



Report ID: RCC2012

PeopleSoft
Solutions Usage ReportPage No. 1
Run Date: 06/01/2004
Run Time: 5:35:22 PM**Set ID: HTECH****From Date: 06/01/2000****Through Date: 06/01/2004**

<u>Solution ID</u>	<u>Summary</u>	<u>Usage Count</u>	<u>Solved Count</u>	<u>Success Rate</u>
301236	Troubleshooting tips for router hang	1	0	0%
301239	What is a VPN?	1	0	0%
301245	Password Recovery Procedure	1	0	0%
301261	Troubleshooting router power subsystem problems	1	0	0%
301263	Troubleshooting router cooling subsystem problems	1	0	0%
301266	Router losing configuration during reboot	1	0	0%
301270	Troubleshooting network connection problems connected to the hub	1	0	0%
301278	Interpreting LEDs of GBI Switches	1	0	0%



Report ID: RCC2014

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Top Ten Solutions By Product

Page No. 1

Run Date: 06/03/2004

Run Time: 4:10:00 PM

Set ID: CRM02

From Date: 01/01/1997

Product: SR1021

Through Date: 06/04/2004

Product ID: SR1021 ITN Intel Pentium PC

<u>Solution ID</u>	<u>Summary</u>	<u>Cases Solved</u>
42	Fixing Computer hangs when placed in standby (suspend) mode	3
43	Fixing Display Settings on Personal Computers	2
37	Basic causes for Computer System lock-ups, hangs or freezes	1
40	Fixing problem relating to Computer hanging while playing a game	1
45	Defining Personal Computer Processor.	1
46	Explanation on the Difference Between "Desktop" and "Minitower" Computers.	1
58	Procedure for when the Monitor display is blank or unreadable when Windows start	1
60	Steps to Ensure that the modem is connected properly	1
83	Steps to fix ITN Scanner hanging after Pressing the SCAN Button	1