

PinICL Expor PC0059947

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|------------------------|---------------------|---------------------|--------------------------|------------------|
| Logged By | | | Status | | Product At Fault |
| PC0059947 | Data Copy of PC0056474 | 25/10/2000 15:56:31 | 19/01/2001 12:02:22 | Chris Gilding/023 803373 | EPOSS & DeskTop |
| York | | | Closed | | |

References

| Name | Value |
|----------------|------------------|
| Copy To | PC0059861 |
| Copy From | PC0056474 |
| Other | C |
| Work Package | PWY_WP_10684 |
| Fast track fix | FSTK_2_0_WP10684 |
| Release PinICL | PC0060646 |

Products

| Product Group | Product Name | Product Version |
|-----------------|--------------|-----------------|
| EPOSS & DeskTop | | |

Activities

| Date | User | Comment |
|---------------------|---------------|---|
| 25/10/2000 15:56:31 | Customer Call | CALL PC0056474 opened |
| 25/10/2000 15:56:49 | Customer Call | CALL PC0056474:Priority B:CallType L - Target 30/10/00 16:56:31 |
| 25/10/2000 15:56:49 | Customer Call | 25/10/00 14:38 has reprinted a counters revenue for week 29 and it is |
| 25/10/2000 15:56:49 | Customer Call | showing the weeks numbers for, 29 and 28 mixed as the grand total |
| 25/10/2000 15:56:49 | Customer Call | 25/10/00 14:45 uk081677 |
| 25/10/2000 15:56:49 | Customer Call | Advice: the detaials are as follows |
| 25/10/2000 15:56:50 | Customer Call | 29 should have 2069.10 and week 28 should have been |
| 25/10/2000 15:56:50 | Customer Call | 2334.88 on the reprint for week 29 is showing 4403.98 in the |
| 25/10/2000 15:56:50 | Customer Call | reprint grand total |
| 25/10/2000 15:56:50 | Customer Call | 25/10/00 14:47 uk081677 |
| 25/10/2000 15:56:51 | Customer Call | Information: these are the dtails of the sock unit and user and time |
| 25/10/2000 15:56:51 | Customer Call | user name rke001 |
| 25/10/2000 15:56:51 | Customer Call | sock unit nad |
| 25/10/2000 15:56:51 | Customer Call | date of reprint 12/10/00 |
| 25/10/2000 15:56:51 | Customer Call | near lunch time |

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|---------------------|---------------|--|
| 25/10/2000 15:56:51 | Customer Call | 25/10/00 16:19 UK061916 |
| 25/10/2000 15:56:51 | Customer Call | Contacted: Contacted PO. Spoke to PM. |
| 25/10/2000 15:56:51 | Customer Call | PM has decided to do another Counter Revenue re-print for |
| 25/10/2000 15:56:51 | Customer Call | CAP 30 so we can properly record date/time it was done. |
| 25/10/2000 15:56:51 | Customer Call | 25/10/00 16:21 UK061916 |
| 25/10/2000 15:56:51 | Customer Call | Information: This is a CI4 Site. PM also says that same thing is |
| 25/10/2000 15:56:51 | Customer Call | happening for redeemed stamps report re-print. These are both |
| 25/10/2000 15:56:51 | Customer Call | reports done on BOP. |
| 25/10/2000 15:56:51 | Customer Call | 25/10/00 16:24 UK061916 |
| 25/10/2000 15:56:51 | Customer Call | Information: Example 1: |
| 25/10/2000 15:56:51 | Customer Call | Counters revenue reprint for CAP 30 done at 16:19 25/10/00 |
| 25/10/2000 15:56:51 | Customer Call | user CGI001, done on Gateway. Total figure printed is |
| 25/10/2000 15:56:51 | Customer Call | £4199.58, which is total of correct CAP 30 figure of £2130.48 |
| 25/10/2000 15:56:51 | Customer Call | plus total of correct CAP 29 figure of £2069.10. Figure printed |
| 25/10/2000 15:56:51 | Customer Call | for cAP 30 should only have been £2130.48; correct figure |
| 25/10/2000 15:56:51 | Customer Call | was printed when Counters revenue report was printed as part |
| 25/10/2000 15:56:51 | Customer Call | of rollover from CAP 30 to 31, problem only seems to be |
| 25/10/2000 15:56:51 | Customer Call | occurring on reprint. |
| 25/10/2000 15:56:51 | Customer Call | 25/10/00 16:34 UK061916 |
| 25/10/2000 15:56:51 | Customer Call | Information: Example 2: |
| 25/10/2000 15:56:52 | Customer Call | Redeemed Stamps Office Weekly report reprint for CAP 30 - |
| 25/10/2000 15:56:52 | Customer Call | done at 16:23 25/10/00 user CGI001, Gateway counter. |
| 25/10/2000 15:56:52 | Customer Call | MVL Licences: correct |
| 25/10/2000 15:56:52 | Customer Call | TV Redeemed stamps: £1216, should be 1012.00 |
| 25/10/2000 15:56:52 | Customer Call | Phone Stamps Redeemed: £670, should be £595.00 |
| 25/10/2000 15:56:52 | Customer Call | Gas Stamps Redeemed: £135, should be £90.00 |

