Information Technology Services

December 2005
Quality of Service Review
Overall Quality of Service: During the month of December, IT Services received an overall satisfaction rating of excellent in the quality of service surveys received. The overall satisfaction rate for December 2005 was 91% of the 107 surveys received there were 10 (9%) which indicated customer dissatisfaction that were reviewed and analyzed to determine how services may be improved.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Surveys Sent</th>
<th>Responses</th>
<th>Response Rate</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
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<tr>
<td>1/05</td>
<td>1,894</td>
<td>190</td>
<td>10%</td>
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Response Legend

- **Excellent**: 7.00-9.00
- **Good**: 5.00-6.99
- **Fair**: 3.00-4.99
- **Poor**: 1.00-2.99
Central Help Desk:

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<tr>
<th></th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
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Issues Review:

**CASE DETAIL REPORT**

**Case #:** 10025743  
**Customer:** Koch_John  
**Assigned Tech:** CHD Tech  
**Case Status:** Closed  
**Case Desc:** cannot access h drive  
**Case History:** Saturday December 17, 2005 12:08 PM EST Opened by [Koch_John]  
When on campus, I can access smb://win-fs1.wilkesu.wilkes.edu/home/John.Koch  
Off campus, it goes for a while, then generates and end of file error and does not connect.  
Mac error "could not be read or written (error -36)"  
Saturday December 17, 2005 1:40 PM EST Updated by [CHD Tech(Jonelle Simmons)]  
CASE ASSIGNED TO TECH: CHD Tech(Jonelle Simmons)  
CASE STATUS CHANGED TO: Closed  
CASE PRIORITY CHANGED TO: Service request  
**Case Resolution:** Saturday December 17, 2005 1:40 PM EST Updated by CHD Tech(Jonelle Simmons)  
To access your user shared drive off campus you should ftp://wilkes-fs1.wilkes.edu and login with your username/password that you would normally do when on campus.

**Case #10025743**  
Customer: Koch_John  
This is the "old" way of connecting to the h drive. I am trying to connect to
the new drive. Thus, closing this case does NOT resolve the issue.

**Issue Review:** The help desk tech closed the ticket without contacting Dr. Koch to ensure that the solution worked.

**Action Taken:** Contacted Help Desk manager and brought this case to his attention. He discussed this case with the technician who took the call and reminded him that cases should be closed only after a successful resolution has been **VERIFIED**.

**CASE DETAIL REPORT**

<table>
<thead>
<tr>
<th>Case #</th>
<th>10025651</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Mcpherson_Miriam</td>
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<tr>
<td>Assigned Tech</td>
<td>CHD Tech</td>
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<tr>
<td>Case Status</td>
<td>Closed</td>
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<tr>
<td>Case Desc</td>
<td>can not log into email (interact)</td>
</tr>
<tr>
<td>Case History:</td>
<td>Wednesday December 14, 2005 10:51 AM EST Opened by [CHD Tech(Jason Greene)]</td>
</tr>
</tbody>
</table>

CASE ASSIGNED TO TECH: CHD Tech

CASE STATUS SET TO: Closed

CASE PRIORITY SET TO: Information

Case History:

can not log into email (interact). User unable to verify WIN. Referd to Registrar's office. (kh)

**Case Resolution:** Wednesday December 14, 2005 10:51 AM EST Updated by CHD Tech(Jason Greene) refered to registrar.

**Case #10025651** Customer: Mcpherson_Miriam

i am not a traditional student. i am a distance part-time learner. i do not have acess to my wilkes student id nless i find some wilkes correspondance (i.e. billing, etc.). help desk cannot help you if you don't have your wilkes sudent id number. you must get your student id via registrar's office. thank goodness i called during registrar's office hours. there should be a way for the help desk to assist you off hours without a student id.

**Issue Review:** The student was unable to provide their WIN to establish their identity. Therefore the support tech could not provide them with access to the requested email.

