

Coates tickets and projects summary page

January 2018: To help prioritize and keep track of multiple initiatives by Chemistry IT for and with the Coates group. Oliver compiled this table 2018-01-08-Mon, and reviewed it with Anne:

Priority?	INC	Subject/ Topic	Lead within Chemistry IT Coates group's contact, if not Anne LaPointe	Next steps	Chemistry IT's computer names related to ticket.	Other notes	Date ticket created
HIGHEST PRIORITY, by far	INC000 001982 364	Coates - Freeslate replacement discussions	Michael			Michael has two new workstations, from before the winter holiday, following Anne emailing us on 12/14/2017.	6/12/2017
#2 priority	INC000 002131 124	Coates - Buy basic PC for ordered Tensile Tester equipment	Oliver	Anne to send us spec's instrument company recommends. Anne to get group's expected usage for the next month so develop a sense of when we can do this upgrade. To get account number by time out quote approved by group.		Win 10 presumed. Anne confirming by contacting the companay (see Next steps). Given specs from company: Intel four core Xenon processor (3.50GHz /2133MHz DDR4/8MB w/ HD Graphics). OS is Win10 Pro 64 bit. 8GB DDR UDIMM 2133, ECC memory 2x 500GB HDD DVD+/-RW Drive 512 MB NVIDIA Quadro NVS 310, Dual Monitor Graphics Card	12/18/2017
#2 priority	INC000 002104 265	Coates - COAT-05 Upgrade XP Agilent to Win 7, 575 ST Olin	Oliver	Anne to send us spec's instrument company recommends. To get account number by time out quote approved by group.	AS-CHM-COAT-05	Anne calls the instrument "PL-220", and Agilent calls it GPC220. 12/20/17, Anne writes, after hearing back from Agilent: Sounds like the software isn't compatible with Windows 10. Could we do Windows 7 on that computer? ===== Agilent states: Cirrus is not compatible with Windows 10 and is no longer being updated, so a rollback to Win7 is the simple solution. We do offer Agilent GPC /SEC software that is compatible if you do become interested. This software would replace Cirrus for data collection and analysis but would not control the GPC220.	11/9/2017
Lowest priority	INC000 002130 985	Coates - COAT-08 Upgrade WinXP HPLC to Win10 (or Win7), 572A ST Olin	Oliver	1) S/W info from Anne. (requested 12/20/17) 2) Confirm jack activation from CIT. (requested activation around 12/20/17)	AS-CHM-COAT-08	Anne reports that Collum group told by Agilent that their instrument could not be upgraded even to Windows 7. Anne will contact Agilent about her instrument specifically, but not looking promising. <ul style="list-style-type: none"> • Whichever OS Agilent requires, clarify if 64-bit version is OK (usually OK if application is 32-bit, FWIW). Or if OS must be 32-bit (either Win 7 or Win 10). Software Anne is looking to get contemporary (Win10?!) version: Agilent (HP-branded h/w) GC ChemStation. (Similar to what the Collum group uses. apparently) Now: Rev 8.04.01 SP1 (~2009) Equipment: G1530A Had been upgraded from Win95/NT to WinXP (~8 years ago?). Also: Obtain recommended "specs" for computer since likely buying new (after we confirm via testing using old loaners from Chemistry IT!). Expecting just a "basic" computer, but good to confirm this for support reasons	12/18/2017

Other:

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(Keep open as a ticket?)	INC0000 01445920	Coates - Geoff wireless projector setup inquiry	Michael			1/8/2018: Anne reports Geoff not complaining at group meetings about projector's behavior, FWIW. Geoff reported to Lars: The LCD projector in St Olin 561 periodically dims.	7/31/2015