

Town of Bristol

From: DominionTech Service Desk <service@dominiontech.com>
Sent: Wednesday, July 5, 2023 11:52 AM
To: Town of Bristol
Subject: Ticket#1161773/Town of Bristol/Computer is unresponsive and unable to start up. -- has been updated

--REPLY above this line to respond--
This ticket has been updated by Logan Sefcik

Logan Sefcik 
7/5/2023 11:28 AM

Hello Sharon and Patty,

After some troubleshooting with this computer, all signs are pointing to a failing hard drive, and would need to be replaced. The current unit is out of warranty and likely will not be feasible to repair. I can submit a ticket with our design desk to quote out a new PC, or alternatively, if you have a spare working PC on site that can be used.

Thank you.
Logan

Summary:

Computer is unresponsive and unable to start up.

Status: Waiting Results
Ticket # 1161773
Company: Town of Bristol
Contact: Patty King
Phone: (802) 453-2410 x3
Address: 1 South st
Bristol, VT 05443

[VIEW TICKET](#)

Discussion

Logan Sefcik 

7/5/2023 11:28 AM

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Thank you.
Logan

Tealisa Davis

TD

7/5/2023 11:10 AM

Hello Patty,

To recap our call, the diags Travis was running seems to have gotten stuck so I had you power of the machine then hold the power button for 60 seconds. Afterwards we got to a blue recovery screen and we were able to restart the computer and load windows. You were then able to sign in and everything appears to be running normally. I am running a scan in the background to check for system file corruption to hopefully prevent this from reoccurring. Please let me know if you have any questions or if the computer becomes unresponsive again. I hope you have a great day!

Thank you,
Tealisa

Travis Landry

TL

7/5/2023 10:12 AM

Computer is unresponsive and unable to start up.

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