**Action Taken:** Contacted Help Desk manager and reviewed how this case was handled. I told the CHD manager that they should forward the call and be as helpful as possible.
CASE DETAIL REPORT

Case #: 10025510
Customer: Diaz_Kelli
Assigned Tech: CHD Tech
Case Status: Closed
Case Desc: Misdirected call was looking for professor
Case History: Thursday December 8, 2005 2:22 PM EST Opened by [CHD Tech(Kevin Kennah)]

CASE ASSIGNED TO TECH: CHD Tech
CASE STATUS SET TO: Closed
CASE PRIORITY SET TO: Service request
Case History: Misdirected call was looking for professor. Gave main phone number to university at 800-945-5378

Case Resolution: Thursday December 8, 2005 2:22 PM EST Updated by CHD Tech(Kevin Kennah)
Misdirected call was looking for professor, Gave main phone number to university at 800-945-5378

Issue Review: CHD support tech was not as helpful as possible.

Action Taken: Contacted Help Desk manager and reviewed how this case was handled. I told the CHD manager that they should forward the call and be as helpful as possible.

CASE DETAIL REPORT

Case #: 10025348
Customer: Dincher_Jessica
Assigned Tech: CHD Tech
Case Status: Closed
Case Desc: user unable to log into banner need password reset
Case History: Friday December 2, 2005 6:18 PM EST Opened by [CHD Tech(Hyderick Norman)]

CASE ASSIGNED TO TECH: CHD Tech
CASE STATUS SET TO: Closed
CASE PRIORITY SET TO: Service request
Case History: user unable to log into banner need password reset, refered to contact the Office of the Registrar for assistance.

Case Resolution: Friday December 2, 2005 6:18 PM EST Updated by CHD Tech(Hyderick Norman)
user unable to log into banner need password reset, refered to contact the Office of the Registrar for assistance.
Issue Review: CHD support tech was not as helpful as possible.

Action Taken: Contacted Help Desk manager and reviewed how this case was handled. I told the CHD manager that they should forward the call and be as helpful as possible.

CASE DETAIL REPORT

Case #: 10025984
Customer: Koch_John
Assigned Tech: CHD Tech
Case Status: Closed
Case Desc: VPN Assistance
Case History: Wednesday December 28, 2005 10:57 AM EST Opened by [Koch_John]
I brought the laptop in to have the VPN settings created. I have tried both methods:

L2TP over IPSec: immediately returns with "Connection failed. Check your settings."

PPTP: Says "Negotiating" for 30 seconds, then returns with "Could not negotiate a connection with the remote PPP server. Please verify your settings and try again."

Both connections using "vpn.wilkes.edu" as the "Server address"

Wednesday December 28, 2005 1:22 PM EST Updated by [CHD Tech(Jason Greene)]
CASE ASSIGNED TO TECH: CHD Tech(Jason Greene)
CASE STATUS CHANGED TO: Closed
CASE PRIORITY CHANGED TO: Service request
Case History:
I called Mr. Koch and left him a voicemail advising him that the network is not available this week and this is why he is not able to connect through the VPN. I explained that the LAN would not be available until the end of the week at the earliest and explained that this downtime is for the major network that are being performed at this time. I explained I would close this case out but asked that he let us know if he is still having trouble connecting once the LAN is available again.

Case Resolution: Wednesday December 28, 2005 1:22 PM EST Updated by CHD Tech(Jason Greene)
I called Mr. Koch and left him a voicemail advising him that the network is not available this week and this is why he is not able to connect through the VPN. I explained that the LAN would not be available until the end of the week at the earliest and explained that this downtime is for the major network that are being performed at this time. I explained I would close this case out but asked that he let us know if he is still having trouble connecting once the LAN is available again.

Case #10025984 Customer: Koch_John
The VPN network was up. Others were connecting when I could not. From the announcement of the holiday work: "Off campus access to Wilkes systems and services should not be affected." By closing the ticket, you
keep onsite personnel from being able to assist.

**Issue Review:** Case was closed based on the assumption that work being done on the network may have been the cause of the issue.

**Action Taken:** Contacted Help Desk manager and reviewed how this case was handled. There was some confusion on the part of the help desk as to the scope of impacts of the network outages. The technician in this case should have left this issue open until successful resolution had been **VERIFIED.** Dr. Koch’s customer record does not currently contain contact information other than his office extension, so the technician left voicemail for Dr. Koch explaining the situation. Dr. Koch has supplied additional information in his survey feedback comments that may have been helpful had it been included in the case history of his self-submitted ticket. CHD could have been MUCH more helpful had Dr. Koch called, rather than self-submitting a ticket into HDO.
IT Services Network:

<table>
<thead>
<tr>
<th>#10024648</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
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Issues Review:

CASE DETAIL REPORT

Case #: 10024648
Customer: Koch_John
Assigned Tech: Ikram Muhammad
Case Status: Closed
Case Desc: Active Directory account
Case History:
Wednesday November 9, 2005 9:06 AM EST Opened by [Koch_John]
I would like to have an account on the Active Directory server that will replace the LDAP server for authentication in January.