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|---------------------|-----------------|---|
| 25/10/2000 15:56:52 | Customer Call | These incorrect figures are not an amalgamation of CAP 29 |
| 25/10/2000 15:56:52 | Customer Call | & CAP 30 figures. PM is just checking to see if they're an |
| 25/10/2000 15:56:52 | Customer Call | amalgamation of CAP 30 & CAP 31 figures instead. |
| 25/10/2000 15:56:52 | Customer Call | 25/10/00 16:44 UK061916 |
| 25/10/2000 15:56:52 | Customer Call | Information: PM not sure whetehr the redeemed stamps totals on reprint |
| 25/10/2000 15:56:52 | Customer Call | for CAP 30 is amalgamtion of cAP 30 & 31 figures or not, but |
| 25/10/2000 15:56:52 | Customer Call | they're certainly not the same as figures printed on |
| 25/10/2000 15:56:52 | Customer Call | redeemed stamps report when rolling from CAPs 30 to 31. |
| 25/10/2000 15:56:52 | Customer Call | Will pass to SSC for investigation. Could this be a new |
| 25/10/2000 15:56:52 | Customer Call | CI4 Bug? |
| 25/10/2000 15:56:52 | Customer Call | 25/10/00 16:58 UK061916 |
| 25/10/2000 15:56:52 | Customer Call | Information: Gateway event logs for today file id: 61684. |
| 25/10/2000 15:56:52 | Customer Call | F} Call details |
| 25/10/2000 15:56:53 | Customer Call | Diagnostician name: |
| 25/10/2000 15:56:54 | Customer Call | Customer opened date 25/10/2000 14:38:33 |
| 25/10/2000 16:06:14 | Barbara Longley | The call summary has been changed from:- |
| 25/10/2000 16:06:14 | Barbara Longley | has reprinted a counters revenue for week 29 and i |
| 25/10/2000 16:06:14 | Barbara Longley | The call summary is now:- |
| 25/10/2000 16:06:14 | Barbara Longley | FAD 014546 - 2 CAPS rolled into one |
| 25/10/2000 16:06:14 | Barbara Longley | Target Release updated to CSR-CI4R |
| 25/10/2000 16:06:14 | Barbara Longley | Product EPOSS & DeskTop added |
| 25/10/2000 16:06:15 | Barbara Longley | CALL PC0056474:Priority B:CallType N - Target 30/10/00 16:56:31 |
| 26/10/2000 08:16:40 | John Simpkins | PRESCAN: No kel, sounds like the REPRINTS object has been produced with the |
| 26/10/2000 08:16:40 | John Simpkins | wrong markers. Check message store. |
| 26/10/2000 08:16:41 | John Simpkins | The Call record has been assigned to the Team Member: Steve Squires |
| 26/10/2000 08:16:41 | John Simpkins | Defect cause updated to 99:General - Unknown |

