

Sheet1

TROUBLUSER_CODE,C	PHONE,C	NAME,C,22	DEPART	INV_CODE,C,15	SERIAL_NO,C,15	SERV.
000001	DOE, JOHN	5130	Mr. John Doe	SALES		
000002	DOE, JOHN	5130	Mr. John Doe	SALES	PS/2M70.00001	72-102005002X ABC
000003	SMITH, JANE	275-1234	Ms. Smith Jane	SALES	PS/2M70.00002	72-532251231X ABC

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DATE	CHCDISP	DDISIARRV	IARFCOMPL	CCOPE	PRIORITY	C,1	DESCRIPT1	C,65	DESCRIPT2	CCATE
###	9	###	10	###	12	###	9		Cannot log on.	LAN
###	9	###	9	###	9	###	9 AB		PC cannot boot.	PC
###	9	###	10				AB		Memory error.	MEM

Sheet1

PROBLETYPE,C,1 8234 BOOT ERROR	RESOLVE1,C,65 Power up and down.	RESOLVE2,CRESOLVE3,CRESOLVE4,CIMPACT,C,15 ASSI	AB AB
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Sheet1

ORDER_CODCOST,N,10,2 SAST/COMMENT1,(COMMENT2,(MEMO,M NUMERIC1,N.NUMERIC2,N
5 O
8 C
5 O

Sheet1

CHAR1,C,22 CHAR2,C,19 CHAR3,C,5 CHAR4,C,1 DATE1,D DATE2,D