I would also like some assistance modifying the calls made to the server to determine if a username/password is valid and whether that combination represents a faculty/staff person.

Thanks.
Wednesday November 9, 2005 10:34 AM EST Updated by [CHD Tech(Jason Greene)]
CASE ASSIGNED TO GROUP: Network Services
CASE PRIORITY CHANGED TO: Medium
Case History:
forwarding to network services
Tuesday November 15, 2005 6:11 PM EST Updated by Mike Salem
CASE ASSIGNED TO TECH: Mike Salem
Case History:
Monday December 5, 2005 9:08 AM EST Updated by Mike Salem
CASE ASSIGNED TO TECH: Ikram Muhammad
Case History:
Ikram,
I beleive this referes to AD authentication for Manila - http://www.userland.com/ the enterprise version has the AD authentication feature. I beleive we have the Academic version but I do not know if this version has the AD authentication feature

Tuesday December 13, 2005 10:36 AM EST Updated by Ikram Muhammad
CASE ASSIGNED TO TECH: Ikram Muhammad
CASE STATUS CHANGED TO: Open (Waiting)
Case History:
I gave him the info he needed.
Tuesday December 13, 2005 12:16 PM EST Updated by Ikram Muhammad

CASE ASSIGNED TO TECH: Ikram Muhammad

CASE STATUS CHANGED TO: Closed
Case History:
I showed John Koch how to bind against AD.

Case #10024648  Customer: Koch_John
Ikram did an excellent job once he was aware of the issue. It took us 20 minutes of working together to solve the problem. Manila will now authenticate via script with AD for those sites where such a feature is desired. Since we do NOT want all sites to authenticate this way, we do not need the "enterprise version" of Manila. By framing the issue as needing the enterprise edition, this delayed the resolution of the issue over a month. I had a senior project team who needed to be able to authenticate to AD. Since they presented their non-results yesterday, this delay will probably cause them to fail their senior projects course, possibly delaying their graduation.

Issue Review: Dr. Koch was unhappy with the resolution time.

Action Taken: The request stated that this work needed to be completed for the cutover to AD in January (1/6/06 is the date of this cutover). Authentication using AD for Manila is not a production service until this time. Dr. Koch did not communicate that this was the nature of his request.

| #10025260 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| #10025146 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Summary   | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

CASE DETAIL REPORT

Case #: 10025260
Customer: Koch_John
Assigned Tech: Mike Salem
Case Status: Closed
Case Desc: No student shared drives
Case History: Thursday December 1, 2005 8:18 AM EST Opened by [Koch_John] Students in my two courses (1 pm and 2 pm) Wednesday could not save their work to the shared drives in Breiseth 108. All of their work was lost. Thursday December 1, 2005 4:15 PM EST Updated by [CHD Tech(Michelle DeClue)]

CASE ASSIGNED TO GROUP: User Services
CASE PRIORITY CHANGED TO: Service request
Case History:
Thursday December 8, 2005 1:37 PM EST Updated by Maria Mattioli

CASE ASSIGNED TO GROUP: Network Services

CASE ASSIGNED TO TECH:

Case History:

Thursday December 22, 2005 3:12 PM EST Updated by Mike Salem

CASE ASSIGNED TO TECH: Mike Salem

CASE STATUS CHANGED TO: Closed
Case History:
We're deeply sorry that the students lost their work while trying to save to the student share. The root issue is in the process of being addressed with the share drive system replacement over the break. I realize this does not help these two students.

COMMENTS
Case #10025260   Customer: Koch_John
Why wasn't this immediately investigated? It was NOT *TWO STUDENTS* - it was *ALL STUDENTS* IN TWO CLASSES! If tickets are ignored long enough, they then become obsolete?

Issue Review: Dr. Koch indicates that he had two classes try and save their work to their H drives and in all students in both classes lost their work.

Action Taken: Dr. Koch has been aware of this H drive issue and the work a-round process. Since this is a known problem no further investigation was required as a solution is currently being implemented over the winter break.