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|---------------------|-----------------|---|
| 26/10/2000 08:16:41 | John Simpkins | Hours spent since call received: 0 hours |
| 26/10/2000 13:23:47 | Barbara Longley | The call summary has been changed from:- |
| 26/10/2000 13:23:47 | Barbara Longley | FAD 014546 - 2 CAPS rolled into one |
| 26/10/2000 13:23:47 | Barbara Longley | The call summary is now:- |
| 26/10/2000 13:23:47 | Barbara Longley | CI4 - FAD 014546 - 2 CAPS rolled into one |
| 26/10/2000 13:23:51 | Barbara Longley | F} Response : |
| 26/10/2000 13:23:51 | Barbara Longley | The Call record has been assigned to EDSC Team Member: Steve Squires |
| 26/10/2000 13:23:51 | Barbara Longley | [END OF REFERENCE 22506931] |
| 26/10/2000 13:23:52 | Barbara Longley | Responded to call type N as Category 40 -Incident Under Investigation |
| 26/10/2000 13:24:13 | Barbara Longley | The response was delivered to: PowerHelp |
| 08/11/2000 11:30:20 | Steve Squires | New evidence added - Message store from gateway |
| 08/11/2000 11:30:20 | Steve Squires | New evidence added - Audit logs from gateway |
| 08/11/2000 11:32:35 | Steve Squires | F} Response : |
| 08/11/2000 11:32:36 | Steve Squires | Spoke to Les Ong and he asked to see this one. Routing to QFP |
| 08/11/2000 11:32:36 | Steve Squires | [END OF REFERENCE 22772801] |
| 08/11/2000 11:32:36 | Steve Squires | Responded to call type N as Category 40 -Incident Under Investigation |
| 08/11/2000 11:32:46 | Steve Squires | The response was delivered to: PowerHelp |
| 08/11/2000 11:32:49 | Steve Squires | The Call record has been transferred to the Team: QFP |
| 08/11/2000 11:32:49 | Steve Squires | Hours spent since call received: 0 hours |
| 08/11/2000 12:22:22 | Lionel Higman | The Call record has been assigned to the Team Member: Les Ong |
| 08/11/2000 12:22:22 | Lionel Higman | Hours spent since call received: 0 hours |
| 08/11/2000 17:22:44 | Les Ong | The Call record has been transferred to the Team: EPOSS-FP |
| 08/11/2000 17:22:44 | Les Ong | Hours spent since call received: 0 hours |
| 16/11/2000 09:58:12 | Walter Wright | The Call record has been transferred to the Team: EPOSS-Dev |
| 16/11/2000 09:58:13 | Walter Wright | Hours spent since call received: .1 hours |
| 16/11/2000 10:01:46 | Walter Wright | The Call record has been assigned to the Team Member: Stephen Kay |

