro. by Support
Technote: Not required

Call Information/History:

Argh! This guy won't give up! He sent me to hospital last week and now he's having another shot at it!! :-) I innocently rang him just now to arrange a time to deal with his problems, but he was a bit unclear on when would be suitable. He vowed and swore he'd call me back later to arrange a time .. we'll see ...

Steve Collins/BGO/JEBSENS 08/19/97 02:44:52 PM

I have de-escalated this to USER

Richard Tatschner/BGO/JEBSENS 20/08/97 07:42:43

Installed network card today for user, as someone had sent him a 1/2 meg mail which was urgent. Card installed OK, no probs. Established user ID on network, no insurmountable problems there either. Altered cc:Mail settings to work off the good ole network, again no hassles. Brought PC up to user's office, plugged everything in ...

Everything worked fine. Tweaked some Word, Excel and Organizer settings which seemed to please him no end (default file location settings and the like).

Case closed.

"They're coming to take me away, ha-ha
They're coming to take me away, ha-ha, hee-hee, ho-ho
To the funny farm, where life is beautiful all the time
And I'll be pleased to see those nice young men in their clean white coats
And they're coming to take me away, ha-haaa ... "

Steve Collins/BGO/JEBSENS 08/20/97 02:32:29 PM

Short Description: User unable to print satisfactorily to the network printer and his own seems to have suffered somewhat.

Reproducible: Not repro. by Support

Technote: Not required

Call Information/History:

Heart pills at the ready, Stevie

Richard Tatschner/BGO/JEBSENS 27/08/97 15:01:41

Thanks Mr T. His local printer, a Kyocera previously used by Mr Nystad, is still smearing the odd page. Have therefore lent user a Canon BJ30 printer in the meantime, whilst we sort out his/Nystad's printer.

Who gets the printer when it's been fixed? :-)

Steve Collins/BGO/JEBSENS 09/05/97 09:46:58 AM

Canon BJ30 printer died, check out new case in Call Tracking.

Steve Collins/BGO/JEBSENS 09/19/97 06:34:32 PM

Short Description: His bastard machine couldn't find the bastard network

Reproducible:

Technote: Not required

Call Information/History:

After fiddling about with bastard cards, cables and adapters, it turns out the bastard electrician had disconnected the socket in the 5th floor bastard computer room.

Case closed.

Steve Collins/BGO/JEBSENS 11/04/97 14:37:32

Short Description: His computer crashed.

Reproducible:

Technote: Not required

Call Information/History:

So I pressed the reset button, whilst trying not to giggle out loud. Difficult.

Case closed.

Steve Collins/BGO/JEBSENS 11/07/97 15:02:12

To quote the man himself, "My computer has gone!" :-)

Steve Collins/BGO/JEBSENS 11/07/97 15:03:47

Short Description: Support staff not allowed to use the f-word in call tracking

Reproducible:

Technote: Not required

Call Information/History:

Tricky one, this. Had to really wait until the last possible moment.

Fuck.

Case closed.

Steve Collins/BGO/JEBSENS 11/28/97 15:48:10