

Export

Peak Incident Management System

Call Reference	PC0027581	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- Horizon Future Unspecified	Top Ref	E-9907070288
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	13/06/2001	Effort (Man Days)	0
Summary	Mr Lui: Simultaneous Logon		
All References	Type	Value	
	PowerHelp	E-9907070288	
	Acceptance Incident	AI0298L	

Progress Narrative

Date:09-Jul-1999 10:40:00 User: Customer Call_

CALL PC0027581 opened

CALL PC0027581:Priority C:CallType L - Target 16/07/99 11:40:38

Referring to call from Mr Lui, is concerned that when Mr Lui (FAD 261511) had suggested that he had logged onto 2 counters (7/7/99 not sure what time) at the same time. NBSC are concerned that this has happened as it is not supposed to. 07/07/99 20:08 uk059150 Information: Reassigning for additional information. Did the PM log into both counters or transfer the session. Or did he go on the other counter under someone else's logon. Please advise as this is unclear in the call as to what he did. 07/07/99 20:23 uk066121 Information: PM Mr Lui - GRO spoke to PM, was printing final cash account (19:02 7/7/99 call refs 9907070014/ 205/ 239/ 263/ 272) which hung for an hour on counter 2, was asked to log onto gateway to try to also print out final CA which printed off. The slave was still showing 'printing report' while he was logged onto gateway and printing the same report. Gateway started to show no entry signs on logout and other icons but was unclear when. Office seemed to roll over alright and calls were closed. NBSC were concerned that the PM had logged on to 2 counters but we had done nothing about it. 07/07/99 20:45 uk066121 Information: It is unclear as to whether the user was logged on to 2 counters, an explanation is that he had just transferred sessions while one was apparently 'hanging'. NBSC are more concerned that he had suggested he had and that HSH had not taken him seriously. When I spoke Mr Lui was vague in what he had actually done. 09/07/99 11:30 uk061353 Information: I am currently getting the event logs for both counters so that SSC can look at them and confirm whether the PM was actually logged onto both counters at the same time rather than the session transfer over to the other counter. 09/07/99 11:34 uk061353 Information: Counter 1 event log FILE ID 6461 Counter 2 event log FILE ID 6462

F) Call details

Diagnostician name:

Customer opened date 07/07/1999 19:36:14

Date:09-Jul-1999 10:56:00 User: Customer Call_

09/07/99 11:51 uk058269 hsh1 Information: Amanda from the NBSC called requesting an update, she was advised that call is currently with 3rd line support.

Date:09-Jul-1999 11:37:00 User:Patrick Carroll

Target Release updated to PDR - NR2/LT2

Product EPOSS & Desktop EPOSS added

The Call record has been assigned to the Team Member: Pat Carroll

Defect cause updated to 40:General - User

Hours spent since call received: 0 hours

Date:09-Jul-1999 12:11:00 User:Barbara Longley

Product EPOSS & Desktop added

Date:09-Jul-1999 13:32:00 User:Patrick Carroll

New evidence added - Mr Lui logged on at 2 ctrs same time

New evidence added - messagestore

F) Response :

PM has seemed to be able to log on to both counters.

First attachment shows time ordered message from both counters, second is complete messagestore.

NB Counter 2 was re-booted at 17:50:53 BST on 7/7/99

[END OF REFERENCE 11761979]

Responded to call type L as Category 38 -Potential Problem Identified

The response was delivered to: PowerHelp

The Call record has been transferred to the Team: QFP

Hours spent since call received: 2 hours

Date:09-Jul-1999 14:21:00 User:Lionel Higman

Target Release updated to PDR - CSR

The Call record has been assigned to the Team Member: Pauline Kenna

Hours spent since call received: 0 hours

Date:09-Jul-1999 15:34:00 User:Deleted User (Pauline Kenna feb01)

F) Response :

I am unable to download the complete message store - can you provide a message store just for 7/7/99 - all counters. Thanks

[END OF REFERENCE 11765644]

Responded to call type L as Category 40 -Incident Under Investigation

The response has been flagged to the gateway team for validation

The Call record has been transferred to the Team: EDSC

Hours spent since call received: .3 hours

Date:12-Jul-1999 08:36:00 User:Barbara Longley

The Call record has been assigned to the Team Member: Pat Carroll

Hours spent since call received: 0 hours

Date:12-Jul-1999 10:55:00 User:Patrick Carroll

New evidence added - 7 July as requested.

