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# Service Request Details

**1020: Desktop Performance Problems**

User's desktop took too long to do a surface scan. now takes 30-40 mins just to boot up and ends up freezing at the network login window. It is 3 years old with Windows95 but user cannot get any work done on it at this slow pace. He was told it needed a memory upgrade (user doesnt know how much memory it currently has) but the whole system may need to be upgraded.

**Asset:**

**Location:**

**CI:**

| | | | | | |
|---|---|---|---|---|---|
| **Target Contact:** | | **Status:** | RESOLVED | | |
| **Actual Contact:** | | **User Priority:** | 1 | | |
| **Target Start:** | | **Internal Priority:** | 1 | | |
| **Actual Start:** | | **Reported By:** | SMITHERS | **Owner:** | REID |
| **Target Finish:** | | **Affected User:** | SMITHERS | **Owner Group:** | |
| **Actual Finish:** | 9/1/04 9:50:41 AM | **Reported Date:** | 8/31/ 2:12:34 PM 04 | **Classification:** | End User Issue \ Software \ Operating System |

**Related Tickets**

| Ticket | Class | Description | Status | Relationship |
|---|---|---|---|---|
| 1002 | INCIDENT | Desktop Performance Problems | RESOLVED | FOLLOWUP |