CASE DETAIL REPORT

Case #: 10025146
Customer: Koch_John
Assigned Tech: Mike Salem
Case Status: Closed
Case Desc: servers unavailable
Case History: Monday November 28, 2005 12:02 PM EST Opened by [Koch_John]
www.wilkes.edu
sg.wilkes.edu
online.wilkes.edu
course.wilkes.edu

all became unavailable at about 11:30 this morning.

Assuming it is a network problem. Network personnel are not available to confirm.
Monday November 28, 2005 12:13 PM EST Updated by [CHD Tech(Lucas Fisher)]

CASE ASSIGNED TO GROUP: Network Services

CASE PRIORITY CHANGED TO: High
Case History:
Called to update ticket. I am able to get to the main webpage, but him and others in his area are unable to access the website. He is able to access other websites.

ext4838, room 422

Monday November 28, 2005 1:44 PM EST Updated by [CHD Tech(Nick Nevor)]
Case History:
user called in for an update, please advise

Monday November 28, 2005 2:59 PM EST Updated by [CHD Tech(Kevin Kennah)]
Case History:
User called back to see what status of case was. Told him that case has been escalated to onsite personnel and he should be receiving call from them at extension 4838. Verified that he is at room 422 at starks learning center

Monday November 28, 2005 5:25 PM EST Updated by [CHD Tech(Jonelle Simmons)]
CASE ASSIGNED TO TECH: Tom Weeks
Case History:
User called about the status of the ticket. I informed the user that the ticket has not been assigned to a technician. Please call the user at ext x4838. I spoke to Ikram Muhammad stated that they should have been available around 3. The user states that from the mathcs subnet he is not able to access the servers. While on the phone user states that all the machines on his subnet and in the lab cannot access the servers. I was informed by Ikram Muhammad to contact Tom weeks to inform him that the Static route for the mathcs subnet was missed on the firewall. I spoke to tomweeks and he informed me that he will take care of the issue.

Tuesday November 29, 2005 5:21 PM EST Updated by Mike Salem
CASE ASSIGNED TO GROUP: IT Management
CASE ASSIGNED TO TECH: Mike Salem
Case History:
Problem has been resolved - Mike Salem will review this case and communicate findings with JK

Monday December 5, 2005 8:52 AM EST Updated by Mike Salem
CASE ASSIGNED TO TECH: Mike Salem
Case History:
John,

Below is my review of the issues for this incident and the actions taken to ensure that we keep working to improve our services.

Analysis of Partial Network Outage:

On Monday November 28th, 2005 the campus primary and secondary firewalls started to experience problems at about noon. The primary firewall failed over to the secondary unit and then both firewalls rebooted themselves. When the firewalls came-up some of their configurations parameters were corrupted affecting the communications of some segments of the network between noon and six forty-five pm.

Lightspeed Technologies and Cisco were immediately contacted to assist
with troubleshoot of the issue. Staff needed to check each of the configuration parameters and test each part to see if it was functioning and correct those that were not.

Analysis of the firewall logs thus far has not revealed to root cause of the issue. Additional logging has been enabled and troubleshoot by Lightspeed and Cisco continue.

**Issues:**

IT Services networking staff totally dropped the ball in terms of communications as they did not execute the communications plan for this type of issue. As outlined in the communications plan an issue of this nature should have had a voice mail message broadcast made, IT Services status page should have been updated, the central help desk should have been informed so that they could pass the information along to anyone calling in.

**Action Taken:**

I have reviewed with Tom how communications should have been handled. I communicated in no uncertain terms that failure to communicate and execute the communications plan is unacceptable and will not be tolerated and will result in disciplinary action. I communicated the same message to the rest of my senior staff.

Another element that was troubling was how the central help desk handled communicating Dr. Kochs issues for case 10025146 with campus staff. The help desk tech assigned the case to the networking queue but did not follow-up with a call. For an issue of this nature the help desk support tech should have continued to escalate the issue until they had communicated to the network manager and/or CIO. I have communicated this to the help desk manger and he has reviewed the handling of this case with his support staff.

**Thursday December 22, 2005 3:17 PM EST Updated by Mike Salem**

CASE ASSIGNED TO TECH: Mike Salem

CASE STATUS CHANGED TO: Closed

Case History:
John I tried to call you to see if you had and additional questions - I continue to monitor issues like this and work with the helpdesk and site staff to see that they do not occur.

**Case #10025146**  Customer:Koch_John

"tried to call"? How about using voicemail if someone does not answer? or email? Many questions still remain.

