

**APPENDIX F**

**Help Desk Log**

## HELP DESK LOG

Date: / /	Time:	AP Lib. Code:
Library:		
Caller:		Caller's Title:
Phone: ( )		Fax: ( )
IU 29 Technical Support Specialist:		

<b>Equipment List —</b>
Brand/Model of Computer #1:
Brand/Model of Computer #2:
Brand/Model/Number of CD-DRIVES:
<input type="checkbox"/> Stand-alone <input type="checkbox"/> LAN-Workstation <input type="checkbox"/> Optical Server <input type="checkbox"/> Non-Optical Server
<input type="checkbox"/> Standard LANtastic <input type="checkbox"/> Novell Netware ver. _____ <input type="checkbox"/> Other: _____
<input type="checkbox"/> PC/MS DOS 3.3 <input type="checkbox"/> PC/MS DOS 5.xx <input type="checkbox"/> PC/MS DOS 6.xx <input type="checkbox"/> Other: _____

<b>Problem Description —</b>

<b>First Contact/Comments —</b>

Problem resolved on \_\_\_ / \_\_\_ / \_\_\_ ; \_\_\_ : \_\_\_ .M.  
Problem resolved by: \_\_\_\_\_