The Call record has been transferred to the Team: EPOSS-Dev

Defect cause updated to 99:General - Unknown

Hours spent since call received: .2 hours

Date:12-Jul-1999 15:46:00 User:Deleted User (Pauline Kenna feb01)

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0 hours

Date:12-Jul-1999 15:48:00 User:Deleted User (Pauline Kenna feb01)

The Call record has been assigned to the Team Member: Pauline Kenna

Hours spent since call received: 0 hours

Date:13-Jul-1999 08:24:00 User:Deleted User (Pauline Kenna feb01)

F) Response :

From looking at the message store, it does appear that user SLU001 was logged on at both counter 1 and counter 2 at the same time.

17:22:55 SLU001 logs on to counter 2 causing SL[REDACTED] to be logged of counter 1

17:25:42 SLU001 logs on to counter 1

17:28:37 SLU001 produces CA and at 18:02 office is rolled from CAP 14 to 15

18:03:00 SLU001 is logged of counter 2

18:03:31 SLU001 logs into counter 2

18:05:08 SLU001 logged out of counter 1

Moving to EPOSS-Pre-Dev for further investigation.

[END OF REFERENCE 11783367]

Responded to call type L as Category 38 -Potential Problem Identified

The response has been flagged to the gateway team for validation

The Call record has been transferred to the Team: EPOSS-Pre-Dev

Hours spent since call received: 0 hours

Date:13-Jul-1999 09:52:00 User:_Customer Call_

13/07/99 10:52 uk066237 hsh1 Information: Sue from NSBC called for an update advised that the call is still with Second line.

Date:13-Jul-1999 13:34:00 User:Deleted User (Mark McGrath left Jul/00)

The Call record has been transferred to the Team: EPOSS-Dev

Hours spent since call received: 0 hours

The Call record has been assigned to the Team Member: Mark McGrath

Hours spent since call received: 0 hours

Date:14-Jul-1999 09:29:00 User:_Customer Call_

14/07/99 10:27 uk056191 HSH1 Information: Cath from NBSC chased for update will contact 3rd line

Date:14-Jul-1999 09:40:00 User:Barbara Longley

F) Response :

The Call record has been assigned to EPOSS-Dev Team Member: Mark McGrath

[END OF REFERENCE 11794225]

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:14-Jul-1999 09:41:00 User: Customer Call
14/07/99 10:35 uk056191 HSH1 Information: Requested update of Barbara
14/07/99 10:36 uk056191 HSH1 Information: Barbara advised :- call is
with the development team potential problem has been identified. Being
progressed today. Barbara could give no eta on call
fix

Date:14-Jul-1999 09:45:00 User:Barbara Longley
F) Response :
Have spoken to HSH (Manchester) and informed them that call is with
Development - potential problem has been identified but still being
progressed. Sue from NBSC was chasing for a closure date, but I informed HSH
that this was not possible.
[END OF REFERENCE 11794289]
Responded to call type L as Category 38 -Potential Problem Identified
The response was delivered to: PowerHelp

Date:14-Jul-1999 15:07:00 User:Deleted User (Mark McGrath left Jul/00)
F) Response :
Responded to call type L as Category 32 -QFP Awaiting Action
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: QFP
Hours spent since call received: 6 hours

Date:15-Jul-1999 06:24:00 User:Phil Hemingway
F) Response :
Routing to EPOSS FP for internal assessment of requirement by Les.
[END OF REFERENCE 11801248]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation

Date:15-Jul-1999 06:25:00 User:Phil Hemingway
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 0.1 hours

Date:16-Jul-1999 10:57:00 User:Deleted User (Asim Mushtaq feb01)
F) Response :
Response Category changed to 54, at request of QFP.
[END OF REFERENCE 11814834]
Responded to call type L as Category 54 -Live Fix Impact Required
Hours spent since call received: 0 hours
The response has been flagged to the gateway team for validation

Date:20-Jul-1999 15:54:00 User: Customer Call
20/07/99 15:58 UK061801 HSH1 Information: Sue fromNBSC called for an update
advised that the call is
still being progressed at the 3rd line.