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| 16/11/2000 10:01:46 | Walter Wright | Hours spent since call received: .1 hours |
| 17/11/2000 08:23:59 | Gary Maxwell | New evidence added - Audit logs for counter 3. |
| 20/11/2000 11:19:14 | Stephen Kay | F} Response : |
| 20/11/2000 11:19:15 | Stephen Kay | I have traced through this problem and by looking at the messagestore I find |
| 20/11/2000 11:19:15 | Stephen Kay | that all the stock unit markers are correct, the office reprints markers are |
| 20/11/2000 11:19:15 | Stephen Kay | correct and the WP level seems to be sufficiently high to include the fixes |
| 20/11/2000 11:19:15 | Stephen Kay | for some known problems in this area. However, looking at the audit logs I |
| 20/11/2000 11:19:15 | Stephen Kay | cannot find any evidence of the Counters Revenue reprint being printed. I |
| 20/11/2000 11:19:15 | Stephen Kay | tried to build the messagestore from the attached file and failed due to |
| 20/11/2000 11:19:15 | Stephen Kay | missing correspondance server messages. |
| 20/11/2000 11:19:15 | Stephen Kay | |
| 20/11/2000 11:19:15 | Stephen Kay | Can this problem be looked at to see if it is still a problem at this outlet |
| 20/11/2000 11:19:15 | Stephen Kay | and if it is, can a FULL messagestore and ALL audit logs for the counter on |
| 20/11/2000 11:19:15 | Stephen Kay | which the reports are printed, be attached to this PinICL and returned. |
| 20/11/2000 11:19:15 | Stephen Kay | [END OF REFERENCE 23068336] |
| 20/11/2000 11:19:16 | Stephen Kay | Responded to call type N as Category 96 -Insufficient evidence |
| 20/11/2000 11:19:16 | Stephen Kay | Hours spent since call received: 20 hours |
| 20/11/2000 11:19:17 | Stephen Kay | The Call record has been transferred to the Team: EDSC |
| 20/11/2000 11:19:17 | Stephen Kay | The response has been routed to the gateway team for validation |
| 20/11/2000 13:17:04 | Diane Rowe | The Call record has been assigned to the Team Member: Paul Steed |
| 20/11/2000 13:17:19 | Diane Rowe | Hours spent since call received: 0 hours |
| 22/11/2000 14:36:37 | Paul Steed | The Call record has been assigned to the Team Member: Steve Squires |
| 22/11/2000 14:36:38 | Paul Steed | Hours spent since call received: 0 hours |
| 24/11/2000 14:34:05 | Steve Squires | F} Response : |
| 24/11/2000 14:34:08 | Steve Squires | Called PM - out until Monday; will try again then. |
| 24/11/2000 14:34:08 | Steve Squires | [END OF REFERENCE 23227333] |

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| 24/11/2000 14:34:19 | Steve Squires | Responded to call type N as Category 40 -Incident Under Investigation |
| 24/11/2000 14:34:22 | Steve Squires | The response was delivered to: PowerHelp |
| 27/11/2000 10:26:57 | Steve Squires | F} Response : |
| 27/11/2000 10:26:57 | Steve Squires | Called outlet - Chris Gilding not available. Russel Kemp said he would do a |
| 27/11/2000 10:26:57 | Steve Squires | re-print to see if the problem still occurs. However, as the office is very |
| 27/11/2000 10:26:57 | Steve Squires | busy this is unlikely to be before 14:00 today. Will ring back later. |
| 27/11/2000 10:26:57 | Steve Squires | [END OF REFERENCE 23272442] |
| 27/11/2000 10:26:57 | Steve Squires | Responded to call type N as Category 40 -Incident Under Investigation |
| 27/11/2000 10:27:24 | Steve Squires | The response was delivered to: PowerHelp |
| 27/11/2000 17:26:59 | Steve Squires | F} Response : |
| 27/11/2000 17:26:59 | Steve Squires | Outlet has been too busy today to assist. Will ring back tomorrow. |
| 27/11/2000 17:26:59 | Steve Squires | [END OF REFERENCE 23295206] |
| 27/11/2000 17:26:59 | Steve Squires | Responded to call type N as Category 40 -Incident Under Investigation |
| 27/11/2000 17:27:02 | Steve Squires | The response was delivered to: PowerHelp |
| 28/11/2000 10:51:47 | Steve Squires | F} Response : |
| 28/11/2000 10:51:47 | Steve Squires | Reprint of Redeemed Stamps for CAP 35 done. It shows: |
| 28/11/2000 10:51:47 | Steve Squires | NVL 490 (490) [610] |
| 28/11/2000 10:51:47 | Steve Squires | TV 974 (602) [550] |
| 28/11/2000 10:51:47 | Steve Squires | BT 47 (5) [128] |
| 28/11/2000 10:51:47 | Steve Squires | BGAS 115 (135) [0] |
| 28/11/2000 10:51:47 | Steve Squires | |
| 28/11/2000 10:51:47 | Steve Squires | The figures in round brackets are taken from the Cash Account for CAP 35 and |
| 28/11/2000 10:51:47 | Steve Squires | the figures in square brackets are from a snapshot taken this morning at |
| 28/11/2000 10:51:47 | Steve Squires | around 08:37. The reprint was done by user RKE001 on Node 13 at around 10:33 |
| 28/11/2000 10:51:47 | Steve Squires | today. |
| 28/11/2000 10:51:47 | Steve Squires | [END OF REFERENCE 23306937] |

