

124-12

TO: DISTRIBUTION

SUBJECT: COMPUTER HARDWARE & SOFTWARE MAINTENANCE

Attached are copies of software & hardware maintenance request forms. All system software trouble reports and all computer maintenance requests (except Andromedas) should be directed to either Greg Fossheim (x6828) for Don van Atta (x6274). Both are located on the first floor at "N8" and M/S 726-12.

If needed, extra copies of software system change requests are available from either the above or from Mattel stationary supplies (MAT-3475).

DVA:gt

DISTRIBUTION

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**HARDWARE
PROBLEM
REPORT**

HPR#:	_____	ix	_____
		rt	_____
ROUTING:	_____	rs	_____

PLEASE TYPE OR PRINT LEGIBLY.

Name _____ Date _____

Telephone # _____

Suspected Equipment _____ Serial # _____

Equipment Location _____

Please briefly describe the problem, its symptoms, and what you have done (if anything) to try to correct it. If applicable, please tell what hardware and software the suspected equipment utilizes. (Please be specific; include editor or downloader name, etc.).

Resolved by: _____ Date _____

Nature of Resolution: