

## PinICL Expor PC0045580

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0045580	the host detected transaction	23/05/2000 09:44:49	15/06/2000 09:04:41	john moran/7229 2000/	General/Other/Misc
EDSC	control error report		Closed		Reconciliation

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-0005230381
CONSUMER	16953 A1GATE
CONSUMERREF	E-0005230381
PowerHelp	E-0005230381
REQUEST_KEY	60991466

## Products

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

## Activities

Date	User	Comment
23/05/2000 09:44:49	Customer Call	CALL PC0045580 opened
23/05/2000 09:44:52	Customer Call	CALL PC0045580:Priority B:CallType L - Target 26/05/00 10:44:49
23/05/2000 09:44:52	Customer Call	23/05/00 10:10 the host detected transaction control error reports dated
23/05/2000 09:44:52	Customer Call	22/05/00 , reports at office 070116 that the total no of tps transactions
23/05/2000 09:44:52	Customer Call	totals 169, while the counter totals 1268.i can not account for this
23/05/2000 09:44:52	Customer Call	difference on any other reconcilliation report . please investigate
23/05/2000 09:44:52	Customer Call	23/05/00 10:15 uktemp6
23/05/2000 09:44:52	Customer Call	Information: please route to smc1
23/05/2000 09:44:52	Customer Call	23/05/00 10:34 UK061809
23/05/2000 09:44:52	Customer Call	Information: Passing to SSC as requested by call logger.
23/05/2000 09:44:52	Customer Call	F} Call details
23/05/2000 09:44:53	Customer Call	Diagnostician name:
23/05/2000 09:44:54	Customer Call	Customer opened date 23/05/2000 10:10:50
23/05/2000 09:53:43	Barbara Longley	Target Release updated to CSR-CI3R



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PC0045580	the host detected transaction	23/05/2000 09:44:49	15/06/2000 09:04:41	john moran/7229 2000/	General/Other/Misc
EDSC	control error report		Closed		Reconciliation

23/05/2000 09:53:43	Barbara Longley	Product General/Other/Misc Reconciliation added
23/05/2000 12:38:11	John Moran	New evidence added - host detected transaction controll report for 22/5
23/05/2000 15:03:36	Catherine Obeng	The Call record has been assigned to the Team Member: Bob Foster
23/05/2000 15:03:36	Catherine Obeng	Defect cause updated to 99:General - Unknown
23/05/2000 15:03:36	Catherine Obeng	Hours spent since call received: 0 hours
31/05/2000 08:13:48	Bob Foster	F} Response :
31/05/2000 08:13:49	Bob Foster	Transferring to Sampath Kumar
31/05/2000 08:13:49	Bob Foster	
31/05/2000 08:13:49	Bob Foster	Sanpath
31/05/2000 08:13:49	Bob Foster	Can you have a look at this one, as I don't have a Unix account yet and I've
31/05/2000 08:13:49	Bob Foster	been told to concentrate on non polling today
31/05/2000 08:13:49	Bob Foster	
31/05/2000 08:13:49	Bob Foster	Thanks
31/05/2000 08:13:49	Bob Foster	Bob
31/05/2000 08:13:49	Bob Foster	[END OF REFERENCE 18562635]
31/05/2000 08:13:49	Bob Foster	Responded to call type L as Category 40 -Incident Under Investigation
31/05/2000 08:13:59	Bob Foster	The response was delivered to: PowerHelp
31/05/2000 08:14:00	Bob Foster	The Call record has been assigned to the Team Member: Sampath Kumar
31/05/2000 08:14:01	Bob Foster	Hours spent since call received: 0 hours
01/06/2000 13:19:17	deleted (Sampath Kumar)	The Call record has been assigned to the Team Member: Lara Oladapo
01/06/2000 13:19:18	deleted (Sampath Kumar)	Hours spent since call received: 0 hours
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	F} Response :
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	TPS Total 169
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	Counter Total 1268



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EDSC	control error report		Closed		Reconciliation

