



Feb. 1, 1995

MicroAge / Clark Data Systems
Bryan Oliver
Director of Technical Services

Dear Bryan,

I wanted to drop you a quick note to express how pleased we are with the work that Louis Lopez performed yesterday. A workstation that had a printer attached as a network printer had been having intermittent login problems followed by a total failure to attach to the network. After trying another ethernet card and different IRQ settings the problem still occurred. I had already tried different wiring and concentrator combinations so I called your firm for assistance.

Louis arrived and got right on the problem of trying to get this workstation back on-line. He was fast and courteous as he worked through the problem - asking what the history was on the machine and what had already been tried. He solved the problem, put the old card back in this same machine, and replaced the borrowed card in another machine. All machines were back in action. He asked what other problems we had and as I was explaining a printing problem he began working on a fix for this very problem. His fix works very well. Also while he was here he helped out with a memory problem on another machine and he took a look at a laptop that we are still having problems with.

Many thanks to Louis for helping us out of a jam (several actually)!

Sincerely,

A handwritten signature in black ink, appearing to read 'Tom Ctvrtlik'. The signature is stylized with a large 'V' and a long horizontal stroke.

Tom Ctvrtlik