PinICL Expor   PC0026873

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0026873	Problem with BOP printer - trying		17/06/1999 08:52:49	17/06/1999 13:03:13	Brian Harrison/01434 60	Infrastructure
EDSC	to print the Cas			Closed		Back Office printer

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	29609453
ORIGREF	E-9906170013
CONSUMER	16953 A1GATE
CONSUMERREF	E-9906170013
PowerHelp	E-9906170013

Products

Product Group	Product Name	Product Version
Infrastructure	Back Office printer	

Activities

Date	User	Comment
17/06/1999 08:52:49	Customer Call	CALL PC0026873 opened
17/06/1999 08:52:52	Customer Call	CALL PC0026873:Priority B:CallType L - Target 22/06/99 09:52:49
17/06/1999 08:52:52	Customer Call	Problem with BOP printer - trying to print the Cash Account - had got the
17/06/1999 08:52:52	Customer Call	snapshot - hung for 20 mins - Has normal green light, has print message on
17/06/1999 08:52:52	Customer Call	the screenbut has hung. Had rolled over thing into next cap. 17/06/99
17/06/1999 08:52:52	Customer Call	08:32 UK061801 information: Tried pressing prev but this doesn't. Riposte
17/06/1999 08:52:52	Customer Call	is locked out -as suggested do re-print. 17/06/99 08:35 UK061356
17/06/1999 08:52:52	Customer Call	Information: Instructed PM to switch printer off + on - no response.
17/06/1999 08:52:52	Customer Call	Confirmed that the screen was not responding. Instructed PM to perform a
17/06/1999 08:52:52	Customer Call	soft re-boot. 17/06/99 08:39 UK061356 Information: Completed Polo
17/06/1999 08:52:52	Customer Call	process successful. 17/06/99 08:39 UK061356 Information: Agreed to call
17/06/1999 08:52:52	Customer Call	back for an update. 17/06/99 09:06 UK061356 Information: Re-boot
17/06/1999 08:52:52	Customer Call	successful. 17/06/99 09:06 UK061356 Information: PM had attempted to
17/06/1999 08:52:52	Customer Call	re-print CA report - returned a different total than before. 17/06/99 09:13

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17/06/1999 08:52:52	Customer Call	UK061356 Information: Checked KEL - found entry 'CA balance B/F
17/06/1999 08:52:52	Customer Call	incorrect following printer error'. 17/06/99 09:16 UK061356 Information:
17/06/1999 08:52:52	Customer Call	Kel enrty states to ignore message - spoke to HSH (debbie) suggested
17/06/1999 08:52:52	Customer Call	printing a few reprints as it may clear the problem. Agreed with PM to callba
17/06/1999 08:52:52	Customer Call	ck for an update. 17/06/99 09:42 UK061356 Information: Problem still
17/06/1999 08:52:52	Customer Call	persisting. 17/06/99 09:47 UK061356 Information: As solution on kel -
17/06/1999 08:52:52	Customer Call	instructed him to accept current total (noting the correct total) and
17/06/1999 08:52:52	Customer Call	rollover as this would not affect next week figures. Advised him to contact
17/06/1999 08:52:52	Customer Call	NBSC if he had any other balancing queries. 17/06/99 09:49 UK061356
17/06/1999 08:52:52	Customer Call	Information: Passing for
17/06/1999 08:52:52	Customer Call	investigation.
17/06/1999 08:52:52	Customer Call	F} Call details
17/06/1999 08:52:53	Customer Call	Diagnostician name:
17/06/1999 08:52:55	Customer Call	Customer opened date 17/06/1999 08:28:45
17/06/1999 09:29:40	Barbara Longley	Target Release updated to PDR - NR2/LT1
17/06/1999 09:29:40	Barbara Longley	Product Infrastructure Back Office printer added
17/06/1999 12:36:15	Diane Rowe	The Call record has been assigned to the Team Member: Diane Rowe
17/06/1999 12:36:16	Diane Rowe	Defect cause updated to 99:General - Unknown
17/06/1999 12:36:16	Diane Rowe	Hours spent since call received: 0 hours
17/06/1999 12:56:18	Diane Rowe	F} Response :
17/06/1999 12:56:18	Diane Rowe	This problem has already been investigated. It says in the KEL:
17/06/1999 12:56:18	Diane Rowe	"This will be fixed in LT2 (see pc24986)."
17/06/1999 12:56:18	Diane Rowe	The advice for the PM is also included in the KEL as has already been noted:
17/06/1999 12:56:18	Diane Rowe	"The figures for the following week will not be affected."
17/06/1999 12:56:18	Diane Rowe	I am unsure why this was sent to the SSC.
17/06/1999 12:56:18	Diane Rowe	[END OF REFERENCE 11534933]

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PC0026873	Problem with BOP printer - trying to print the Cas	17/06/1999 08:52:49	17/06/1999 13:03:13	Brian Harrison/01434 60	Infrastructure
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17/06/1999 12:56:18	Diane Rowe	Responded to call type L as Category 64 -Published Known Error
17/06/1999 12:56:18	Diane Rowe	Hours spent since call received: 0 hours
17/06/1999 12:56:20	Diane Rowe	CALL PC0026873 closed: Category 64, Type L
17/06/1999 12:56:20	Diane Rowe	The response was delivered to: PowerHelp
17/06/1999 13:03:13	Customer Call	Date and time complete: 17/06/1999 14:01:03
17/06/1999 13:03:13	Customer Call	Service Complete (Confirmation) Received