02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	This appears to be a case of the agents not harvesting all the transactions
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	from the counter.
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	Looking through the Agent event logs to check if there were errors on outlet
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	070116 on 22/05/20....
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 18658655]
02/06/2000 10:07:21	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 40 -Incident Under Investigation
02/06/2000 10:07:24	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp
02/06/2000 10:59:59	Deleted User (Lara Oladapo DEC/00)	F} Response :
02/06/2000 10:59:59	Deleted User (Lara Oladapo DEC/00)	No error recorded in the agent logs.
02/06/2000 10:59:59	Deleted User (Lara Oladapo DEC/00)	Unable to connect to the archive server to download the TP report for 22/05.
02/06/2000 10:59:59	Deleted User (Lara Oladapo DEC/00)	
02/06/2000 10:59:59	Deleted User (Lara Oladapo DEC/00)	Defer to retry.
02/06/2000 10:59:59	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 18664003]
02/06/2000 11:00:00	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 40 -Incident Under Investigation
02/06/2000 11:00:03	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp
02/06/2000 13:32:31	Deleted User (Lara Oladapo DEC/00)	New evidence added - Complete Message store for 070116



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EDSC	control error report		Closed		Reconciliation

02/06/2000 13:32:33 Deleted User (Lara Oladapo DEC/00) F} Response :

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) The host detected transaction control error reports dated 22/05/00 - at

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) office 070116 the TPS total = 169 while the Counter total = 1268

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00)

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) I have checked the agent event logs and could find no error message generated

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) against this outlet on 22/05/20 neither was this error recorded on the TPS

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) Harvester Exceptions report.

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00)

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) However, the total no. of transactions on the counter is 167. It therefore

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) appears that the TP total is the correct figure rather than the counter's.

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00)

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) I am forwarding this call on to the development team with a copy of the

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) complete message store for advise as to what could have caused this error.

02/06/2000 13:32:34 Deleted User (Lara Oladapo DEC/00) [END OF REFERENCE 18670865]

02/06/2000 13:32:35 Deleted User (Lara Oladapo DEC/00) Responded to call type L as Category 40 -Incident Under Investigation

02/06/2000 13:32:38 Deleted User (Lara Oladapo DEC/00) The response was delivered to: PowerHelp



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EDSC	control error report		Closed		Reconciliation

02/06/2000 13:32:39	Deleted User (Lara Oladapo DEC/00)	The Call record has been transferred to the Team: QFP
02/06/2000 13:32:39	Deleted User (Lara Oladapo DEC/00)	Hours spent since call received: 0 hours
02/06/2000 14:11:43	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
02/06/2000 14:11:44	Lionel Higman	Hours spent since call received: 0 hours
05/06/2000 16:52:29	Steve Warwick	F} Response :
05/06/2000 16:52:29	Steve Warwick	There is something very odd about the message store extract provided as
05/06/2000 16:52:29	Steve Warwick	evidence. This outlet has only one counter position which appears to have
05/06/2000 16:52:29	Steve Warwick	been switched off from c.10:48 on 20th May to 16:10 on 22nd May. Therefore
05/06/2000 16:52:29	Steve Warwick	the EOD processes were not run on 20th and 21st May, but ran at EOD on 22nd
05/06/2000 16:52:29	Steve Warwick	May generating EOD marks timed at 23:59:59 for both 20th and 21st May. Both
05/06/2000 16:52:29	Steve Warwick	the EOD markers for 20th and 21st May point to message 1:71380 as the mark
05/06/2000 16:52:29	Steve Warwick	for node 1, message 71380 is dated 16th May and is the EOD Harvest Trailer
05/06/2000 16:52:29	Steve Warwick	for 16th May. This is the reason that the reconciliation total at the
05/06/2000 16:52:29	Steve Warwick	counter is such a high number.
05/06/2000 16:52:29	Steve Warwick	
05/06/2000 16:52:29	Steve Warwick	However, the really puzzling issue is that message 1:71381 is a
05/06/2000 16:52:29	Steve Warwick	RiposteHeartBeat object update dated 22-May-2000, followed by message 71382
05/06/2000 16:52:29	Steve Warwick	which is a RiposteHeartBeat object update dated 17-May-2000 (I suspect that
05/06/2000 16:52:29	Steve Warwick	this is why the reconciliation totals for 20th and 21st May were '0'). On
05/06/2000 16:52:29	Steve Warwick	the face of it this is a corrupt message store. In order to investigate this
05/06/2000 16:52:29	Steve Warwick	further could you please:
05/06/2000 16:52:29	Steve Warwick	
05/06/2000 16:52:29	Steve Warwick	1. Provide a copy of the NT event log for node 1 covering the period 16th
05/06/2000 16:52:29	Steve Warwick	May to 22nd May
05/06/2000 16:52:29	Steve Warwick	2. Obtain a complete text copy of the message store AT THE COUNTER (I.e. run