Date:24-Jul-1999 08:00:00 User: Customer Call
24/07/99 08:31 UK0631336 HSH1 Information: Shaun at NBSC called for an
update advised him it was with
development

Date:28-Jul-1999 08:40:00 User:Deleted User (Mark McGrath left Jul/00)
NO extra progress to date - Les is on holiday. I shall attempt to find
someone else who may know the business requirement for this one.
..Austin

Date:30-Jul-1999 14:21:00 User: Customer Call
28/07/99 12:05 uk066121 HSH1 Information: Sue at NBSC called in for update
30/07/99 15:18 UK061824 HSH1 Information: sue at NBSC has phoned cahsing
call - and is asking when
will it be resolved as it has been open a long time now.

Date:04-Aug-1999 10:23:00 User:Barbara Longley
Have spoken to Lionel Higman in QFP bringing to his atention that this call
has not been updated despite several requests. He will look into this as call
is now a month old.

Date:04-Aug-1999 15:13:00 User:Steve Warwick

F) Response :

Responded to call type L as Category 96 -Insufficient evidence

Hours spent since call received: 3 hours

The Call record has been transferred to the Team: EDSC

The response has been routed to the gateway team for validation

Date:04-Aug-1999 15:25:00 User:Barbara Longley

Note that Steve Warwick's update is hidden under Ref:11963785

F) Response :

Call being routed back to Pat Carroll - EDSC for more evidence.

[END OF REFERENCE 11964060]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been assigned to the Team Member: Pat Carroll

Hours spent since call received: 0 hours

Date:09-Aug-1999 10:52:00 User:Deirdre Conniss

Fix authorised at RMF 6/8/99 for CSR.

Date:09-Aug-1999 11:25:00 User:Deirdre Conniss

Fix authorised at RMF 6/8/99 for CSR.

Date:11-Aug-1999 09:54:00 User: Customer Call

11/08/99 10:46 UK061801 HSH1 information: shaun from nbcs chasing the call -

advised will edsc for

follow up

Date:11-Aug-1999 09:59:00 User: Customer Call

11/08/99 10:55 UK061801 HSH1 information: Spoke with barbara at edsc - will

update the call

Date:11-Aug-1999 10:32:00 User:Barbara Longley

F) Response :

Call curenly with Pat Carroll in EDSC - Deirdre Conniss (RMF) has added that
fix authorised at RMF 6/8/99 for CSR.

[END OF REFERENCE 12020601]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:20-Aug-1999 12:10:00 User:Patrick Carroll

F) Response :

In the current context SSC believe that a more robust response is required to
this PinICL. It is not felt that we can return the latest test as a closure
reason to the customer.... can we get a better line on this please.

[END OF REFERENCE 12127130]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0 hours

Date:20-Aug-1999 13:41:00 User:del (05/01 John McLean)

The Call record has been assigned to the Team Member: Nam Pandher

Hours spent since call received: 0 hours

Date:23-Aug-1999 14:06:00 User:deleted Nam Pandher Feb02

The Call record has been transferred to the Team: EPOSS-FP

Hours spent since call received: 0 hours

Date:23-Aug-1999 15:08:00 User:Barbara Longley

F) Response :

The Call record has been transferred to the Team: EPOSS-FP

[END OF REFERENCE 12146739]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:31-Aug-1999 09:06:00 User: Customer Call

31/08/99 09:59 uk035390 HSH1 Information: Sue Counter from NBSC has called
in for an update, would we

advise how much longer this investigation will take as iot

has been going on since July

Date:31-Aug-1999 09:12:00 User: Customer Call
31/08/99 10:08 uk035390 HSH1 Information: Spoken to Barbara at EDSC and she advised that there was a fix applied. on the 6th August, I should advise SC of this , called Sue she was unavailable. Will try again later.

Date:31-Aug-1999 09:35:00 User: Customer Call
31/08/99 10:31 uk035390 HSH1 Information: Spoken to Ann at NBSC she will pass the message to Sue Counter as she is in a meeting . So at this point there is no update from NBSC for EDSC

Date:06-Sep-1999 08:51:00 User: Customer Call
06/09/99 09:45 UK061801 HSH1 information: sue from the nbsc called wanting to know the progress of the call. Advised of prev log, would like call chased to find out at what stage the call is at - has the fix been tested?

Date:06-Sep-1999 09:05:00 User: Barbara Longley
F) Response :
Have emailed Nam Pandher at EPOSS-FP requesting an update if possible.
[END OF REFERENCE 12258723]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:07-Sep-1999 16:39:00 User: Customer Call
07/09/99 17:34 uk061537 HSH1 Repeat Call: Sue @ NBSC has called. Advisaed her that this call was still under investigation, Third line were chased.

