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Solution List

Solution	Description	Classification	Type	Status	Self-Service Access?
1001	General Poor PC Performance			ACTIVE	Yes
1002	Error When Adding Visio Template to Document			ACTIVE	Yes
1003	MS Excel "Application Quit" Error	End User Issue \ Software		ACTIVE	Yes
1004	Visio Text Not Printing	End User Issue \ Software		ACTIVE	Yes
1005	Visio Text Printing Different From File	End User Issue \ Software		ACTIVE	Yes
1006	Visio Drawing Page Orientation Problem	End User Issue \ Software		ACTIVE	Yes
1007	Keyboard Not Functioning - Desktop	End User Issue \ Hardware \ Desktop \ Keyboard		ACTIVE	Yes
1008	Keyboard - Keys Not Striking Correctly	End User Issue \ Hardware		ACTIVE	Yes
1009	Can Not Print Multiple Copies	End User Issue \ Hardware \ Printer		ACTIVE	Yes
1010	Protecting Against Virus	End User Issue \ Software		ACTIVE	Yes
1011	Netsky.F Virus Information Removal & Prevention	End User Issue \ Software		ACTIVE	Yes
1012	Windows Blue Screen			ACTIVE	Yes
1013	MS Outlook Offline	End User Issue \ Software		ACTIVE	Yes
1014	Outlook XP Slow	End User Issue \ Software		ACTIVE	Yes
1015	VPN Failed	End User Issue \ Software		INACTIVE	Yes
1016	No Network Connectivity	End User Issue \ Network		ACTIVE	Yes
1017	Printer Not Working	End User Issue \ Hardware \ Printer		ACTIVE	Yes
1018	Print Faint Copies (Laser)	End User Issue \ Hardware \ Printer		ACTIVE	Yes
1019	Print Faint Copies (Ink)	End User Issue \ Hardware \ Printer		DRAFT	Yes
1020	Can't Open PDF	End User Issue \ Software		ACTIVE	Yes
1021	Setup Email Archiving		FAQ	ACTIVE	Yes
1022	How Do I Share My Calendar?		FAQ	ACTIVE	Yes
1023	Router Failure			DRAFT	No
1024	How to map to a network printer		FAQ	ACTIVE	Yes
1025	No Network Connectivity	End User Issue \ Network \ Connection		ACTIVE	No
1026	Connecting to conference room projector		FAQ	ACTIVE	No
1028	How do I improve system performance?		FAQ	ACTIVE	Yes
1029	How to customize the quick Launch Toolbar		FAQ	ACTIVE	Yes
1030	How to make Web pages available for offline viewing		FAQ	ACTIVE	Yes

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Solution List

Solution	Description	Classification	Type	Status	Self-Service Access?
1031	How to configure Internet Explorer 5.x to block access to all but approved Internet sites		FAQ	ACTIVE	Yes
1032	How to prevent Virus infection		FAQ	ACTIVE	Yes
1033	How do I set up junk rules for email?		FAQ	ACTIVE	Yes
1034	What is Spyware?		FAQ	ACTIVE	Yes
1035	How to customize MS Word to work with converted documents		FAQ	ACTIVE	Yes
1036	How to add pictures to Contacts		FAQ	ACTIVE	Yes
1037	ERP Server slow or un-available.			ACTIVE	No

Number of Records: 36