

Call E-0108081343

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Status:	Closed	Opened:	Wed 08 August 2001 15:03	Site:	153405
Severity:	3 B	Closed:	Wed 08 August 2001 15:11	Customer:	I039
Priority:	0			CoR/Team:	uk083110 / HSH1
Caller Details					
Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	Postmistress	Agent:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT02	Call Type:	S	Prob Type:	SD06
Problem Text:	on Gateway counter has frozen screen for last 10 mins				
Call Closure Details					
Closed:	08/08/2001 15:11	Cause:	C22	Reason:	R70
Text:	Call Close by Mark Newsome: pmhtc				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	WINNT	Description:	Windows NT	Network ID:	
Call Activity Log					
OPEN	08 August 2001 14:56 by uk083110 / HSH1 New call taken by Mark Newsome: on Gateway counter has frozen screen for last 10 mins				Saved: 08 August 2001 15:03
OPEN_CALL_TS	08 August 2001 15:04 by uk083110 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 08 August 2001 15:05
Advice	08 August 2001 15:11 by uk083110 / HSH1 advised on reboot of counter				Saved: 08 August 2001 15:11
CLEAR	08 August 2001 15:11 by uk083110 / HSH1 reboot authorised				Saved: 08 August 2001 15:11
CLOSE	08 August 2001 15:11 by uk083110 / HSH1 Call Close by Mark Newsome: pmhtc				Saved: 08 August 2001 15:11