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05/06/2000 16:52:29	Steve Warwick	RiposteNextMessage remotely at the counter and not on the correspondence			
05/06/2000 16:52:29	Steve Warwick	server) and attach the file as evidence for further investigation.			
05/06/2000 16:52:29	Steve Warwick	[END OF REFERENCE 18728805]			
05/06/2000 16:52:29	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence			
05/06/2000 16:52:30	Steve Warwick	Hours spent since call received: 2 hours			
05/06/2000 16:52:30	Steve Warwick	The Call record has been transferred to the Team: EDSC			
05/06/2000 16:52:30	Steve Warwick	The response has been routed to the gateway team for validation			
06/06/2000 08:59:00	Diane Rowe	The Call record has been assigned to the Team Member: Lara Oladapo			
06/06/2000 08:59:01	Diane Rowe	Hours spent since call received: 0 hours			
06/06/2000 13:42:13	Deleted User (Lara Oladapo DEC/00)	New evidence added - Message Store on counter 01			
06/06/2000 13:44:25	Deleted User (Lara Oladapo DEC/00)	New evidence added - Event logs on counter 01			
06/06/2000 13:48:59	Deleted User (Lara Oladapo DEC/00)	F} Response :			
06/06/2000 13:49:00	Deleted User (Lara Oladapo DEC/00)	Attached new evidence as required. However, the event log does not have any			
06/06/2000 13:49:00	Deleted User (Lara Oladapo DEC/00)	record for the specified dates			
06/06/2000 13:49:00	Deleted User (Lara Oladapo DEC/00)				
06/06/2000 13:49:00	Deleted User (Lara Oladapo DEC/00)	Reassigning call back to QFP			
06/06/2000 13:49:00	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 18765270]			
06/06/2000 13:49:01	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 40 -Incident Under Investigation			
06/06/2000 13:49:04	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp			



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EDSC	control error report		Closed		Reconciliation

06/06/2000 13:49:05	Deleted User (Lara Oladapo DEC/00)	The Call record has been transferred to the Team: QFP
06/06/2000 13:49:05	Deleted User (Lara Oladapo DEC/00)	Hours spent since call received: 0 hours
06/06/2000 14:26:41	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
06/06/2000 14:26:41	Lionel Higman	Hours spent since call received: 0 hours
07/06/2000 14:12:16	Steve Warwick	F} Response :
07/06/2000 14:12:16	Steve Warwick	The evidence in the event log indicates that this particular PC was not used
07/06/2000 14:12:16	Steve Warwick	between 19th April and 22nd May. This in turn suggests that therefore this
07/06/2000 14:12:16	Steve Warwick	PC was one replaced in the outlet during the afternoon of 22nd May.
07/06/2000 14:12:16	Steve Warwick	
07/06/2000 14:12:16	Steve Warwick	It is possible that there was an additional PC swap out sometime during the
07/06/2000 14:12:16	Steve Warwick	day of 16th May, with the newly installed PC on that date being initially
07/06/2000 14:12:16	Steve Warwick	installed with an incorrect date/time (the date was probably 22nd May, Time
07/06/2000 14:12:16	Steve Warwick	c.10:00am.). This newly installed PC allowed the Riposte HeartBeat object to
07/06/2000 14:12:16	Steve Warwick	be written to the message store after the messages for 16th May, the
07/06/2000 14:12:16	Steve Warwick	date/time was subsequently re-set to the correct date (16th May) and the
07/06/2000 14:12:16	Steve Warwick	system was then used between 17th and 20th May at which point the system
07/06/2000 14:12:16	Steve Warwick	appears to have failed again and been replaced on 22nd May at c:16:00.
07/06/2000 14:12:16	Steve Warwick	Without access the the event logs of the machines which were replaced it is
07/06/2000 14:12:16	Steve Warwick	not possible to be absolutely definitive about the sequence of events.
07/06/2000 14:12:16	Steve Warwick	
07/06/2000 14:12:16	Steve Warwick	Can you please check whether there were two PC replacements in this office on
07/06/2000 14:12:16	Steve Warwick	the dates suggested. If so, the call should be routed to the 'AutoConfig'
07/06/2000 14:12:16	Steve Warwick	development team (Infrastruc-Dev) for an explanation of how the first
07/06/2000 14:12:16	Steve Warwick	swap-out box can have allowed the Riposte Service to have started prior to
07/06/2000 14:12:16	Steve Warwick	the PC having its date and time correctly set.

