

PinICL Expor PC0028477

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0028477	Has declared Stock, stamp, cash,	11/08/1999 14:06:48	06/09/1999 10:05:11	Mr Chudasama/0117 95	EPOSS & DeskTop
EDSC	accepted his disc		Closed		EPOSS & DeskTop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	34380251
ORIGREF	E-9908110167
CONSUMER	16953 A1GATE
CONSUMERREF	E-9908110167
PowerHelp	E-9908110167

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
11/08/1999 14:06:48	Customer Call	CALL PC0028477 opened
11/08/1999 14:06:51	Customer Call	CALL PC0028477:Priority C:CallType L - Target 18/08/99 15:06:48
11/08/1999 14:06:51	Customer Call	Has declared Stock, stamp, cash, accepted his discrepancies, pressed balance
11/08/1999 14:06:51	Customer Call	report and nothing has happened since. Has now been waiting 5 mins.
11/08/1999 14:06:51	Customer Call	11/08/99 14:06 UK061337
11/08/1999 14:06:51	Customer Call	Advice: PM has said that this is the 3rd week that his system has
11/08/1999 14:06:51	Customer Call	hung at this point, he said that if he usually leaves it for
11/08/1999 14:06:51	Customer Call	15mins and it continues working - so I advised him to wait
11/08/1999 14:06:51	Customer Call	another 10 mins and to call back if it hasn't worked by then.
11/08/1999 14:06:51	Customer Call	He isn't very happy that this happenes week after week and
11/08/1999 14:06:51	Customer Call	would like it investigated please.
11/08/1999 14:06:51	Customer Call	11/08/99 14:45 UK052512
11/08/1999 14:06:51	Customer Call	Information: Have spoken to PM. He is concerned that this has happened
11/08/1999 14:06:51	Customer Call	for the last 3 weeks. He does his balancing and gets to the

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11/08/1999 14:06:51	Customer Call	part of printing the cash account off and it does not
11/08/1999 14:06:51	Customer Call	print. He has been leaving the system for a long time and it
11/08/1999 14:06:51	Customer Call	still does not print. He eventually gets fed up and does a
11/08/1999 14:06:51	Customer Call	soft reboot and then everything is fine. He states that an
11/08/1999 14:06:51	Customer Call	engineer has been to site to check his printer and the engineer
11/08/1999 14:06:51	Customer Call	says that nothing is wrong with the printer so it is not a
11/08/1999 14:06:51	Customer Call	hardware fault.
11/08/1999 14:06:52	Customer Call	11/08/99 14:49 UK052512
11/08/1999 14:06:52	Customer Call	Information: PM knows how to get out of the problem but is fed up with
11/08/1999 14:06:52	Customer Call	it and would like to know when the problem is going to be
11/08/1999 14:06:52	Customer Call	sorted.
11/08/1999 14:06:52	Customer Call	11/08/99 14:50 UK052512
11/08/1999 14:06:52	Customer Call	Information: Searching KEL.
11/08/1999 14:06:52	Customer Call	11/08/99 14:53 UK052512
11/08/1999 14:06:52	Customer Call	Information: No suitable KEL found.
11/08/1999 14:06:52	Customer Call	11/08/99 14:53 UK052512
11/08/1999 14:06:52	Customer Call	SMC Complete: Reassigning call to ssc for progression.
11/08/1999 14:06:52	Customer Call	F} Call details
11/08/1999 14:06:52	Customer Call	Diagnostician name:
11/08/1999 14:06:53	Customer Call	Customer opened date 11/08/1999 14:03:11
11/08/1999 14:12:29	Barbara Longley	Target Release updated to PDR - CSR
11/08/1999 14:12:29	Barbara Longley	Product EPOSS & DeskTop added
11/08/1999 16:06:16	Rakesh Patel	The Call record has been assigned to the Team Member: Rakesh Patel
11/08/1999 16:06:17	Rakesh Patel	Defect cause updated to 40:General - User
11/08/1999 16:06:17	Rakesh Patel	Hours spent since call received: 0 hours
11/08/1999 16:10:15	Rakesh Patel	F} Response :