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| 28/11/2000 10:51:48 | Steve Squires | Responded to call type N as Category 40 -Incident Under Investigation |
| 28/11/2000 10:51:50 | Steve Squires | The response was delivered to: PowerHelp |
| 28/11/2000 12:53:48 | Steve Squires | evidence deleted - Message store from gateway |
| 28/11/2000 12:53:48 | Steve Squires | evidence deleted - Audit logs from gateway |
| 28/11/2000 12:53:48 | Steve Squires | evidence deleted - Audit logs for counter 3. |
| 28/11/2000 12:53:48 | Steve Squires | New evidence added - Message store, event and audit logs from counter 1 |
| 28/11/2000 12:53:55 | Steve Squires | F} Response : |
| 28/11/2000 12:53:55 | Steve Squires | Given that the problem still exists (see example above) I have attached |
| 28/11/2000 12:53:55 | Steve Squires | latest message store from counter 13 together with Audit logs and Event logs. |
| 28/11/2000 12:53:55 | Steve Squires | Please have another look. |
| 28/11/2000 12:53:55 | Steve Squires | [END OF REFERENCE 23312373] |
| 28/11/2000 12:53:55 | Steve Squires | Responded to call type N as Category 40 -Incident Under Investigation |
| 28/11/2000 12:54:17 | Steve Squires | The response was delivered to: PowerHelp |
| 28/11/2000 12:54:18 | Steve Squires | The Call record has been transferred to the Team: QFP |
| 28/11/2000 12:54:19 | Steve Squires | Hours spent since call received: 0 hours |
| 28/11/2000 14:31:42 | Lionel Higman | The Call record has been assigned to the Team Member: Les Ong |
| 28/11/2000 14:31:43 | Lionel Higman | Hours spent since call received: 0 hours |
| 28/11/2000 17:08:44 | Les Ong | The Call record has been transferred to the Team: EPOSS-FP |
| 28/11/2000 17:08:45 | Les Ong | Hours spent since call received: 0 hours |
| 07/12/2000 14:35:52 | Walter Wright | The Call record has been transferred to the Team: EPOSS-Dev |
| 07/12/2000 14:35:53 | Walter Wright | Hours spent since call received: .1 hours |
| 07/12/2000 14:36:22 | Walter Wright | The Call record has been assigned to the Team Member: Alex Kaiser |
| 07/12/2000 14:36:22 | Walter Wright | Hours spent since call received: .1 hours |
| 08/12/2000 14:49:08 | Deleted user (Alex Kaiser feb02) | F} Response : |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | I have looked at the new attachments, and they are not what Steve Kay asked |

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08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) for on 20/11/2000. In order to recreate the problems we need;

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02)

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) - a FULL messagestore (ie. every single record from every counter and

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) correspondence server)

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) - the audit logs from the counters on which the reports were produced AND the

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) date on which they were printed.

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02)

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) From what I could see within the messagestore that was supplied the problem

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) with the Redeemed Stamps report could just be a case of user misunderstanding.

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) This report (& Counters Revenue) are Office Weekly reports that are not

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) cut-off. So if the user prints them, then carries out further transactions

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) between that time and the point of office rollover, any reprint produced in

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) future CAPs will be different to the original. The reprint will fetch every

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) transaction produced within the lower & upper markers for the whole office

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) CAP. It does not use the point where the original report was produced as an

08/12/2000 14:49:10 Deleted user (Alex Kaiser feb02) upper marker.