Date:20-Sep-1999 09:09:00 User: Customer Call
20/09/99 10:07 uk066121 HSH1 Information: Sue@NBSC has called chasing this call.

Date:20-Sep-1999 09:12:00 User: Customer Call
20/09/99 10:10 uk066121 HSH1 Information: Spoke to Barbara Longley who will chase this call.

Date:20-Sep-1999 09:30:00 User: Barbara Longley
F) Response :
Call currently wirh EPOSS-FP - I have been trying to contact Nam Pandher without any success to get call updated.
[END OF REFERENCE 12434397]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:21-Oct-1999 11:55:00 User: Customer Call
21/10/99 12:44 UK061825 HSH1 Repeat Call: Sue from NBSC chasing for an update, advised will chase 3rd line.

Date:21-Oct-1999 11:59:00 User: Customer Call
21/10/99 12:49 UK061825 HSH1 Information: Voiced ssc for update, they shall look into it.

Date:03-Nov-1999 15:53:00 User: Deleted User (David Linten Oct/00)
F) Response :
Brian, I have tested this in CSR+ & CSR and you can infact log on to two counters at the same time. Please could you have a look at this problem for me cheers.
[END OF REFERENCE 13226249]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: EPOSS-Pre-Dev
Hours spent since call received: 0 hours
The Call record has been assigned to the Team Member: Brian Orzel
Hours spent since call received: 0 hours

Date:09-Nov-1999 12:21:00 User: Del(04/03 Brian Orzel)
I don't have time to progress this further right now. Once we have proven that this can be reproduced on a clean Escher build from a documented script then I will send it on to Escher. We have not done so yet, although Deve

recons he can reproduce it in development which is the first stage. Is a C priority appropriate? I would call it a B as at first glance it could have a fair bit of business impact.

Date:10-Nov-1999 09:01:00 User:Lionel Higman

The call references have been updated. They are now:-

ORIGINATOR : Phelp

PowerHelp : E-9907070288

T Acceptance Incident : AI0298L

Date:11-Nov-1999 11:57:00 User:Barbara Longley

F) Response :

09/11/1999 12:21:45 - By Brian Orzel - EPOSS Pre-Dev

I don't have time to progress this further right now. Once we have proven that this can be reproduced on a clean Escher build from a documented script then I will send it on to Escher. We have not done so yet, although Deve recons he can reproduce it in development which is the first stage. Is a C priority appropriate? I would call it a B as at first glance it could have a fair bit of business impact.

[END OF REFERENCE 13395592]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:12-Nov-1999 12:01:00 User:Lionel Higman

Target Release updated to CSR-CI4

Date:22-Nov-1999 13:37:00 User: Customer Call

22/11/99 13:38 uk060567 HSH1 Repeat Call: Sue @ NBSC called chasing this call

Date:03-Dec-1999 16:28:00 User:Barbara Longley

F) Response :

Have emailed Brian Orzel in EPOSS-Pre-Dev asking him to update this call.

[END OF REFERENCE 13886307]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:05-Jan-2000 13:17:00 User:Del(04/03 Brian Orzel)

I have no forecast as to when I will look at this whilst it remains a C priority. Brian

Date:02-Feb-2000 11:36:00 User:Lionel Higman

Moving to Escher-Dev and raising to B priority at request of Escher Coordination Meeting.

CALL PC0027581:Priority B:CallType L - Target 14/07/99 10:40:38

The Call record has been transferred to the Team: Escher-Dev

Hours spent since call received: .1 hours

The Call record has been assigned to the Team Member: Brian Orzel

Hours spent since call received: 0 hours

Date:03-Mar-2000 11:25:00 User:Barbara Longley

F) Response :

The Call record has been assigned to Escher-Dev Team Member: Brian Orzel

[END OF REFERENCE 16134584]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:16-Mar-2000 12:01:00 User:Del(04/03 Brian Orzel)

Sorry for the delay which was due to pressure of work.

I have reproduced this at Build 223 so it will continue to be an issue at CI4.

The implementation appears to have changed, so it will require retest.

