

**Service History of Locations**

4/19/01 5:13:10 PM

1

**William J Barnes & Company**  
**1655 N Arlington Heights Rd,30**  
**Arlington Heights, IL 60004**

**Location ID: 709**

CALLID	DATE OF CALL	STATUS	DEPARTMENT	CALL TYPE
--------	--------------	--------	------------	-----------

100629	11/30/2000	5. Closed	Hardware	CALL
--------	------------	-----------	----------	------

Service Requested: Deliver new notebook

Internal Note:

Service Performed: 12/04/2000:

100620	11/28/2000	5. Closed	Hardware	CALL
--------	------------	-----------	----------	------

Service Requested: Replace noisy Power supply and cpu fans in server. Setup new notebook for Bill Jr.

Internal Note:

Service Performed: 11/30/2000:

100615	11/21/2000	5. Closed	Hardware	Install
--------	------------	-----------	----------	---------

Service Requested: Their network is running slow when using the server based Lacerte tax software (character based network database).

They have a DES810E switch - 2 ports 100baseT + 8 ports 10 baseT. Currently they are actually using 8 ports, even though 10 cables are plugged in. I think the server is 100, but I'm NOT sure. I know the notebook is 10 and most ws are 10. The new Dell should be 10/100, but may be running at 10 due to the 10 switch. BEFORE WE START, I want to know, what 2 devices are plugged into the 2 100baseT ports on the current switch.

Also, please take the 28,800 modem we removed from the old Barnes ws that had bad hard disk AND take a new USR 56K internal PCI modem. Have Bill Barnes choose which one he wants installed in the reception ws for attaching to AOL, install and test connection to AOL.

Internal Note: Needs CPU and power supply fail in server

Service Performed: 11/28/2000:

Service Performed: 11/27/2000:

100314	06/14/2000	5. Closed	Hardware	Install
--------	------------	-----------	----------	---------

Service Requested: Move data/phone lines and computers to new locations. May need to run/terminate new cable or just move existing cable.

Internal Note:

Service Performed: 06/15/2000:

100285	05/26/2000	5. Closed	Hardware	CALL
--------	------------	-----------	----------	------

Service Requested: Troubleshoot workstation locking up

Internal Note:

Service Performed: 05/26/2000:

100258	05/15/2000	5. Closed	Hardware	CALL
--------	------------	-----------	----------	------

## Service History of Locations

4/19/01 5:13:10 PM

2

---

Service Requested: Troubleshoot and / or reload Office '97

Internal Note: inlgwalk.dll

---

Service Performed: 05/16/2000:

100250	05/10/2000	5. Closed	Hardware	CALL
--------	------------	-----------	----------	------

---

Service Requested: Install workstation

Internal Note:

---

Service Performed: 05/11/2000:

99578	12/23/1999	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Install Windows 95 on computer.  
Troubleshoot other workstation problems.

Internal Note: [JobID:709] [BillType: TM]Trident 9440, Linear accelerator for PCE V1.31.08

---

Service Performed: 12/23/1999: Phase 34 - 5.50 hrs - HCB

99466	10/18/1999	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Install Jaz drive.

Internal Note: [JobID:709] [BillType: TM]Prints demo on Lacerte's tax returns. Bill will work with Lacerte on this issue.

---

Service Performed: 10/18/1999: Phase 10

99067	02/10/1999	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Install new Client 3.0.1 on each workstation.

Internal Note:

---

Service Performed: 02/11/1999: Phase 34 - 5.25 hrs

98459	11/17/1998	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: 1.Install 2 new ws & 3 used ws.

Internal Note: [JobID:709] [BillType: TM]Trident video card in STEF machine causes full screen DOS to "NOT" paint properly!

---

Service Performed: 11/17/1998: Phase 10

97227	06/26/1997	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Install new workstation.  
Work on various projects.

Internal Note:

---

Service Performed: 06/26/1997: Phase 34 - 7.00 hrs.

97217	06/19/1997	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

## Service History of Locations

4/19/01 5:13:11 PM

3

---

Service Requested: Work on punch list items.

Internal Note:

---

Service Performed: 06/19/1997: Phase 10

97038	01/28/1997	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Continue working on software conversion.

Internal Note:

---

Service Performed: 01/28/1997: Phase 34 - 2.25 hrs

97027	01/21/1997	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Continue Novell Network installation

Internal Note:

Service Performed: 01/21/1997: Phase 34 - 5.50 hrs - 1/21/97

97002	01/02/1997	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Install Novell Network

Internal Note:

Service Performed: 01/02/1997: Phase 10

96416	12/26/1996	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Install Novell 4.11 Server

Internal Note:

---

Service Performed: 12/26/1996: Phase 10

96407	12/12/1996	5. Closed	Hardware	Installation
-------	------------	-----------	----------	--------------

---

Service Requested: Run & terminate 9 Cat 5 cable runs.  
Install network cards.

Internal Note:

---

Service Performed: 12/12/1996: Phase 10

---