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|---------------------|----------------------------------|---|
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | I will continue with this line of investigation if someone can attach the |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | requested evidence |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | |
| 08/12/2000 14:49:10 | Deleted user (Alex Kaiser feb02) | [END OF REFERENCE 23662661] |
| 08/12/2000 14:49:15 | Deleted user (Alex Kaiser feb02) | Responded to call type N as Category 96 -Insufficient evidence |
| 08/12/2000 14:49:18 | Deleted user (Alex Kaiser feb02) | Hours spent since call received: 4 hours |
| 08/12/2000 14:49:20 | Deleted user (Alex Kaiser feb02) | The Call record has been transferred to the Team: EDSC |
| 08/12/2000 14:49:20 | Deleted user (Alex Kaiser feb02) | The response has been routed to the gateway team for validation |
| 08/12/2000 15:04:26 | Barbara Longley | The Call record has been assigned to the Team Member: Steve Squires |
| 08/12/2000 15:04:26 | Barbara Longley | Hours spent since call received: 0 hours |
| 08/12/2000 15:56:17 | Steve Squires | New evidence added - Full Message Store |
| 11/12/2000 10:25:17 | Steve Squires | evidence deleted - Full Message Store |
| 11/12/2000 10:25:17 | Steve Squires | New evidence added - Audit Logs from all counters |

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|---------------------|----------------------------------|--|
| 11/12/2000 10:30:34 | Steve Squires | evidence deleted - Message store, event and audit logs from counter 1 |
| 11/12/2000 11:15:35 | Steve Squires | New evidence added - Full Message Store |
| 11/12/2000 11:20:22 | Steve Squires | F} Response : |
| 11/12/2000 11:20:22 | Steve Squires | Full Message Store and all Audit Logs from all counters attached as requested. |
| 11/12/2000 11:20:22 | Steve Squires | [END OF REFERENCE 23685126] |
| 11/12/2000 11:20:22 | Steve Squires | Responded to call type N as Category 40 -Incident Under Investigation |
| 11/12/2000 11:21:11 | Steve Squires | The response was delivered to: PowerHelp |
| 11/12/2000 11:21:18 | Steve Squires | The Call record has been transferred to the Team: QFP |
| 11/12/2000 11:21:21 | Steve Squires | Hours spent since call received: 0 hours |
| 11/12/2000 11:46:18 | Lionel Higman | The Call record has been assigned to the Team Member: Les Ong |
| 11/12/2000 11:46:19 | Lionel Higman | Hours spent since call received: 0 hours |
| 11/12/2000 13:37:53 | Les Ong | The Call record has been transferred to the Team: EPOSS-Dev |
| 11/12/2000 13:37:53 | Les Ong | Hours spent since call received: 0 hours |
| 11/12/2000 13:38:31 | Les Ong | The Call record has been assigned to the Team Member: Alex Kaiser |
| 11/12/2000 13:38:32 | Les Ong | Hours spent since call received: 0 hours |
| 15/12/2000 11:11:14 | Deleted user (Alex Kaiser feb02) | Call PC0056474 cloned to new call PC0059861 |
| 15/12/2000 17:07:21 | Deleted user (Alex Kaiser feb02) | F} Response : |
| 15/12/2000 17:07:21 | Deleted user (Alex Kaiser feb02) | Problem diagnosed and a code/data fix has been applied at M1. |
| 15/12/2000 17:07:21 | Deleted user (Alex Kaiser feb02) | [END OF REFERENCE 23793652] |
| 15/12/2000 17:07:21 | Deleted user (Alex Kaiser feb02) | Responded to call type N as Category 55 -Live Fix Impact Supplied |
| 15/12/2000 17:07:22 | Deleted user (Alex Kaiser feb02) | The response has been flagged to the gateway team for validation |
| 15/12/2000 17:07:23 | Deleted user (Alex Kaiser feb02) | The Call record has been transferred to the Team: RelMngmntForum |

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|------------------------|---------------------|---------------------|--------------------------|------------------|
| Logged By | | | Status | | Product At Fault |
| PC0059947 | Data Copy of PC0056474 | 25/10/2000 15:56:31 | 19/01/2001 12:02:22 | Chris Gilding/023 803373 | EPOSS & DeskTop |
| York | | | Closed | | |