Writing to Escher with the evidence attached to this call today. Brian

New evidence added - Commented message store extract

The Call record has been assigned to the Team Member: At-Escher

Hours spent since call received: 6.5 hours

Date:18-May-2000 14:58:00 User:Lionel Higman

Target Release updated to CSR-CI4U1

Date:25-May-2000 07:49:00 User: Customer Call

EMPTY 25/05/00 08:45 uktemp27 HSH1 Information: The Call record has been assigned to the Team Member:

At-Escher 3/16/2000 13:01:28 - By Brian Orzel Hours spent since call received: 6.5 hours 5/18/2000 15:58:15 - By Lionel Higman Target Release updated to CSR-CI4U1 pasted from pinICL for information only.
Date:16-Jun-2000 14:46:00 User:Lionel Higman Target Release updated to CSR-CI4L1
Date:19-Jun-2000 12:34:00 User:Del(04/03 Brian Orzel) Email to Dave at Escher.
Date:04-Jul-2000 10:24:00 User:_Customer Call_ EMPTY 04/07/00 11:22 uk079680 HSH1 Information: Mailed B Longley to chase this call
Date:04-Jul-2000 12:28:00 User:Deleted User (Anna Croft Sep/00) F) Response : HSH are chasing for an update on this call call currently At-Escher - Escher-Dev [END OF REFERENCE 19723002] Responded to call type L as Category 40 -Incident Under Investigation The response was delivered to: PowerHelp
Date:05-Jul-2000 09:05:00 User:Lionel Higman This PinICL has been assigned a CS categorisation of C (fix for first maintenance release). Target Release set to M1 to reflect the categorisation. Target Release updated to M1
Date:10-Jul-2000 14:05:00 User:Barbara Longley F) Response : Call currently with Escher Dev 05/07/2000 10:05:34 - By Lionel Higman This PinICL has been assigned a CS categorisation of C (fix for first maintenance release). Target Release set to M1 to reflect the categorisation. 05/07/2000 10:05:34 - By Lionel Higman Target Release updated to M1 [END OF REFERENCE 19953865] Responded to call type L as Category 40 -Incident Under Investigation The response was delivered to: PowerHelp
Date:14-Jul-2000 07:07:00 User:Del(04/03 Brian Orzel) Email from Escher - Issue still open. Brian
Date:26-Jul-2000 14:06:00 User:Barbara Longley F) Response : 14/07/2000 08:07:34 - By Brian Orzel - Escher-Dev. Email from Escher - Issue still open. Brian [END OF REFERENCE 20516599] Responded to call type L as Category 40 -Incident Under Investigation The response was delivered to: PowerHelp
Date:28-Jul-2000 19:15:00 User:QFP -Administrator Target Release updated to M1 QFP authorised categorisation C The call references have been updated. They are now:- ORIGINATOR : Phelp PowerHelp : E-9907070288 Acceptance Incident : AI0298L T Other : C
Date:05-Sep-2000 14:57:00 User:del(01/01 Denise Jackson) Target Release updated to M1Clone
Date:08-Sep-2000 16:08:00 User:Del(04/03 Brian Orzel) Verbal communication that a race condition had been found and fixed in an 223 Update 19 beta. No code released as yet. Brian
Date:15-Sep-2000 08:07:00 User:Del(04/03 Brian Orzel) Now formally fixed in Build 223 update 19 which was released overnight. Brian

The Call record has been transferred to the Team: EPOSS-Rel
Hours spent since call received: 3 hours

Date:26-Sep-2000 14:22:00 User:Barbara Longley

F) Response :

The Call record is currently with the Team: EPOSS-Rel,
[END OF REFERENCE 21871216]

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:27-Sep-2000 17:24:00 User:Clifford Sawdy

F) Response :

Link testing WP9903

I understand from the limited info above, that a user, may log himself on to the system at a gateway and slave counter at the same time. Assuming there are no more subtle issues here, riposte 19 has made no change to this fault. I simply entered a user's name and password at both counters and selected enter. I was logged on at the gateway and slave.

[END OF REFERENCE 21904812]

Responded to call type L as Category 50 -Fix Failed

The response has been flagged to the gateway team for validation

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0.2 hours

Date:27-Sep-2000 20:42:00 User:del(05/01 John McLean)

The Call record has been assigned to the Team Member: Les Ong

Hours spent since call received: 0 hours

Date:27-Sep-2000 20:45:00 User:del(05/01 John McLean)

The Call record has been transferred to the Team: Escher-Dev

Hours spent since call received: 0 hours

Date:27-Sep-2000 20:46:00 User:del(05/01 John McLean)

The Call record has been assigned to the Team Member: Brian Orzel

Hours spent since call received: 0 hours

Date:29-Sep-2000 07:10:00 User:Del(04/03 Brian Orzel)

Please retest on the latest build and then return the call to Escher-Dev. I have already informed Escher.

