

UNCLASSIFIED//~~FOUO~~

Maintenance call ([redacted]) was created 12/9/15 and resolved on 12/10/15

(b)(3)

Ticket Details

HW - Fax - Not Working / [redacted]

(b)(3)

Work Log

Duplicate ticket cancelling

(b)(3)

Maintenance call ([redacted] (Parent Ticket) [redacted] (child ticket)) was created 12/16/15 and resolved on 12/22/15

(b)(3)

Ticket Details

(Previous tickets made for fax machine [redacted] / [redacted])

(b)(3)

User had tickets put in to correct issues with fax and it was resolved, but now when people fax to machine it just continually rings, does not send fax at all. User needs machine looked at again.

(b)(3)

Information from previous ticket:

User reports that their unclassified fax machine is not working. This fax is the one that Freedom of Information Act requests come through on, so they need it working. User says a light is blinking, and is getting a "load paper" message despite the fax being loaded with paper. They have tried rebooting the fax, but it still will not work. Before it stopped working, they were also getting two black lines down papers coming out of the fax.

Make/Model = Ricoh 3320L

SN = A353870108 (not sure if SN, but was by a barcode)

Fax # = 703-613-3007

(b)(3)

12/15/16 -Tried to contact customer and voicemail is not set up on her secure phone

12/16/15 - Owner group changed from [redacted] to [redacted]
[redacted] Reason for Reassignment: Unable to resolve

(b)(3)

12/17/16 - User is requesting a status update on this request. User states this is urgent. This is the office Of Freedom of Information and communication through FAX is used daily and sometimes hourly

(b)(3)

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12/17/16

Request part for \ A3538700108

Paper End Sensor

Part ready for pickup

Replaced the paper tray switch.

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