

3rd Line

Staff: Help in problem solving, train
develop tools and documentation



2nd Line

Fix Hardware,
Do Callbacks for trickier questions



1st Line

Complete Intake, Answer Phones

3rd Line

Staff: Help in problem solving, train
develop tools and documentation



2nd Line

Fix Hardware,
Do Callbacks for trickier questions



1st Line

Complete Intake, Answer Phones

New Work Order

Customer Information

Customer name

Phone Number (optional)

 - -

Email (optional)

Gizmo Information

Box type

☐

Desktop

☐

Laptop

☐

Mac

☐

Mac Laptop

☐

Server

☐

Other Gizmo

FREE GEEK

hours
donations
sales
recyclings
disbursements
reports
tech support
[system returns](#)
[system history](#)
[work orders](#)
[warranty config](#)

contacts
bean counters
sked admin
vol sked
staff
build
data sec
admin

[Submit Work Order](#)

hours
donations
sales
recyclings
disbursements
reports
tech support
[system returns](#)
[system history](#)
[work orders](#)
[warranty config](#)
contacts
bean counters
sked admin
vol sked
staff
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data sec
admin

Tech Support Work Order

Help Ticket # not yet created

Mr Normal		Type: Desktop
Name	System ID #	Issue(s):
	01/1901	Other Hardware
Contact ID #	Sale/Disbursement Date	
503-111-1111	TBD	
Phone	Warranty Status	
normal@example.org	Store	
E-mail	Source	

Notes:
Operating system info provided: Linux
Additional items left with tech support: fire extinguisher
Box caught of fire

#34593: Mr Normal - Other Hardware

New ticket in

TechSupport

Search...

Display · History · Basics · Dates · People · Links · Reminders · Jumbo

Open · Take ... Comment · Reply · Forward · Resolve · ☆

Ticket metadata

The Basics

Id: 34593
Status: new
Priority: 50/99
Queue: TechSupport

Custom Fields

Contact ID: (no value)
Adopter Name: (no value)
SystemID: (no value)
phone: 503-111-1111
Box source: Store
Type of Box: Desktop
SaleDate: 01/1901
SalesReceipt: (no value)
Ticket Source: Box Brought In
Support Level: Irrelevant

Reminders

New reminder:

Subject:
Owner: Paul Munday
Due: Calendar

Save

Dates

Created: Thu Mar 21 14:42:15 2013
Starts: Not set
Started: Not set
Last Contact: Not set
Due: Sun Mar 31 14:42:15 2013
Closed: Not set
Updated: Thu Mar 21 14:42:16 2013 by databaseuser

Home

Simple Search

Tickets

New Search

Edit Search

Advanced

Show Results

Bulk Update

Graph

#34593

Tools

Configuration

Preferences

Approval

People

Owner: Nobody in particular
Requestors: Paul Munday
Cc:
AdminCc:

Depended on by : (Create)
Parents : (Create)
Children : (Create)
Refers to : (Create)
Referred to by : (Create)

History

Brief headers — Full headers

Thu Mar 21 14:42:15 2013 **Fgdb.rb database user - Ticket created**
Subject: Mr Normal - Other Hardware

[Reply](#) [Comment](#) [Forward](#)

Operating system info provided: Linux
Additional items left with tech support: fire extinguisher

Download (untitled) / with headers
text/plain 116b

Box caught of fire

Thu Mar 21 14:42:16 2013 **The RT System itself - Outgoing email recorded**

[Show](#)

Thu Mar 21 14:42:16 2013 **Fgdb.rb database user - Requestor paulm added**

[New ticket in](#)

TechSupport ▾

o

[Open](#) · [Take ...](#) · [Comment](#) · [Reply](#) · [Forward](#) · [Resolve](#) · [☆](#)**History**[Brief headers](#) — [Full headers](#)

#

Thu Mar 21 14:42:15 2013 **Fgdb.rb database user - Ticket created**[Reply](#) [Comment](#) [Forward](#)**Subject:** Mr Normal - Other Hardware

Operating system info provided: Linux
Additional items left with tech support: fire extinguisher

[Download \(untitled\) / with headers](#)
text/plain 116b

Box caught of fire

[New Search](#)[Edit Search](#)[Advanced](#)[Show Results](#)[Bulk Update](#)[Graph](#)**#34593**[Tools](#)[Configuration](#)[Preferences](#)[Approval](#)

Status: open

Owner: Nobody (Unchanged)

Worked:

Minutes

Update Type: Comments (Not sent to requestors)

Subject: Mr Normal - Other Hardware

One-time Cc:

One-time Bcc:

Attach:

Browse...

