

Incident

Number INC0267850

Caller Mahaley, Kartik Anil

Script error encountered when changing this field - please contact your System Administrator

For VIP ☐

Location

AV Tech Dispatched ☐

Phone

Alternate E-Mail

Impact 3 - Low

Urgency 3 - Low

Priority 4 - Low

Short Description Diagnostic -- HW PC

Description:

State Closed Complete

Incident state Closed

Service Technical Support

Service Component Diagnostic

Category PC

Assignment group CS ResNet Technicians

Assigned to Purohit, Manas Nishikant

Incorrectly Assigned? ☐

Watch list

ResNet Activity Hardware

Problem ID

Additional comments (Customer Viewable Field):

Work notes:

Knowledge Article:

Activity

01/28/16 07:00:03 PM **System** - Changed: Incident state

Incident state: Closed was: Resolved

01/14/16 06:56:49 PM **Purohit, Manas Nishikant** - Changed: Assigned to, Incident state

Assigned to: Purohit, Manas Nishikant

Incident state: Resolved was: Active

01/14/16 06:56:29 PM **Purohit, Manas Nishikant** - Changed: Work notes

customer picked up external

refer to INC0269177

01/14/16 11:51:09 AM **Boni, Chase Stephen** - Changed: Work notes

Customer came and picked up [broken] laptop. The data is still being transferred from the hard drive that we pulled to his external HDD.

01/13/16 09:30:51 AM **Baron, Emily Elizabeth** - Changed: Work notes

Customer brought external to back up the data. He said he would buy a new laptop and doesn't intend on repairing it.

01/12/16 05:32:38 PM **Akhmetov, Nikolay** - Changed: Work notes

Customer came in, I told him my findings. Opening a data backup ticket, he's bringing in an external tomorrow.

01/12/16 03:48:39 PM Incident INC0267850 has had comments added. - Email sent

Sent: song.jo@husky.neu.edu, m.purohit@neu.edu, s.ngpack@neu.edu, p.teodorescu@neu.edu, s.lature@neu.edu...

01/12/16 03:48:39 PM Incident INC0267850 has been updated. - Email sent

Sent: mahaley.k@husky.neu.edu

01/12/16 03:48:30 PM Akhmetov, Nikolay - Changed: Additional comments (Customer Viewable Field), Work notes

Hi,

During the course of our diagnosis, we have determined that your computer has suffered a hardware failure which ResNet cannot resolve. Please come to the ResNet office at your earliest convenience; we will be happy to discuss your options.

We are open 8:30-7:00 Monday-Thursday and 8:30-5:00 on Friday. If you have any questions, please feel free to call us at (617)373-7967.

Thank You,
ResNet

From research and observation, the machine's motherboard appears to have failed (fairly common issue with this model.) Power cycling (removing battery and holding down power button for 20 seconds) did not solve the issue, either. As previously noted, the machine's charger and LED indicator alike do not light up upon insertion of charger into port. I pulled the drive out and labeled it, as the customer requested his data. The bag the drive is in is with the computer; the screws that fit the drive into its enclosure are enclosed as well.

01/12/16 01:12:06 PM Bussing, Saule - Changed: Incident state

Incident state: Active was: New

01/12/16 01:11:54 PM Bussing, Saule - Changed: Work notes

call customer once the hard drive/data is pulled

01/08/16 04:38:56 PM Potu, Sreeharsha - Changed: Work notes

Customer came in and said he wanted the data from his laptop immediately so he wants us to pull the hard drive and get the data.

Started a non warranty hardware case: INC0268071

01/08/16 04:36:05 PM Potu, Sreeharsha - Changed: Incident state

Incident state: New was: Active

01/08/16 10:00:37 AM ShivaShankar, Ashwin Narayan - Changed: Work notes

Customer came in to check in on his machine, told him that it is not a problem with his charger. He would like to come back and see if we can pull the hard drive and get the data off of it.

01/07/16 06:32:37 PM Tan, William Jefferson - Changed: Incident state

Incident state: Active was: New

01/07/16 06:17:42 PM myHelp Incident INC0267850 has had comments added. - Email sent

Sent: song.jo@husky.neu.edu, m.purohit@neu.edu, s.ngpack@neu.edu, p.teodorescu@neu.edu, s.lauture@neu.edu...