**Issue Review:** Lack of communication

**Action Taken:** This case was reviewed and a full analysis was documented. This analysis was email to Dr. Koch on 12/5/05 and no reply or request for additional information was received. Tried on a couple of occasions to follow-up on the phone but was unable to connect. Decided to close the case and continue to follow-up when Dr. Koch returns in January.
CASE DETAIL REPORT

Case #: 10025762
Customer: Polumbo_Tracy
Assigned Tech: Joseph Wilk
Case Status: Closed
Case Desc: Keyboard not functioning properly.

Case History:
Monday December 19, 2005 9:49 AM EST Opened by [CHD Tech(Arthur Wilbur)]
CASE ASSIGNED TO GROUP: User Services
CASE PRIORITY SET TO: Service request

Case History:
Some keys do not work and others are sticking, would like to have keyboard replaced. Verified location and contact information, she says that if she is not there, look for the nameplate on her desk to verify correct computer.
Monday December 19, 2005 10:30 AM EST Updated by Maria Mattioli

CASE ASSIGNED TO TECH: Joseph Nalbone
Case History:

Monday December 19, 2005 1:11 PM EST Updated by Maria Mattioli

CASE ASSIGNED TO TECH: Joyce Kopack
Case History:

Monday December 19, 2005 1:46 PM EST Updated by Joyce Kopack

CASE ASSIGNED TO TECH: Joseph Wilk
Case History:
GX280 USB keyboard needed.
Joe, Per Maria please assist.
Monday December 19, 2005 3:34 PM EST Updated by Joseph Wilk

CASE ASSIGNED TO TECH: Joseph Wilk
CASE STATUS CHANGED TO: Closed
Case History:

Case Resolution: Monday December 19, 2005 3:34 PM EST Updated by Joseph Wilk
replaced keyboard

Issue Review: Keyboard was unusable and user wanted it replaced right-away.
**Action Taken:** Followed-up with user to discuss issue. Discussed with manager of User Services, the need for a quick respond to issues that prevent employees from performing their duties.

<table>
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<th>#10025340</th>
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<td>4.00</td>
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**CASE DETAIL REPORT**

**Case #:** 10025340  
**Customer:** Trombetta_Dominick  
**Assigned Tech:** Ron Dennis  
**Case Status:** Closed  
**Case Desc:** Lexi Connect and Outlook Problem  
**Case History:** Friday December 2, 2005 2:21 PM EST Opened by [Ron Dennis]  
CASE ASSIGNED TO GROUP: User Services  
CASE ASSIGNED TO TECH: Ron Dennis  
CASE STATUS SET TO: Closed  
CASE PRIORITY SET TO: Service request  
Case History:  

**Case Resolution:** Friday December 2, 2005 2:21 PM EST Updated by Ron Dennis  
Got users Lexi Connect software to work for user. Had to reinstall outlook and transfer users email and settings from the users corrupt .pst file  

**Issue Review:** User dissatisfied with IT Services inability to resolve issue. However the real issue is that the user expectations are not in-line with the level of support for this application.

**Action Taken:** Dr. Trombetta is having ongoing issues with his Lexi-Connect software which is unsupported by IT Services.

Several weeks back he was having issues with his Outlook client. We updated him to Office XP and resolved his issue. We installed a back up utility for him as well as he had a concern about his files. The backup utility had some issues so we then uninstalled that and installed Syncback.

Dr. Trombetta doesn't use the Lexi software on a daily basis to our knowledge. However, since the one sync utility had an issue, he thought that the two issues were connected, namely that his Lexi connect stopped working when the Sync utility was installed. Those issues have been long since resolved.
Dr. Trombetta left his login info for his PC and login info for the Lexi software. Our Tech updated Java as it is a Java based application and had the software functioning. Dr. Trombetta some days later stating that it was still not working.

Again he left his login info. Our techs downloaded and reinstalled Lexi software and had it functioning. They logged in and out of the site at least 5 times to confirm that it was working and even took a screen shot and printed them out to show to Dr. Trombetta that it was working. He confirmed he saw the screen print.

Since he is seldom there it is difficult to know why it is mal-functioning for him. He uses this software to sync some data to his Windows CE device. IT Services did not originally install the Lexi software, or is it a software application on our support list of software.

The level of support for this product is best-effort and the team has more than exceed this level of support to-date.