The Call record has been transferred to the Team: EPOSS-Rel

Hours spent since call received: .1 hours

Date:29-Sep-2000 08:24:00 User:Barbara Longley

F) Response :

The Call record has been transferred to the Team: EPOSS-Rel

[END OF REFERENCE 21930219]

Responded to call type L as Category 50 -Fix Failed

The response was delivered to: PowerHelp

Date:04-Oct-2000 08:38:00 User:Clifford Sawdy

F) Response :

Link testing WP9903 at Riposte 20

No change. Same user logged on at both gateway and slave simultaneously.

Please return to Escher for investigation.

[END OF REFERENCE 21995221]

Responded to call type L as Category 50 -Fix Failed

The response has been flagged to the gateway team for validation

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0.2 hours

Date:04-Oct-2000 08:56:00 User:Les Ong

The Call record has been transferred to the Team: Escher-Dev

Hours spent since call received: 0 hours

Date:04-Oct-2000 14:33:00 User:Gareth Jenkins

The Call record has been assigned to the Team Member: Brian Orzel

Hours spent since call received: 0 hours

Date:04-Oct-2000 15:58:00 User:Barbara Longley

F) Response :

The Call record has been assigned to the Escher-Dev Team Member: Brian Orzel

[END OF REFERENCE 22012647]

Responded to call type L as Category 50 -Fix Failed
The response was delivered to: PowerHelp

Date:05-Oct-2000 09:17:00 User:Del (04/03 Brian Orzel)

I have attached an example of simultaneous logon at Update 20. The window was wide and it was not hard to reproduce. Brian
New evidence added - Example of dual logon at 223 Update 20
The Call record has been assigned to the Team Member: At-Escher
Hours spent since call received: .4 hours

Date:05-Oct-2000 14:21:00 User:Barbara Longley

F) Response :
The Call record has been assigned to the Team Member: At-Escher
[END OF REFERENCE 22031743]
Responded to call type L as Category 50 -Fix Failed
The response was delivered to: PowerHelp

Date:11-Oct-2000 12:43:00 User:Del (04/03 Brian Orzel)

Response from Escher
27581 - We believe that the login process is functioning as designed and will not be addressing this issue.
I will try and investigate further, and consult with Chris.
The Call record has been assigned to the Team Member: Brian Orzel
Hours spent since call received: 0 hours

Date:11-Oct-2000 14:29:00 User:Barbara Longley

F) Response :
The Call record has been assigned to the Escher-Dev Team Member: Brian Orzel
[END OF REFERENCE 22142333]
Responded to call type L as Category 50 -Fix Failed
The response was delivered to: PowerHelp

Date:24-Oct-2000 08:11:00 User:Del (04/03 Brian Orzel)

Still outstanding against me.

Date:05-Jan-2001 09:35:00 User:Del (04/03 Brian Orzel)

The call summary has been changed from:-
Reffering to call from Mr Lui, is concerned that w
The call summary is now:-
Mr Lui: Simultaneous Logon

Date:07-Jan-2001 12:09:00 User:Lionel Higman

Agreed @ QFP
Target Release updated to DTL - unknown
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-9907070288
Acceptance Incident : AI0298L
Other : C
T Other : S10

Date:23-Jan-2001 10:11:00 User:Lionel Higman

The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-9907070288
Acceptance Incident : AI0298L
Other : C
T Other : Post M1

Date:24-Jan-2001 09:33:00 User: Customer Call

EMPTY 24/01/01 09:32 uk081626 HSH1 Information: 05/01/2001 09:35:21 - By Brian Orzel
The call summary has been changed from:-
Reffering to call from Mr Lui, is concerned that w
The call summary is now:-
Mr Lui: Simultaneous Logon
07/01/2001 12:09:32 - By Lionel Higman
Agreed @ QFP
07/01/2001 12:09:32 - By Lionel Higman
Target Release updated to DTL - unknown
07/01/2001 12:09:32 - By Lionel Higman
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-9907070288
Acceptance Incident : AI0298L
Other : C

T Other : S10 24/01/01 09:34 uk081626 HSH1 Information: 23/01/2001 10:11:16
- By Lionel Higman
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-9907070288
Acceptance Incident : AI0298L
Other : C
T Other : Post M1