Add More Files

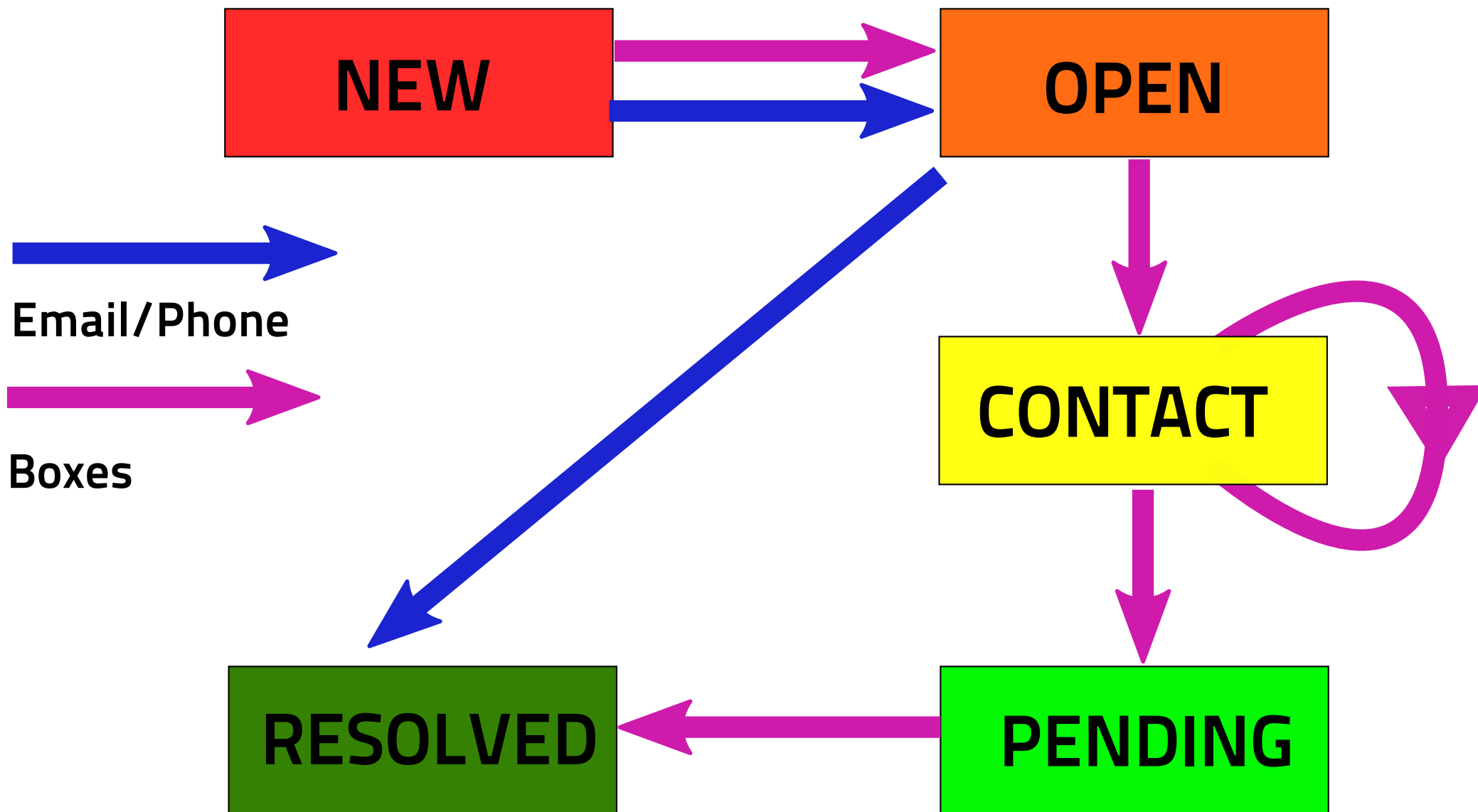
Sign ☐ using Queue's key Encrypt ☐

Message:

On Thu Mar 21 14:42:15 2013, databaseuser wrote:
> Operating system info provided: Linux
> Additional items left with tech support: fire extinguisher
>
> Box caught of fire

--
Free Geek Tech Support: support@freegeek.org
(503) 232-9350 option 6 Tuesday-Saturday: 12-1,1.30-5.45 PM

Update Ticket



[Display](#) · [History](#) · [Basics](#) · [Dates](#) · [People](#) · [Links](#) · [Reminders](#) · [Jumbo](#)[Open](#) · [Take ...](#) · [Comment](#) · [Reply](#) · [Forward](#) · [Resolve](#) · ☆

Ticket metadata

The Basics

Id: 34593
Status: new
Priority: 50/99
Queue: TechSupport

Custom Fields

Contact ID: (no value)
Adopter Name: (no value)
SystemID: (no value)
phone: 503-111-1111
Box source: Store
Type of Box: Desktop
SaleDate: 01/1901
SalesReceipt: (no value)
Ticket Source: Box Brought In
Support Level: Irrelevant
Warranty: TBD
Tech Support Issue: Other Hardware
Email: normal@example.org
Intake Technician ID: 157

