PinICL Expor   PC0045090

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0045090	500 Critical TEC messages received		17/05/2000 04:50:51	17/05/2000 09:46:45	Gary Sales SMC/0161 43	EPOSS & DeskTop
EDSC	for H3844220010			Closed		Desktop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	58539012
ORIGREF	E-0005170015
CONSUMER	16953 A1GATE
CONSUMERREF	E-0005170015
PowerHelp	E-0005170015

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Desktop	

Activities

Date	User	Comment
17/05/2000 04:50:51	Customer Call	CALL PC0045090 opened
17/05/2000 04:50:56	Customer Call	CALL PC0045090:Priority B:CallType L - Target 19/05/00 20:00:00
17/05/2000 04:50:56	Customer Call	17/05/00 05:38 500 Critical TEC messages received for H38442200109 - An
17/05/2000 04:50:56	Customer Call	unexpected error occured while attempting to insert a message. The i/o
17/05/2000 04:50:56	Customer Call	completion wait operation timed out (exceeded CM_IO_WAIT) (0xC10a0020)
17/05/2000 04:50:56	Customer Call	17/5/00.
17/05/2000 04:50:56	Customer Call	17/05/00 05:43 UK061826
17/05/2000 04:50:56	Customer Call	Information: Event adapter switched off for this counter.
17/05/2000 04:50:57	Customer Call	17/05/00 05:44 UK061826
17/05/2000 04:50:57	Customer Call	Information: KEL Reference: jsimpkins2743l.htm is simular - bit not
17/05/2000 04:50:57	Customer Call	identical - please update kel if required - these type of errors
17/05/2000 04:50:57	Customer Call	seem to be frequent at present.
17/05/2000 04:50:57	Customer Call	17/05/00 05:48 UK061826
17/05/2000 04:50:57	Customer Call	Information: Event logs on the web page.

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PC0045090	500 Critical TEC messages received		17/05/2000 04:50:51	17/05/2000 09:46:45	Gary Sales SMC/0161 43	EPOSS & DeskTop
EDSC	for H3844220010			Closed		Desktop

17/05/2000 04:50:57	Customer Call	F} Call details
17/05/2000 04:51:01	Customer Call	Diagnostician name:
17/05/2000 04:51:02	Customer Call	Customer opened date 17/05/2000 05:38:40
17/05/2000 07:51:46	Mark Wright	Target Release updated to CSR-Cl3R
17/05/2000 07:51:46	Mark Wright	Product EPOSS & DeskTop Desktop added
17/05/2000 07:51:47	Mark Wright	The Call record has been assigned to the Team Member: Rakesh Patel
17/05/2000 07:51:48	Mark Wright	Defect cause updated to 99:General - Unknown
17/05/2000 07:51:48	Mark Wright	Hours spent since call received: 0 hours
17/05/2000 09:41:43	Rakesh Patel	F} Response :
17/05/2000 09:41:43	Rakesh Patel	Advice Given
17/05/2000 09:41:43	Rakesh Patel	
17/05/2000 09:41:43	Rakesh Patel	The event adaptor seems to be turned off for counter 10 the affected counter.
17/05/2000 09:41:43	Rakesh Patel	
17/05/2000 09:41:43	Rakesh Patel	
17/05/2000 09:41:43	Rakesh Patel	Critical TEC messages received for H38442200109 - An unexpected error occured
17/05/2000 09:41:43	Rakesh Patel	while attempting to insert a message. The i/o completion wait operation timed
17/05/2000 09:41:43	Rakesh Patel	out (exceeded CM_IO_WAIT) (0xC10a0020).
17/05/2000 09:41:43	Rakesh Patel	
17/05/2000 09:41:43	Rakesh Patel	I beleive that this counter is suffering a hardware issue.
17/05/2000 09:41:43	Rakesh Patel	SMC --- Please swap counter 10 -->> H384422001010.
17/05/2000 09:41:43	Rakesh Patel	[END OF REFERENCE 18163333]
17/05/2000 09:41:44	Rakesh Patel	Responded to call type L as Category 94 -Advice and guidance given
17/05/2000 09:41:44	Rakesh Patel	Hours spent since call received: 0 hours
17/05/2000 09:41:44	Rakesh Patel	Defect cause updated to 38:General - Hardware Fault
17/05/2000 09:41:47	Rakesh Patel	CALL PC0045090 closed: Category 94, Type L
17/05/2000 09:41:47	Rakesh Patel	The response was delivered to: PowerHelp

FUJ00042700
FUJ00042700

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Logged By			Status		Product At Fault
PC0045090	500 Critical TEC messages received for H3844220010	17/05/2000 04:50:51	17/05/2000 09:46:45	Gary Sales SMC/0161 43	EPOSS & DeskTop
EDSC			Closed		Desktop

17/05/2000 09:46:44	Customer Call	Date and time complete: 17/05/2000 10:46:20	
17/05/2000 09:46:44	Customer Call	Service Complete (Confirmation) Received	