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|---------------------|-------------------------------------|--|
| 15/12/2000 17:07:23 | Deleted user (Alex Kaiser feb02) | Hours spent since call received: 15 hours |
| 18/12/2000 09:54:09 | Roger York | Call PC0059947 cloned from original call PC0056474 |
| 18/12/2000 09:54:17 | Roger York | CALL PC0059947:Priority B:CallType C - Target 21/12/00 09:54:09 |
| 18/12/2000 10:03:02 | Roger York | The call summary has been changed from:- |
| 18/12/2000 10:03:02 | Roger York | Copy PC0056474 CI4 - FAD 014546 - 2 CAPS rolled in |
| 18/12/2000 10:03:02 | Roger York | The call summary is now:- |
| 18/12/2000 10:03:02 | Roger York | Data Copy of PC0056474 |
| 18/12/2000 10:03:02 | Roger York | Contact changed to Roger York |
| 18/12/2000 10:03:04 | Roger York | New evidence added - Required AG |
| 18/12/2000 10:03:04 | Roger York | New evidence added - Request Form |
| 18/12/2000 10:03:05 | Roger York | The Call record has been assigned to the Team Member: Revinder Hothi |
| 18/12/2000 10:03:05 | Roger York | Hours spent since call received: 0 hours |
| 19/12/2000 16:20:03 | deleted (Denise Jackson 0/01) | M1 Clone confirmed by QFP |
| 19/12/2000 16:20:03 | deleted (Denise Jackson 0/01) | Target Release updated to M1Clone |
| 19/12/2000 16:20:03 | deleted (Denise Jackson 0/01) | The call references have been updated. They are now:- |
| 19/12/2000 16:20:03 | deleted (Denise Jackson 0/01) | Copy To : PC0059861 |
| 19/12/2000 16:20:03 | deleted (Denise Jackson 0/01) | T Copy From : PC0056474 |
| 19/12/2000 16:20:03 | deleted (Denise Jackson 0/01) | Other : C |
| 21/12/2000 07:57:06 | deleted user (John McLean 05/01) | code fix authorised pc56474 at RMF for live. Target release altered |
| 21/12/2000 07:57:06 | deleted user (John McLean 05/01) | accordingly |
| 21/12/2000 07:57:06 | deleted user (John McLean 05/01) | Target Release updated to MRB |
| 29/12/2000 11:02:52 | Deleted user (mar01 Revinder Hothi) | The call references have been updated. They are now:- |

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|------------------------|---------------------|---------------------|--------------------------|------------------|
| Logged By | | | Status | | Product At Fault |
| PC0059947 | Data Copy of PC0056474 | 25/10/2000 15:56:31 | 19/01/2001 12:02:22 | Chris Gilding/023 803373 | EPOSS & DeskTop |
| York | | | Closed | | |

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| 29/12/2000 11:02:52 | Deleted user (mar01 Revinder Hothi) | Copy To : PC0059861 |
| 29/12/2000 11:02:52 | Deleted user (mar01 Revinder Hothi) | Copy From : PC0056474 |
| 29/12/2000 11:02:52 | Deleted user (mar01 Revinder Hothi) | Other : C |
| 29/12/2000 11:02:52 | Deleted user (mar01 Revinder Hothi) | T Work Package : PWY_WP_10684 |
| 29/12/2000 11:02:55 | Deleted user (mar01 Revinder Hothi) | F} Response : |
| 29/12/2000 11:02:55 | Deleted user (mar01 Revinder Hothi) | Data delivered in WP_10684 |
| 29/12/2000 11:02:55 | Deleted user (mar01 Revinder Hothi) | [END OF REFERENCE 23935624] |
| 29/12/2000 11:02:55 | Deleted user (mar01 Revinder Hothi) | Responded to call type C as Category 48 -Fix Released to PIT |
| 29/12/2000 11:02:55 | Deleted user (mar01 Revinder Hothi) | The response was delivered on the system |
| 29/12/2000 11:02:56 | Deleted user (mar01 Revinder Hothi) | The Call record has been transferred to the Team: Dev-Int-Rel |
| 29/12/2000 11:02:57 | Deleted user (mar01 Revinder Hothi) | Defect cause updated to 16:Development - Reference Data |
| 29/12/2000 11:02:57 | Deleted user (mar01 Revinder Hothi) | Hours spent since call received: 7 hours |
| 29/12/2000 11:44:39 | Miho Fujii | Fast track available, please test. |
| 29/12/2000 11:44:39 | Miho Fujii | The call references have been updated. They are now:- |
| 29/12/2000 11:44:39 | Miho Fujii | Copy To : PC0059861 |
| 29/12/2000 11:44:39 | Miho Fujii | Copy From : PC0056474 |
| 29/12/2000 11:44:39 | Miho Fujii | Other : C |
| 29/12/2000 11:44:39 | Miho Fujii | Work Package : PWY_WP_10684 |
| 29/12/2000 11:44:39 | Miho Fujii | T Fast track fix : FSTK_2_0_WP10684 |