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EDSC	control error report		Closed		Reconciliation

07/06/2000 14:12:16	Steve Warwick	[END OF REFERENCE 18812754]			
07/06/2000 14:12:17	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence			
07/06/2000 14:12:18	Steve Warwick	Hours spent since call received: .5 hours			
07/06/2000 14:12:18	Steve Warwick	The Call record has been transferred to the Team: EDSC			
07/06/2000 14:12:18	Steve Warwick	The response has been routed to the gateway team for validation			
07/06/2000 14:18:01	Barbara Longley	The Call record has been assigned to the Team Member: Lara Oladapo			
07/06/2000 14:18:02	Barbara Longley	Hours spent since call received: 0 hours			
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)	F} Response :			
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)	Re E-0005191536, there was a base unit swap at FAD 070116 on 20/05/20 AM and			
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)	then again in the afternoon of 22/05/20. There is no call to indicate that			
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)	there was a base unit swap on 16/05/20.			
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)				
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)	Reassigning call to QFP FAO Steve Warwick for info.			
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 18857116]			
08/06/2000 12:35:44	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 40 -Incident Under Investigation			
08/06/2000 12:35:52	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp			
08/06/2000 12:35:53	Deleted User (Lara Oladapo DEC/00)	The Call record has been transferred to the Team: QFP			
08/06/2000 12:35:53	Deleted User (Lara Oladapo DEC/00)	Defect cause updated to 41:General - in Procedure			
08/06/2000 12:35:53	Deleted User (Lara Oladapo DEC/00)	Hours spent since call received: 0 hours			



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EDSC	control error report		Closed		Reconciliation

08/06/2000 12:48:44	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick			
08/06/2000 12:48:45	Lionel Higman	Hours spent since call received: 0 hours			
09/06/2000 09:52:10	Steve Warwick	Target Release updated to NFR - No Fix Reqd			
09/06/2000 09:52:16	Steve Warwick	F} Response :			
09/06/2000 09:52:16	Steve Warwick	The fact that there were hardware problems with this counter position around			
09/06/2000 09:52:16	Steve Warwick	the time of the 'rogue' message being inserted indicates that this is			
09/06/2000 09:52:16	Steve Warwick	probably the cause of the out of sequence message. The out of sequence			
09/06/2000 09:52:16	Steve Warwick	message can only have been caused by an incorrectly set date and time between			
09/06/2000 09:52:16	Steve Warwick	16th and 17th May and since the original NT Event Logs for the PC which was			
09/06/2000 09:52:16	Steve Warwick	installed at this time are unavailable there is no further investigation I			
09/06/2000 09:52:16	Steve Warwick	can undertake. Returning for closure.			
09/06/2000 09:52:16	Steve Warwick	[END OF REFERENCE 18898062]			
09/06/2000 09:52:16	Steve Warwick	Responded to call type L as Category 96 -Insufficient evidence			
09/06/2000 09:52:17	Steve Warwick	Hours spent since call received: .3 hours			
09/06/2000 09:52:17	Steve Warwick	Defect cause updated to 38:General - Hardware Fault			
09/06/2000 09:52:17	Steve Warwick	The Call record has been transferred to the Team: EDSC			
09/06/2000 09:52:18	Steve Warwick	The response has been routed to the gateway team for validation			
09/06/2000 09:59:39	Barbara Longley	The Call record has been assigned to the Team Member: Lara Oladapo			
09/06/2000 09:59:39	Barbara Longley	Hours spent since call received: 0 hours			
09/06/2000 14:28:34	Deleted User (Lara Oladapo DEC/00)	F} Response :			
09/06/2000 14:28:35	Deleted User (Lara Oladapo DEC/00)	A KEL needs to be raised for this problem			
09/06/2000 14:28:35	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 18925898]			
09/06/2000 14:28:35	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 40 -Incident Under Investigation			