Date:25-Jan-2001 15:05:00 User:Tara Mills
F) Response :
The Call record has been assigned to the Escher-Dev Team Member: Brian Orzel
[END OF REFERENCE 24391258]
Responded to call type L as Category 50 -Fix Failed
The response was delivered to: PowerHelp

Date:13-Feb-2001 14:33:00 User:Del(06/01 Rebecca Berger)
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-9907070288
Acceptance Incident : AI0298L
Other : C
T Other : Post M1
Release PinICL : PC0062441

Date:20-Feb-2001 16:25:00 User:Lionel Higman
Target Release updated to CI4S10

Date:21-Mar-2001 14:08:00 User:Del(04/03 Brian Orzel)
The Call record has been assigned to the Team Member: Parked
Hours spent since call received: 0 hours

Date:05-Apr-2001 13:59:00 User:Barbara Longley
F) Response :
The Call record has been assigned to Escher-Dev Team Member:Parked
[END OF REFERENCE 25624413]
Responded to call type L as Category 50 -Fix Failed
The response was delivered to: PowerHelp

Date:10-Jun-2001 07:52:00 User:SMC User 1
The Call record has been transferred to the Team: EDSC
Hours spent since call received: 0 hours

Date:10-Jun-2001 08:08:00 User:SMC User 2
F) Response :
The call is being closed temporarily so that the OTI link can be changed.
[END OF REFERENCE 26425970]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours
CALL PC0027581 closed: Category 68, Type L
The response was delivered to: PowerHelp

Date:10-Jun-2001 10:30:00 User:_Customer Call_
Date and time complete: 10/06/2001 11:22:59
Service Complete (Confirmation) Received

Date:10-Jun-2001 15:13:00 User:_Customer Call_
CALL PC0027581 Reopened: This incident has been reopened
CALL PC0027581:Priority B:CallType L - Target 13/06/01 20:00:00
EMPTY
10/06/01 16:13 GB082222
ReOpen OTI: * NULL TEXT SUPPLIED *
F) Call details
Diagnostician name:

Date:10-Jun-2001 15:25:00 User:SMC User 4
F) Response :
The last response entered before the OTI closure still applies -see details
above
[END OF REFERENCE 26442737]
Responded to call type L as Category 50 -Fix Failed
The response has been flagged to the gateway team for validation

Date:10-Jun-2001 15:29:00 User:SMC User 4

The Call record has been transferred to the Team: Escher-Dev

Hours spent since call received: 0 hours

The Call record has been assigned to the Team Member: Parked

Hours spent since call received: 0 hours

Date:13-Jun-2001 08:41:00 User:Lionel Higman

Target Release updated to DTL - unknown

Date:13-Jun-2001 09:14:00 User:Lionel Higman

The call references have been updated. They are now:-

ORIGINATOR : Phelp

T PowerHelp : E-9907070288

Acceptance Incident : AI0298L

Date:14-Jun-2001 13:02:00 User:Lionel Higman

Target Release updated to CI4S10R

Date:14-Jun-2001 13:31:00 User:Del(04/03 Brian Orzel)

As per meeting today.

The Call record has been transferred to the Team: EPOSS-FP

Hours spent since call received: 20 hours

Date:21-Jun-2001 10:47:00 User:Barbara Longley

F) Response :

The Call record has been transferred to the Team: EPOSS-FP

[END OF REFERENCE 26652255]

Responded to call type L as Category 50 -Fix Failed

The response was delivered to: PowerHelp

Date:13-Jul-2001 08:48:00 User:Walter Wright

F) Response :

What appears to have happened is that Escher took this on board to fix, failed to make any real difference, and are now saying it is working as designed. Surely it can not be by design that a user can log on simultaneously on two counters. I do not believe that controlling logging on and off of users at this level is an application function. This needs to go to Escher as a definite deficiency.