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|------------------------|---------------------|---------------------|--------------------------|------------------|
| Logged By | | | Status | | Product At Fault |
| PC0059947 | Data Copy of PC0056474 | 25/10/2000 15:56:31 | 19/01/2001 12:02:22 | Chris Gilding/023 803373 | EPOSS & DeskTop |
| York | | | Closed | | |

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| 29/12/2000 11:44:40 | Miho Fujii | The Call record has been transferred to the Team: PI Test |
| 29/12/2000 11:44:40 | Miho Fujii | Hours spent since call received: 0 hours |
| 02/01/2001 08:31:31 | Colin Baker | Les, |
| 02/01/2001 08:31:31 | Colin Baker | |
| 02/01/2001 08:31:31 | Colin Baker | Should we have this? |
| 02/01/2001 08:31:32 | Colin Baker | The Call record has been transferred to the Team: QFP |
| 02/01/2001 08:31:33 | Colin Baker | Hours spent since call received: 0 hours |
| 02/01/2001 09:53:53 | Lionel Higman | The Call record has been transferred to the Team: Live Supp.Test |
| 02/01/2001 09:53:54 | Lionel Higman | Hours spent since call received: 0 hours |
| 09/01/2001 13:45:49 | Deleted user (Rebecca Berger Jun01) | The call references have been updated. They are now:- |
| 09/01/2001 13:45:49 | Deleted user (Rebecca Berger Jun01) | Copy To : PC0059861 |
| 09/01/2001 13:45:49 | Deleted user (Rebecca Berger Jun01) | Copy From : PC0056474 |
| 09/01/2001 13:45:49 | Deleted user (Rebecca Berger Jun01) | Other : C |
| 09/01/2001 13:45:49 | Deleted user (Rebecca Berger Jun01) | Work Package : PWY_WP_10684 |
| 09/01/2001 13:45:49 | Deleted user (Rebecca Berger Jun01) | T Fast track fix : FSTK_2_0_WP10684 |
| 09/01/2001 13:45:49 | Deleted user (Rebecca Berger Jun01) | Release PinICL : PC0060646 |
| 18/01/2001 10:00:55 | Deleted user (Rebecca Berger Jun01) | F} Response : |
| 18/01/2001 10:00:55 | Deleted user (Rebecca Berger Jun01) | This Call has cleared testing, routing back to call logger |
| 18/01/2001 10:00:55 | Deleted user (Rebecca Berger Jun01) | [END OF REFERENCE 24244527] |

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|------------------------|---------------------|---------------------|--------------------------|------------------|
| Logged By | | | Status | | Product At Fault |
| PC0059947 | Data Copy of PC0056474 | 25/10/2000 15:56:31 | 19/01/2001 12:02:22 | Chris Gilding/023 803373 | EPOSS & DeskTop |
| York | | | Closed | | |

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| 18/01/2001 10:00:55 | Deleted user (Rebecca Berger Jun01) | Responded to call type C as Category 60 -S/W Fix Released to Call Logger |
| 18/01/2001 10:00:56 | Deleted user (Rebecca Berger Jun01) | Hours spent since call received: 0 hours |
| 18/01/2001 10:00:56 | Deleted user (Rebecca Berger Jun01) | The response was delivered on the system |
| 19/01/2001 12:02:21 | Roger York | CALL PC0059947 closed: Category 60, Type C |
| 19/01/2001 12:02:22 | Roger York | Hours spent since call received: 0 hours |