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11/08/1999 16:10:15	Rakesh Patel	The phone was not answered.
11/08/1999 16:10:15	Rakesh Patel	[END OF REFERENCE 12027215]
11/08/1999 16:10:15	Rakesh Patel	Responded to call type L as Category 40 -Incident Under Investigation
11/08/1999 16:10:17	Rakesh Patel	The response was delivered to: PowerHelp
12/08/1999 10:57:11	Rakesh Patel	F} Response :
12/08/1999 10:57:12	Rakesh Patel	I have spoken to the PM who has advised that four the last four weeks he is
12/08/1999 10:57:12	Rakesh Patel	having problems printing his Cash Account.
12/08/1999 10:57:12	Rakesh Patel	What happens is that for yesterday at approx 2-20 to 2-40pm when he has
12/08/1999 10:57:12	Rakesh Patel	pressed CA and the trial balance printing is iniated it takes some 10-12 mins
12/08/1999 10:57:12	Rakesh Patel	to print.
12/08/1999 10:57:12	Rakesh Patel	This he finds unacceptable (as he has waited up to 6 o'clock and he then
12/08/1999 10:57:12	Rakesh Patel	re-boots the PC and follows the CA process again and this time the whole 18
12/08/1999 10:57:12	Rakesh Patel	pages of the CA fnal inculding the trial is printed in some 10-15 mins!
12/08/1999 10:57:12	Rakesh Patel	This he has done for the last four weeks.
12/08/1999 10:57:12	Rakesh Patel	[END OF REFERENCE 12033456]
12/08/1999 10:57:12	Rakesh Patel	Responded to call type L as Category 40 -Incident Under Investigation
12/08/1999 10:57:15	Rakesh Patel	The response was delivered to: PowerHelp
13/08/1999 09:57:33	Rakesh Patel	F} Response :
13/08/1999 09:57:33	Rakesh Patel	Responded to call type L as Category 40 -Incident Under Investigation
13/08/1999 09:57:36	Rakesh Patel	The response was delivered to: PowerHelp
13/08/1999 10:02:31	Rakesh Patel	New evidence added - ms 158511 11/8/99
13/08/1999 10:02:31	Rakesh Patel	New evidence added - event logs H15851100101
13/08/1999 10:04:39	Rakesh Patel	F} Response :
13/08/1999 10:04:40	Rakesh Patel	Dev please advise as to the reasons why the PM is experiencing exactly the
13/08/1999 10:04:40	Rakesh Patel	same printing problem for the last 4 weeks? Please details above under
13/08/1999 10:04:40	Rakesh Patel	Response Ref: 12044391.

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13/08/1999 10:04:40	Rakesh Patel	[END OF REFERENCE 12044573]
13/08/1999 10:04:41	Rakesh Patel	Responded to call type L as Category 40 -Incident Under Investigation
13/08/1999 10:04:57	Rakesh Patel	The response was delivered to: PowerHelp
13/08/1999 10:05:40	Rakesh Patel	The Call record has been transferred to the Team: QFP
13/08/1999 10:05:40	Rakesh Patel	Hours spent since call received: 0 hours
13/08/1999 10:37:31	Lionel Higman	The Call record has been assigned to the Team Member: Nam Pandher
13/08/1999 10:37:32	Lionel Higman	Hours spent since call received: 0 hours
13/08/1999 10:50:15	deleted Nam Pandher Feb02	The Call record has been transferred to the Team: EPOSS-FP
13/08/1999 10:50:16	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours
13/08/1999 13:57:23	Barbara Longley	F} Response :
13/08/1999 13:57:23	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP
13/08/1999 13:57:23	Barbara Longley	[END OF REFERENCE 12052377]
13/08/1999 13:57:23	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
13/08/1999 13:57:26	Barbara Longley	The response was delivered to: PowerHelp
05/09/1999 16:12:48	Les Ong	The problems described in the slow printing of the Cash Account should have
05/09/1999 16:12:48	Les Ong	been resolved by the fix for PinICL 28656 (memory leak) which is now live.
05/09/1999 16:12:48	Les Ong	Hopefully, the problem of slow machines should also have been resolved. Could
05/09/1999 16:12:48	Les Ong	you please check this office to see whether it's had problems in the last
05/09/1999 16:12:48	Les Ong	week and give me a call if there's still a problem. Thanks.
05/09/1999 16:12:49	Les Ong	The Call record has been transferred to the Team: EDSC
05/09/1999 16:12:49	Les Ong	Hours spent since call received: 0 hours
06/09/1999 08:29:01	Barbara Longley	In the absence of Rakesh, can another team member deal with this call.
06/09/1999 09:16:17	Paul Steed	The Call record has been assigned to the Team Member: Paul Steed
06/09/1999 09:16:17	Paul Steed	Hours spent since call received: 0 hours
06/09/1999 09:59:51	Paul Steed	F} Response :
06/09/1999 09:59:51	Paul Steed	I have have just spoken to the PM to say that the patch to fix this problem

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06/09/1999 09:59:51	Paul Steed	had been applied on 20-Aug-1999; he confirms that now everything is running			
06/09/1999 09:59:51	Paul Steed	smoothly and is happy for the call to be closed.			
06/09/1999 09:59:51	Paul Steed	Closure Code:Software Error			
06/09/1999 09:59:51	Paul Steed	Repair Code:Fix Applied			
06/09/1999 09:59:51	Paul Steed	[END OF REFERENCE 12259958]			
06/09/1999 09:59:51	Paul Steed	Responded to call type L as Category 60 -Fix Released to Call Logger			
06/09/1999 09:59:52	Paul Steed	Hours spent since call received: 0 hours			
06/09/1999 09:59:52	Paul Steed	Defect cause updated to 14:Development - Code			
06/09/1999 10:00:11	Paul Steed	CALL PC0028477 closed: Category 60, Type L			
06/09/1999 10:00:14	Paul Steed	The response was delivered to: PowerHelp			
06/09/1999 10:05:10	Customer Call	Date and time complete: 06/09/1999 11:01:08			
06/09/1999 10:05:11	Customer Call	Service Complete (Confirmation) Received			