People

Owner: Nobody in particular
Requestors: Paul Munday
Cc:
AdminCc:

Reminders

New reminder:

Subject:
Owner: Paul Munday ▾
Due: Calendar

[Save](#)

Dates

Created: Thu Mar 21 14:42:15 2013
Starts: Not set
Started: Not set
Last Contact: Not set
Due: Sun Mar 31 14:42:15 2013
Closed: Not set
Updated: Thu Mar 21 14:42:16 2013 by databaseuser

Links

[Graph](#)

Depends on : (Create)
Depended on by : (Create)
Parents : (Create)
Children : (Create)
Refers to : (Create)
Referred to by : (Create)

Modify ticket #34593

Subject: Mr Normal - Other Hardware

Status: new (Unchanged)

Queue: TechSupport

Owner: Nobody in particular

Time Estimated: Minutes

Time Worked: Minutes

Time Left: Minutes

Priority: 50

Final Priority: 99

Contact ID

Enter one value

SystemID

Enter one value

Box source

Select one value

(no value)
Adoption
Hardware Grant
Store
Build

SaleDate

Enter one value

Ticket Source

Select one value

(no value)
Box Brought In
Phone Message
Phone Call
Email

Input must match [Mandatory]

Warranty

Select one value

(no value)
In Warranty
Out of Warranty
TBD

Email

Enter one value

Adopter Name

Enter one value

phone

Enter one value

Type of Box

Select multiple values

(no value)
Desktop
Laptop
Mac
Mac Laptop

SalesReceipt

Enter one value

Support Level

Select one value

(no value)
Line 1
Line 2
Line 3
Irrelevant

Input must match [Mandatory]

Tech Support Issue

Select multiple values

(no value)
Wireless/Networking
Graphics
Printer
Other Hardware

Intake Technician ID

Enter one value



Edit Links

Graph

Current Links

Depends on :
Depended on by :
Parents :
Children :
Refers to :
Referred to by :
(Check box to delete)

New Links

Enter tickets or URIs to link tickets to. Separate multiple entries with spaces.

Merge into: *(only one ticket)*

Depends on :

Depended on by :

Parents :

Children :

Refers to :

Referred to by :

Save Changes

Modify people related to ticket #34593

New watchers

Find people whose

User Id

matches

Go!

Find groups whose

Name

matches

Go!

Add new watchers:

Type

Email

-

-

-

Owner

Owner: Nobody in particular

Current watchers

Requestors:

- ☐ Paul Munday

Cc:

- none*

Administrative Cc:

- none*

(Check box to delete)

If you've updated anything above, be sure to

Save Changes

[Home](#)[Simple Search](#)[Tickets](#)[Tools](#)[Dashboards](#)[Offline](#)[Reports](#)[My Day](#)[Configuration](#)[Preferences](#)[Approval](#)

Dashboard Line 1

[New ticket in](#)[TechSupport](#)[Home](#) · [Tech Support Combined](#) · **[Line 1](#)** · [Line 2](#) · [Line 3](#)[Basics](#) · [Queries](#) · [Subscription](#)

Phones

[Edit](#)

#	Subject	Ticket Source	Status
	Last Updated	Created	Type of Box
34391	Todd Edmonds -- datta backup 26 hours ago	Box Brought In 8 days ago	contact Laptop
34520	Tom Chamberlain - Imac won't eject DVD 26 hours ago	Phone Message 2 days ago	contact Mac
33928	Gaabriel Becket -- System not booting 24 hours ago	Box Brought In 4 weeks ago	contact Desktop
34397	Jaoquin Arroyo Bucio -- Multiple issues 24 hours ago	Box Brought In 8 days ago	contact Laptop
34322	Richard Sjolín- video issue 24 hours ago	Box Brought In 12 days ago	contact Desktop
34451	Stephanie Stiller -- check hardware 23 hours ago	Box Brought In 6 days ago	contact Desktop
34471	Fiona Rhea Pickford-HD info retrival 22 hours ago	Box Brought In 5 days ago	contact
34269	Ashley Onstott -- System not booting 17 sec ago	Box Brought In 14 days ago	contact Laptop
34433	Pete Holland -- Burn backup of old system data 5 days ago	Phone Message 7 days ago	open Desktop
34481	Axavier Buchanan-- System Wont boot. 5 days ago	Phone Message 5 days ago	open

Email

[Edit](#)