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EDSC	control error report		Closed		Reconciliation

09/06/2000 14:28:56	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp
14/06/2000 09:10:53	Deleted User (Lara Oladapo DEC/00)	F} Response :
14/06/2000 09:10:53	Deleted User (Lara Oladapo DEC/00)	Closing call as hardware fault.
14/06/2000 09:10:53	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 19082954]
14/06/2000 09:10:53	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 92 -Suspected hardware fault
14/06/2000 09:10:53	Deleted User (Lara Oladapo DEC/00)	Hours spent since call received: 0 hours
14/06/2000 09:10:56	Deleted User (Lara Oladapo DEC/00)	CALL PC0045580 closed: Category 92, Type L
14/06/2000 09:10:56	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp
14/06/2000 09:15:26	Customer Call	Date and time complete: 14/06/2000 10:15:19
14/06/2000 09:15:26	Customer Call	Service Complete (Confirmation) Received
14/06/2000 10:23:57	Customer Call	CALL PC0045580 Reopened: This incident has been reopened
14/06/2000 10:23:58	Customer Call	CALL PC0045580:Priority B:CallType L - Target 19/06/00 11:23:57
14/06/2000 10:23:58	Customer Call	EMPTY
14/06/2000 10:23:58	Customer Call	14/06/00 11:27 UK061916
14/06/2000 10:23:58	Customer Call	Information: Contacted Lara Oladapo at SSC to ask if a KELhad been
14/06/2000 10:23:58	Customer Call	raised. She said it hadn't and requested that call be sent back
14/06/2000 10:23:58	Customer Call	to SSC for KEL to be raised before call passed back to SMC
14/06/2000 10:23:58	Customer Call	for action to be taken a sper that KEL.
14/06/2000 10:23:58	Customer Call	14/06/00 11:28 UK061916
14/06/2000 10:23:58	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
14/06/2000 10:23:58	Customer Call	F} Call details



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EDSC	control error report		Closed		Reconciliation

14/06/2000 10:23:59	Customer Call	Diagnostician name:
14/06/2000 10:33:51	Barbara Longley	The Call record has been assigned to the Team Member: Lara Oladapo
14/06/2000 10:33:51	Barbara Longley	Hours spent since call received: 0 hours
14/06/2000 13:34:49	Deleted User (Lara Oladapo DEC/00)	F} Response :
14/06/2000 13:34:49	Deleted User (Lara Oladapo DEC/00)	kel loladapo173p.htm was raised.
14/06/2000 13:34:49	Deleted User (Lara Oladapo DEC/00)	
14/06/2000 13:34:49	Deleted User (Lara Oladapo DEC/00)	Pls close
14/06/2000 13:34:49	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 19106656]
14/06/2000 13:34:49	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 92 -Suspected hardware fault
14/06/2000 13:34:50	Deleted User (Lara Oladapo DEC/00)	Hours spent since call received: 0 hours
14/06/2000 13:34:54	Deleted User (Lara Oladapo DEC/00)	CALL PC0045580 closed: Category 92, Type L
14/06/2000 13:34:54	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp
14/06/2000 13:39:37	Customer Call	Date and time complete: 14/06/2000 14:38:55
14/06/2000 13:39:37	Customer Call	Service Complete (Confirmation) Received
14/06/2000 14:04:37	Customer Call	CALL PC0045580 Reopened: This incident has been reopened
14/06/2000 14:04:37	Customer Call	CALL PC0045580:Priority B:CallType L - Target 19/06/00 15:04:37
14/06/2000 14:04:38	Customer Call	EMPTY
14/06/2000 14:04:38	Customer Call	14/06/00 14:57 uk059697
14/06/2000 14:04:38	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
14/06/2000 14:04:38	Customer Call	14/06/00 14:57 uk059697



Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0045580	the host detected transaction	23/05/2000 09:44:49	15/06/2000 09:04:41	john moran/7229 2000/	General/Other/Misc
EDSC	control error report		Closed		Reconciliation

14/06/2000 14:04:38	Customer Call	Information: please advise if the call logger has been contacted and
14/06/2000 14:04:38	Customer Call	agreed call closure
14/06/2000 14:04:38	Customer Call	F} Call details
14/06/2000 14:04:38	Customer Call	Diagnostician name:
14/06/2000 14:56:59	Barbara Longley	Lara, If you have done your investigations, the call then needs to be routed
14/06/2000 14:56:59	Barbara Longley	to call raiser John Moran in MSU-Indt.
14/06/2000 14:57:00	Barbara Longley	The Call record has been assigned to the Team Member: Lara Oladapo
14/06/2000 14:57:00	Barbara Longley	Hours spent since call received: 0 hours
14/06/2000 15:17:39	Deleted User (Lara Oladapo DEC/00)	F} Response :
14/06/2000 15:17:39	Deleted User (Lara Oladapo DEC/00)	kel LOLadapo173p.htm was raised.
14/06/2000 15:17:39	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 19118290]
14/06/2000 15:17:39	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 40 -Incident Under Investigation
14/06/2000 15:17:41	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp
14/06/2000 15:17:42	Deleted User (Lara Oladapo DEC/00)	The Call record has been transferred to the Team: MSU-Indt Mgt
14/06/2000 15:17:42	Deleted User (Lara Oladapo DEC/00)	Hours spent since call received: 0 hours
14/06/2000 16:01:15	John Moran	F} Response :
14/06/2000 16:01:15	John Moran	Following every ones comments I am happy to close this call.
14/06/2000 16:01:15	John Moran	[END OF REFERENCE 19124144]
14/06/2000 16:01:15	John Moran	Responded to call type L as Category 96 -Insufficient evidence
14/06/2000 16:01:16	John Moran	Hours spent since call received: .3 hours
14/06/2000 16:01:16	John Moran	The Call record has been transferred to the Team: EDSC
14/06/2000 16:01:16	John Moran	The response has been routed to the gateway team for validation



Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0045580	the host detected transaction	23/05/2000 09:44:49	15/06/2000 09:04:41	john moran/7229 2000/	General/Other/Misc
EDSC	control error report		Closed		Reconciliation

14/06/2000 16:16:43	Barbara Longley	The Call record has been assigned to the Team Member: Lara Oladapo			
14/06/2000 16:16:43	Barbara Longley	Hours spent since call received: 0 hours			
15/06/2000 08:44:09	Deleted User (Lara Oladapo DEC/00)	F} Response :			
15/06/2000 08:44:10	Deleted User (Lara Oladapo DEC/00)	closing call			
15/06/2000 08:44:10	Deleted User (Lara Oladapo DEC/00)	[END OF REFERENCE 19138769]			
15/06/2000 08:44:10	Deleted User (Lara Oladapo DEC/00)	Responded to call type L as Category 96 -Insufficient evidence			
15/06/2000 08:44:10	Deleted User (Lara Oladapo DEC/00)	Hours spent since call received: 0 hours			
15/06/2000 08:44:12	Deleted User (Lara Oladapo DEC/00)	CALL PC0045580 closed: Category 96, Type L			
15/06/2000 08:44:12	Deleted User (Lara Oladapo DEC/00)	The response was delivered to: PowerHelp			
15/06/2000 09:04:40	Customer Call	Date and time complete: 15/06/2000 10:04:26			
15/06/2000 09:04:41	Customer Call	Service Complete (Confirmation) Received			