01/07/16 06:17:41 PM Your Northeastern myHelp Incident INC0267850 has been updated. - Email sent

Sent: mahaley.k@husky.neu.edu

01/07/16 06:17:31 PM Tan, William Jefferson - Changed: Additional comments (Customer Viewable Field)

Hi,

We have been working on your computer and have additional testing to perform. Our offices are about to close for the day, and a technician will continue working on your computer on the next business day. We will contact you when your computer is ready for you to pick up.

Thank You,
ResNet

01/07/16 06:07:34 PM Tan, William Jefferson - Changed: Work notes

On Ticket:

Computer will not turn on. Tried universal, did not work or charge. Removed the battery, same issue persists. The 'charging' light on both the computer and charger do not work. There does not seem to be a problem with the charger.

01/07/16 01:21:08 PM We have received your Northeastern myHelp incident INC0267850. - Email sent

Sent: mahaley.k@husky.neu.edu

01/07/16 01:21:07 PM Liu, You-Wei - Changed: Impact, Incident state, Priority, Urgency, Work notes

Impact: 3 - Low

Incident state: New

Priority: 4 - Low

Urgency: 3 - Low

Brand: Dell

Model: XPS L502X

Serial No: 29584377433

Is the computer currently under manufacturer's warranty? No

Issue: Laptop doesn't seem to be charging

Last Updated By Purohit, Manas Nishikant**Reassignment count** 0**Timestamps**

Opened	01/07/16 01:18:15 PM	Closed	01/28/16 07:00:03 PM
Opened by	Liu, You-Wei	Closed by	
Updated	01/28/16 07:00:03 PM	Time worked	2 Minutes
Updated by	system	Resolved By	Purohit, Manas Nishikant
		Resolved Time	01/14/16 12:00:00 AM

Incidents by Same Caller Caller = Mahaley, Kartik Anil

5 Incidents

Number	Caller	Created	Priority	Incident state	Escalation	Short Description	Assigned to
INC0269177	Mahaley, Kartik Anil	01/12/16 05:33:44 PM	4 - Low	Closed	Normal	Data Backup	McDonald, Kevin James
INC0268071	Mahaley, Kartik Anil	01/08/16 11:53:43 AM	4 - Low	Closed	Normal	Non Warr HW Repair - PC	Baron, Emily Elizabeth
INC0267850	Mahaley, Kartik Anil	01/07/16 01:21:07 PM	4 - Low	Closed	Normal	Diagnostic -- HW PC	Purohit, Manas Nishikant
INC0267204	Mahaley, Kartik Anil	01/04/16 02:28:19 PM	4 - Low	Closed	Normal	Diagnostic -- SW	Baron, Emily Elizabeth
INC0211344	Mahaley, Kartik Anil	12/15/14 07:54:48 AM	4 - Low	Closed	Normal	HuskyMail Cfg - Mobile Device	Putnam, Joe G

Incidents for Same Classroom Classroom = (empty) AND Classroom != (empty)

0 Incidents

Number	Caller	Created	Priority	Incident state	Escalation	Short Description	Assigned to
No records to display							

Classroom Equipment Location != (empty) AND Location = (empty)

0 Configuration Items

Name	Location	Class
No records to display		

Tech Space Equipment Location != (empty) AND Location = (empty)					0 Configuration Items
Name	Manufacturer	Created	Location	Short description	Class
No records to display					

Location Equipment Location != (empty) AND Location = (empty)					0 Configuration Items
Name	Manufacturer	Created	Location	Short description	Class
No records to display					

Appointments Task = INC0267850					0 Appointments
Starts	Created by	User	Subject	Appointment Location	
No records to display					

Task SLAs Task = INC0267850					0 Task SLAs
SLA	Type	Stage	Start time	End time	Actual elapsed time
No records to display					

Tasks Parent = INC0267850								0 Tasks
Number	Priority	State	Assigned to	Short Description	Task type	Created	Assignment group	Updated by
No records to display								