#	Subject	Requestors
Status	Last Updated	Created
	FW: having problems with system contact 5 days ago	kathywinoregon@hotmail.com 3 weeks ago
34380 open	Evolution problem 26 hours ago	cek@spiritone.com 8 days ago
34511 new	Duff Brandon -- Missing GPG key for FG apt repo 4 hours ago	Duffb2@comcast.net 3 days ago
34528 new	Thomas Healey -- Changing time settings 26 hours ago	laurel462001@yahoo.com 2 days ago
34532 new	Burning music 26 hours ago	rainbowkiacats@yahoo.com 2 days ago
34553 new	Peg -- Desires Windows software 27 hours ago	lionsroar@bmi.net 43 hours ago
34591 new	Hackers prevent me from filing Police Report 56 min ago	debtfraud@hotmail.com 56 min ago

Pending

[Edit](#)

#	Subject	Type of Box
34390	Keith Douglas -- System will not POST	Desktop
34247	Jennifer L Carper -- Desktop does not turn on makes noise	Desktop

Work Bench

Edit

#	Subject	Status	Type of Box
Last Updated	Created		
34214	Kathy White - Disc burning, possibly other issues	open	
53 min ago	2 weeks ago		Desktop
34342	Nelson Myers -- System not powering on	open	
2 days ago	9 days ago		Laptop
34452	penny vanmeurs- back up data and install video card	open	
47 min ago	6 days ago		Desktop
34577	Scott Seiler - copy info from donation computer	open	
22 hours ago	22 hours ago		Desktop

Refresh

Don't refresh this page.

Go!

Incoming

Edit

#	Subject	Status	Type of Box
Last Updated	Created		
34482	Elizabeth Swager	new	
5 days ago	5 days ago		Laptop
34483	Dave LaFranchise -- won't boot	new	
55 min ago	5 days ago		Mac
34489	Tony Morgan -- Transfer data and disk from old to new system.	new	
5 days ago	5 days ago		Laptop
34490	Shannon White -- Backup user data to DVD and donate system.	new	
5 days ago	5 days ago		Laptop
34529	Roberta Bennett - Kernel Panic	new	
26 hours ago	2 days ago		Desktop
34531	Jeff Mcallister -- Monitor too dark	new	
2 days ago	2 days ago		Other Gizmo
34533	Melinda Rose -- Transfer data from Mac to 'new' computer	new	
2 days ago	2 days ago		Mac Laptop
34536	Anthony Sezer - Data to Flash Drive	new	
2 days ago	2 days ago		Laptop
34546	Matt Koch -- reinstall free geek xubuntu 12.04	new	
27 hours ago	47 hours ago		Desktop
34557	Gary Walp computer crash	new	
29 hours ago	29 hours ago		Desktop



There may be as many as four optional character attributes which may be associated with any character on the screen. Normally, once an attribute is enabled it is associated with all characters displayed after it until it is changed. Characters with attributes never lose their attributes as long as they remain on the screen without being overwritten. The separate attributes are **bold**, underline, blink, and double height. Attributes may be turned on in combination, as **bold** and blink. Any combinations are legal.

Along with the character attributes there are some line and screen wide attributes of note. One of the more dramatic is double width lines. Double width is selected on a line as line back. Lines previously entered may be changed between modes selectively.

Then there is the double height line.

The double height line is always double width. (and provides that extra emphasis for very important displays.)

Commodore VICE


```
/
├── bin
├── boot
├── dev
├── etc
├── home
├── initrd.img -> /boot/initrd.img-3.2.0-40-generic-pae
├── initrd.img.old -> /boot/initrd.img-3.2.0-40-generic
├── lib
├── lost+found
├── media
├── mnt
├── opt
├── proc
├── root
├── run
├── sbin
├── selinux
├── srv
├── sys
├── tftpboot
├── tmp
├── usr
├── var
├── vmlinuz -> boot/vmlinuz-3.2.0-40-generic-pae
└── vmlinuz.old -> boot/vmlinuz-3.2.0-40-generic
```

20 directories, 5 files

/usr

- ├── bin
- ├── doc
- ├── games
- ├── include
- ├── lib
- ├── local
- ├── sbin
- ├── share
- └── src

9 directories, 0 files

paulm@tundra:~%

GNU GRUB version 1.99-21ubuntu3.9

```
Ubuntu, with Linux 3.2.0-38-generic
Ubuntu, with Linux 3.2.0-38-generic (recovery mode)
Previous Linux versions
Memory test (memtest86+)
Memory test (memtest86+, serial console 115200)
```

Use the ↑ and ↓ keys to select which entry is highlighted.
Press enter to boot the selected OS, 'e' to edit the commands
before booting or 'c' for a command-line.

Recovery Menu (filesystem state: read-only)

resume	Resume normal boot
clean	Try to make free space
dpkg	Repair broken packages
fsck	Check all file systems
grub	Update grub bootloader
network	Enable networking
root	Drop to root shell prompt
system-summary	System summary

<Ok>

OBSERVE



ORIENT



DECIDE



ACT

