



ID: INC0482712
Caller: carl.customer@contoso.com
Location: Sales Organization
CMDB Link: CarlComputer
Impact: 1- High
Urgency: 1 – High
Priority: 2 – Medium

Opened: 2015-05-06 09:12:23
Opened by: carl.customer@contoso.com
Incident state: Awaiting on-site
Category: Workstation
Assignment group: On-Site
Assigned to:

Short description: Problems with my computer

Long description: Hi,

I've got a lot of problems on my computer. Can someone come and fix those? There you have list of problems that I've found:

- Weird black windows opens on every log on
- Drawing pictures with paint is not possible
- Internet is broken
- Weird toolbars in Internet Explorer
- Are my basic security things ok?
- 7-zip won't install
- I want old internet explorer back if I open new window!
- Can't log on with account **localadmin**
- Computer reboots without warning on every 5min
- I've go new mouse, can you install it

Best Regards,

Carl

Work notes: