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Event ID: E37808099, Sony Lap Top (enclosed and packed with this correspondence)

San Diego RRC
16550 Via Esprillo Bldg 5 Door 2
San Diego, CA 92127

Dear Sony:

I got a mouse to work via the USB port after I created the service and repair order online. I could not get the former Serial mouse to work. I tried another Serial mouse, and had serious problems. Could not get the system to see the mouse. Could the serial port have gone bad?

My client has had big problems ever since installing Yahoo Instant Messenger. I uninstalled it because of the massive slow down of the system. All applications take enormous amounts of time to load. "My Computer" takes an enormous amount of time to open.

This entire computer takes an enormous amount of time to do everything. It takes forever to boot up.

I had the operating system reinstalled by a network engineer. But the system is still slow. Could this laptop have hardware problems? Could this be the problem and I am mistaken in thinking that it had anything to do with Yahoo Instant Messenger? Perhaps.

Upon restarting the system after a shut down, CHKDSK starts up. A screen comes up for checking the file system on C. The screen reads: "one of your disks needs to be checked for consistency." Why should this CHKDSK operation run every single time the system is shut down and started up again? This tells me there may be a hard drive problem or other hardware file system problem. CHKDSK runs to verify files and indexes. Then it checks the security descriptions.

It takes forever to open Add/Remove programs. Slow slow slow... It wasn't like this a year ago. It was faster than greased lightning.

The User ID I use for log in is: Administrator. Password: InTheYear2525. I log on to the AD network.

Thank you so much.

Sincerely,

Lonce LaMon

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