

## PinICL Expor PC0031549

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031549	"printer offline" message when using APS cards	18/10/1999 13:24:38	19/10/1999 15:30:33	Mrs Jackie Davies/01222	General/Other/Misc
EDSC			Closed		Hardware

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	40252935
ORIGREF	E-9910120516
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910120516
PowerHelp	E-9910120516

## Products

Product Group	Product Name	Product Version
General/Other/Misc	Hardware	

## Activities

Date	User	Comment
18/10/1999 13:24:38	Customer Call	CALL PC0031549 opened
18/10/1999 13:24:44	Customer Call	CALL PC0031549:Priority B:CallType L - Target 21/10/99 14:24:38
18/10/1999 13:24:44	Customer Call	12/10/99 14:39 printer offline and on again most of today - "printer
18/10/1999 13:24:45	Customer Call	offline" message on screen but always occurs when trying to use aps cards.
18/10/1999 13:24:46	Customer Call	not printing the receipts . has occurred prior to today but happened approx.
18/10/1999 13:24:46	Customer Call	3 occasions - the last taking 10/20mins and then suddenly started printing
18/10/1999 13:24:47	Customer Call	whilst on phone to HSH1. Can we investigate this?
18/10/1999 13:24:47	Customer Call	15/10/99 16:19 uk066237
18/10/1999 13:24:48	Customer Call	Information: The user has rebooted the counter and this was not
18/10/1999 13:24:49	Customer Call	successful the prob is still persisting. Counter 1 affected. Other
18/10/1999 13:24:49	Customer Call	counter is operational - advised the user to use that
18/10/1999 13:24:50	Customer Call	counter for aps while other is down
18/10/1999 13:24:50	Customer Call	18/10/99 13:53 UK061826
18/10/1999 13:24:51	Customer Call	Contacted: Spoke to PM - annoyed that nobody has got back to him to



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18/10/1999 13:24:51	Customer Call	answer the original call. When the Pm tries to print get an
18/10/1999 13:24:52	Customer Call	error message of Error 94.
18/10/1999 13:24:52	Customer Call	18/10/99 14:00 UK061826
18/10/1999 13:24:53	Customer Call	Information: Spoke to SSC who advised reboot - as reboot had been tried
18/10/1999 13:24:53	Customer Call	they advised that engineer swap the printer out.
18/10/1999 13:24:54	Customer Call	18/10/99 14:07 UK061826
18/10/1999 13:24:54	Customer Call	Recommend: Site Visit - as recommended by SSC - printer is not working
18/10/1999 13:24:55	Customer Call	after a reboot.
18/10/1999 13:24:55	Customer Call	18/10/99 14:08 UK061826
18/10/1999 13:24:56	Customer Call	Site Visit: Counter printer needs to be swapped out as perSSC
18/10/1999 13:24:56	Customer Call	instructions. Site is open between 0900 - 1730.
18/10/1999 13:24:56	Customer Call	F} Call details
18/10/1999 13:24:56	Customer Call	Diagnostician name:
18/10/1999 13:24:59	Customer Call	Customer opened date 12/10/1999 14:39:57
18/10/1999 13:30:26	Barbara Longley	The call summary has been changed from:-
18/10/1999 13:30:26	Barbara Longley	printer offline and on again most of today - "prin
18/10/1999 13:30:26	Barbara Longley	The call summary is now:-
18/10/1999 13:30:26	Barbara Longley	"printer
18/10/1999 13:30:26	Barbara Longley	offline" message when using APS cards
18/10/1999 13:30:26	Barbara Longley	Target Release updated to PDR - CSR
18/10/1999 13:30:26	Barbara Longley	Product General/Other/Misc Hardware added
18/10/1999 13:40:24	Richard Coleman	The call summary has been changed from:-
18/10/1999 13:40:24	Richard Coleman	"printer
18/10/1999 13:40:24	Richard Coleman	offline" message when using APS cards
18/10/1999 13:40:24	Richard Coleman	The call summary is now:-
18/10/1999 13:40:24	Richard Coleman	"printer offline" message when using APS cards
18/10/1999 13:44:55	Richard Coleman	PRESCAN: Error 94 is possibly a VB error. Require evidence and forwarding to



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18/10/1999 13:44:55	Richard Coleman	development for investigation. Might be linked to KEL MPeach036P.htm
18/10/1999 13:44:58	Richard Coleman	The Call record has been assigned to the Team Member: Jim Anscomb
18/10/1999 14:54:13	Jim Anscomb	F} Response :
18/10/1999 14:54:14	Jim Anscomb	The Test tallyroll printer option must be avouded until the problem is fixed.
18/10/1999 14:54:14	Jim Anscomb	[END OF REFERENCE 12905194]
18/10/1999 14:54:14	Jim Anscomb	Responded to call type L as Category 40 -Incident Under Investigation
18/10/1999 14:54:18	Jim Anscomb	The response was delivered to: PowerHelp
19/10/1999 15:11:39	Customer Call	19/10/99 16:05 uk060141 HSH1 Repeat Call: pm has been on chasing this, says
19/10/1999 15:11:39	Customer Call	that he was told that
19/10/1999 15:11:39	Customer Call	engineer would be there yesterday or 1st thing this morning,
19/10/1999 15:11:39	Customer Call	no-one has been as yet, pm says that this is now very urgent.
19/10/1999 15:13:32	Barbara Longley	F} Response :
19/10/1999 15:13:32	Barbara Longley	Bernadette at HSH Manchester called to see whether engineer was going to
19/10/1999 15:13:32	Barbara Longley	site. I told Bernadette to check with SMC.
19/10/1999 15:13:32	Barbara Longley	[END OF REFERENCE 12927213]
19/10/1999 15:13:32	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
19/10/1999 15:13:35	Barbara Longley	The response was delivered to: PowerHelp
19/10/1999 15:15:17	Customer Call	19/10/99 16:10 uk060141 HSH1 Information: after speaking with barbara
19/10/1999 15:15:17	Customer Call	longley at edsc, barbara
19/10/1999 15:15:17	Customer Call	suggested that i chase smc regarding engineer, going out to site.
19/10/1999 15:20:55	Customer Call	19/10/99 16:14 uk060141 HSH1 Information: i have voiced call to chris
19/10/1999 15:20:56	Customer Call	gulliver at smc.
19/10/1999 15:26:22	Barbara Longley	F} Response :
19/10/1999 15:26:22	Barbara Longley	Have spoken to Chris Gulliver at SMC. He will get someone to contact the PM
19/10/1999 15:26:22	Barbara Longley	and will get an engineer to site.
19/10/1999 15:26:22	Barbara Longley	n the light of this conversation, I am returning this call to SMC as

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19/10/1999 15:26:22	Barbara Longley	hardware issue.
19/10/1999 15:26:22	Barbara Longley	[END OF REFERENCE 12927692]
19/10/1999 15:26:22	Barbara Longley	Responded to call type L as Category 92 -Suspected hardware fault
19/10/1999 15:26:23	Barbara Longley	Hours spent since call received: 0 hours
19/10/1999 15:26:23	Barbara Longley	Defect cause updated to 38:General - Hardware Fault
19/10/1999 15:26:26	Barbara Longley	CALL PC0031549 closed: Category 92, Type L
19/10/1999 15:26:26	Barbara Longley	The response was delivered to: PowerHelp
19/10/1999 15:30:33	Customer Call	Date and time complete: 19/10/1999 16:28:09
19/10/1999 15:30:33	Customer Call	Service Complete (Confirmation) Received