

Ticket Summary

Software - Any Application Related - #ST00020399 (Closed) 30 Jun 2011 08:30:03

Customer Name : Ruthanne Thompson

RThompson@vic-la.org

Department : Support

Assigned to : anavarro

Minutes Spent : 75

Please contact Carole at Bernardi 818-781-3009. Can get on computer.

Department : Administration

Company : Valley Interfaith Council

Replies to this ticket

Replied By : Juan Turcios**Replied On : 30 Jun 2011 08:40:00****Support**

Minutes Spent : 0

Your request has been assigned to one of our IT-Training & Consulting technicians, who will contact her directly as soon as possible

Replied By : David Bonilla**Replied On : 30 Jun 2011 10:07:29****Support**

Minutes Spent : 0

Ruthane will get a hold of Carole and will try to call us back

Replied By : Juan Turcios**Replied On : 30 Jun 2011 13:11:08****Support**

Minutes Spent : 0

Hi Ruthane,

We got the number for Carole (818)781-3302. We have left a message for her to call us so we can help her get on the computer. Thank you

Replied By : Abner Navarro**Replied On : 11 Jul 2011 12:15:45****Support**

Minutes Spent : 60

Called Bernardi and asked for the computer to be turned on.

Computer was properly booted but no files under Desktop and documents were accessible.

File were present but not visible.

Was able to restore Document files by modifying permissions but same procedure was unsuccessful with Desktop files.

Backed up all files including pst.

Created a new user logged off and logged as new user.

Restored all backed up files and configured email account in Outlook. Tested incoming-outgoing emails.

Deleted old user account and call user to notify computer could be used again.

Replied By : Abner Navarro**Replied On : 11 Jul 2011 12:16:57****Support**

Minutes Spent : 15

Carole Cumming's computer it's up and running files were restored successfully.

Activity Log

Date	Name	Action
30 Jun 2011 08:30:03	Ruthanne Thompson	New Ticket
30 Jun 2011 08:39:43	Juan Turcios	Assigned to => dbonilla
30 Jun 2011 08:40:00	Juan Turcios	Reply added
30 Jun 2011 08:40:00	Juan Turcios	Status changed to :Open
30 Jun 2011 10:07:29	David Bonilla	Note Added
30 Jun 2011 13:11:08	Juan Turcios	Reply added

11 Jul 2011 11:39:31	Abner Navarro	Assigned to => anavarro
11 Jul 2011 12:15:45	Abner Navarro	Note Added
11 Jul 2011 12:16:57	Abner Navarro	Reply added
11 Jul 2011 12:17:23	Abner Navarro	Reply marked as resolution
11 Jul 2011 12:17:33	Abner Navarro	Status changed to :Closed

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