[END OF REFERENCE 26968502]

Responded to call type L as Category 42 -Product Error Diagnosed

The response has been flagged to the gateway team for validation

The Call record has been transferred to the Team: Escher-Dev

Defect cause updated to 26:Integration - Build

Hours spent since call received: 1 hours

Date:13-Jul-2001 08:59:00 User:Barbara Longley

F) Response :

The Call record has been transferred to the Team: Escher-Dev

[END OF REFERENCE 26968992]

Responded to call type L as Category 42 -Product Error Diagnosed

The response was delivered to: PowerHelp

Date:13-Jul-2001 11:18:00 User:Del(04/03 Brian Orzel)

Walters analysis isn't far out. He wasn't present at the meeting of the 14th where I think it was agreed that the EPOSS guys would try to create a workround for what in my opinion is an Escher bug. (Simultaneous logon should ideally be allowed if the lan is disconnected only.) I am returning this to QFP for visability, but would be happy to have it back for my "Parked" pinicl stack. If any manager wants to argue the case with Escher I would be delighted. Brian

Date:13-Jul-2001 11:19:00 User:Del(04/03 Brian Orzel)

The Call record has been transferred to the Team: QFP

Defect cause updated to 42:Gen - Outside Pathway Control

Hours spent since call received: 0 hours

Date:13-Jul-2001 12:47:00 User:Barbara Longley

F) Response :

The Call record has been transferred to the Team: QFP

[END OF REFERENCE 26973991]

Responded to call type L as Category 42 -Product Error Diagnosed

The response was delivered to: PowerHelp

Date:13-Jul-2001 13:23:00 User:Lionel Higman
Brian, I have now discussed this with both you and Mark Scardifield. This is clearly a bug in the Supplier's code and as you say, management pressure must be brought to bear as necessary to make the Supplier accept and respond to that fact. Firstly to that end, can you demonstrate that the problem still exists in the latest Riposte release and record your findings in this PinICL, together with a description of how you reproduced it (at a keystroke level if necessary).

In the mean time, our Customer continues to suffer from the problem, and we must seek to ameliorate this as best we may. I have therefore asked Mark to reconsider the possibility of an EPOSS work around targetted at late S10R if possible else BI 3. When I have his response I will update this call again.
Lionel

The Call record has been transferred to the Team: Escher-Dev
Hours spent since call received: 0 hours

Date:13-Jul-2001 14:29:00 User:Barbara Longley

F) Response :

The Call record has been transferred to the Team: Escher-Dev
[END OF REFERENCE 26976583]

Responded to call type L as Category 42 -Product Error Diagnosed
The response was delivered to: PowerHelp

Date:23-Jul-2001 16:02:00 User:Gareth Jenkins

The Call record has been assigned to the Team Member: Ctr-Inbox
Hours spent since call received: 0 hours

Date:24-Jul-2001 12:49:00 User:Barbara Longley

F) Response :

The Call record has been assigned to the Team Member: Ctr-Inbox
[END OF REFERENCE 27085809]

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:07-Aug-2001 13:12:00 User:Lionel Higman

Target Release set to BI 2; priority set to B following Escher PinICL Review.
Target Release updated to BI_2

Date:23-Jan-2002 10:53:00 User:Del(04/03 Brian Orzel)

The Call record has been assigned to the Team Member: Parked
Hours spent since call received: 0 hours

Date:23-Jan-2002 15:05:00 User:Barbara Longley

F) Response :

Call has been assigned to Escher-Dev Team Member: Parked
[END OF REFERENCE 28696525]

Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:30-Jan-2002 13:34:00 User:Lionel Higman

TR reset at request of Brian O.
Target Release updated to Future Unspecified

Date:07-Feb-2002 09:16:00 User:Del(04/03 Brian Orzel)

F) Response :

Closed at management request. (Ian's instruction with no objection from Mik)
Mr Lui is no longer employed by the Post Office and has not been for some years.

Should the problem reoccur then please reopen this call.
[END OF REFERENCE 28817209]

Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours

The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:07-Feb-2002 09:29:00 User:Barbara Longley

F) Response :

07/02/2002 09:16:01 - By Brian Orzel

Closed at management request. (Ian's instruction with no objection from Mik Peach)

Mr Lui is no longer employed by the Post Office and has not been for some years.

Should the problem reoccur then please reopen this call.
Closing as Admin.

[END OF REFERENCE 28817711]

Responded to call type L as Category 68 -Administrative Response

Hours spent since call received: 0 hours

Date:07-Feb-2002 09:30:00 User:Barbara Longley
CALL PC0027581 closed: Category 68, Type L
The response was delivered to: PowerHelp

Root Cause	Gen - Outside Program Control
Logger	_ Customer Call _ -- EDSC
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	_ Unassigned _ -- EDSC
Last Progress	07-Feb-2002 09:30 -- Barbara Longley