

ID: 19

P3 2025-11-13 Swati laptop CW0231 keeps locking up. (ID:19)

Suspect its over heating. Need to log a ticket with Lenovo. Will look to get CW0107 running as a backup machine. Need to see if it has a rouge process running.

Active: True    Status: COMPLETED    Ticket No.:

Purchase Order No.:    Flags (1on1, Exch, ITP):

Cohda-19.txt - 2025-11-13 Swati laptop CW0231 keeps locking up.

Runs very hot when it crashes. Suspect some sort of a loat load issue.

17/11/25

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Took a look at her machine (CW0231). couldn't see any issues other than MS-Edge had lots of tabs open.

20/11/25

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CW0231 was diconnected from the domain. Rejoind the cohda.wireless domain and when it restarted, a bunch of updates were applied including a lenovo firmware update.

Returned machine to Swati and advised her not to run so many browser tabs. Set Status to Testing and Priority to 3.

8/1/26

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Closed ticket. Advised Swati.