

Call E-0404010718

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Status: Closed	Opened: Thu 01 April 2004 12:45	Site: 213337
Severity: 3 B	Closed: Thu 01 April 2004 12:49	Customer: I039
Priority: 0		CSR/Team: uk952549 / HSH6

Caller Details

Caller: ruth simpson	Phone: GRO	Site: 213337
Title: PostMaster	Login:	Department:
	Caller ID:	Location:

Call Problem Details

Product Type:	Call Type: S	ProbType: SD06	Problem:
Problem Text: pm states the screen has frozen			

Call Closure Details

Closed: 01/04/2004 12:49	Cause: C21	Repair: R70	Resolution: RS03
Text: Call Close by Adam Goldstein: pm states the system has frozen advised pm to reboot ref no given			

Call Asset Details

Asset ID:	Description:	Serial No:
Product: Riposte	Description: Riposte	Network ID:

Call Activity Log

OPEN	01 April 2004 12:43 by uk952549 / HSH6 New call taken by Adam Goldstein: pm states the screen has frozen	Saved: 01 April 2004 12:45
Information	01 April 2004 12:46 by uk952549 / HSH6 pm states the screen has frozen	Saved: 01 April 2004 12:46
KEL Ref No.	01 April 2004 12:46 by uk952549 / HSH6 DMoulds3243L.htm	Saved: 01 April 2004 12:46
Information	01 April 2004 12:48 by uk952549 / HSH6 checked events show normal	Saved: 01 April 2004 12:48
Advice	01 April 2004 12:48 by uk952549 / HSH6 advised pm to reboot counter	Saved: 01 April 2004 12:48
Information	01 April 2004 12:49 by uk952549 / HSH6 pm happy to do this pm happy to continue unassisted	Saved: 01 April 2004 12:49
CLEAR	01 April 2004 12:49 by uk952549 / HSH6 reboot required	Saved: 01 April 2004 12:49
CLOSE	01 April 2004 12:49 by uk952549 / HSH6 Call Close by Adam Goldstein: pm states the system has frozen advised pm to reboot ref no given	Saved: 01 April 2004 12:49