

McAfee HelpDesk 95/NT
Activity Ticket Detail Report
 HSB Building 5th Floor

Activity Information	Caller Information	Expertise
Number: 152903 DateTime: 10/25/2001 14:40:13 Duration: 3 Days 22 Hours 18 Minutes Status: PROBLEM RESOLVED Status DateTime: 10/29/2001 12:58:41 Hd Operator: TODHUNTER, Katie M Refer To: NDS LAN Mid Valley Region (10) Due DateTime: 11/8/2001 14:40:13 Severity/Priority: 80 / 10 Type: Hardware Total Hours: 0.31 Total Billable: 0.31	Client: SDA4 VR Sweet Home Caller: DIGGS, Melody A Phone: 541-451-1050 Ext: 240 Cost Center: SDA4 VR SWEET HOME Department: Vocational Rehabilitation Division Building: SDA4 VR SWEET HOME Address: SDA4 VR SWEET HOME 4432 Highway 20 NDS_LAN_R_MIDVAL_10 SWEET HOME, OR 97386 USA Room: N/A Mail Code:	Symptom: Type: Cause: Type: Resolution: Type:

DateTime	Resource	Action	Description	Hours	Billable	Notes
10/25/2001 14:40:13	TODHUNTER, Katie M	LOG	Initial Entry Information	0.07	0.07	(Started about 40 minutes ago) Loud grinding noise coming from PC every ten minutes and lasts about a second. Its makingher desk vibrate. (heard it whil on the phone with her). Please have someone look into this. Thank you.
10/25/2001 14:45:14	TODHUNTER, Katie M	INFO	Additional Information	0.04	0.04	Transferred to OIS_HELP_DESK_TECH Suggested to her that she shut down her PC and leave it off while she goes on break this afternoon. She will see if this helps and let us know.
10/25/2001 15:57:48	STEARNS, Ann	TRANS_OUT	Transferred Activity out of the Help Desk	0.01	0.01	Possible CPU hardware problem. Transferring to NDS Mid Val 9.
10/26/2001 07:42:45	ROBBINS, John L	ANALYSIS	Analysis in Progress	0.01	0.01	Mark, I'm sending this back to your queue. I know how much you enjoy PC noises.
10/26/2001 08:27:57	CAMERON, Shelli	ANALYSIS	Analysis in Progress	0.01	0.01	Call from Mark Hudson. Sweet Home is Midval-10. Transferring activity re CPU fan noise to MIDVAL_10. Will have McAfee updated.
10/26/2001 10:50:08	NEARY, Robert	ANALYSIS	Analysis in Progress	0.01	0.01	Tech will bring CPU fan out to location this afternoon.
10/26/2001 15:15:43	NEARY, Robert	ANALYSIS	Analysis in Progress	0.01	0.01	Scheduled service call for Monday, 10/29

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10/29/2001 12:47:42	NEARY, Robert	ANALYSIS	Analysis in Progress	0.15	0.15	<p>Service call to user's location in Sweet Home. User describes a periodic "grinding" noise from the machine which lasts only a few seconds. She adds that the sound happens regardless of whether the machine is ON or OFF! I listened for the sound and heard a low vibration which sounded like someone in the next room was using a wall-mounted pencil sharpener. The user verified that this was indeed the sound in question.</p> <p>Indeed, when the machine and adjacent printer were turned off, the grinding noise could be heard roughly three seconds in duration, repeating about every 120 seconds.</p> <p>I positioned myself in various areas of the room in an attempt to triangulate the source of the sound. At one point, while under the user's desk I, the sound was much louder and appeared to emanate from above my head.</p> <p>I then opened the user's desk drawer and began emptying the contents onto the desktop, specifically looking for devices of an electronic nature. I narrowed my hypothesis to an ARCH paging device which I placed on the desktop. After the appointed 120 seconds, the pager vibrated furiously on the desktop. There were apparently several unresponded pages causing the device to emit a "reminder" alarm every two minutes.</p>