

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

**PeopleSoft**  
**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