

Call E-0109051980

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Status	Closed	Opened	Wed 05 September 2001 23:17	Sid	153405			
Severity	3 B	Closed	Thu 06 September 2001 18:17	Customer	PATHWAY			
Priority	0			CSR/Team	uk081199 / SMC1			
Caller Details								
Caller	Julie Wolstenholme		Phone	GRO	Sid	153405		
Title	Ann-Marie Collin - SMC		Login		Department			
			Caller ID		Location			
Call Problem Details								
Product Type		Call Type	H	Prob Type	HD15	Problem		
Problem Text: NT critical event received on 5.9.01 @ 23.01: The evicel\Device\Harddisk0\Partition1, has a bad block. Kel ref: pccarroll2917j. Kel states to swap counter.								
Call Closure Details								
Closed	06/09/2001 18:17		Cause	C01	Repair	R01	Resolution	RS10
Text: Call Close by Rebecca Aloneftis: changed gateway processor due to software error. Call closure code of failure and repair code 821								
Call Asset Details								
Asset ID			Description			Serial No		
Product	PATICLX365/400B		Description			Network ID		
Call Activity Log								
OPEN	05 September 2001 23:14 by gb083797 / SMC1					Saved:	05 September 2001 23:17	
Information	New call taken by Ann-Marie Collin: NT critical event received on 5.9.01 @ 23.01: The evicel\Device\Harddisk0\Partition1, has a bad block. Kel ref: pccarroll2917j. Kel states to swap counter.					Saved:	05 September 2001 23:20	
REASSIGN	05 September 2001 23:21 by gb083797 / SMC1					Saved:	05 September 2001 23:21	
MODIFY	05 September 2001 23:21 by gb083797 / SMC1					Saved:	05 September 2001 23:21	
BULK REASSIGN	05 September 2001 23:21 by gb083797 / SMC1					Saved:	05 September 2001 23:21	
Information	Call information modified by Ann-Marie Collin CSR ID: from 'gb083797' Product ID: from 'Unknown Product' to 'PATICLX365/400B' Prod. Descr.: from 'Unknown Product' Product Type: from 'PT03' to 'PT03'					Saved:	05 September 2001 23:21	
REASSIGN	06 September 2001 07:41 by uk066602 / SMC1					Saved:	06 September 2001 07:41	
Information	Call: E-0109051980 was BULK REASSIGNED from Group= SMC1 to CSR= uk081232, Group= SMC1					Saved:	06 September 2001 07:41	
REASSIGN	06 September 2001 08:58 by uk081232 / SMC1					Saved:	06 September 2001 08:58	
Information	Contacted Pm for access times but there was no answer. I will call back later.					Saved:	06 September 2001 08:58	
REASSIGN	06 September 2001 09:45 by gb053549 / HSH1					Saved:	06 September 2001 09:46	
Information	Call # E-0109051980 was Reassigned from Sharon Palmer, Group SMC1 to Steven Colbeck, Group HSH1					Saved:	06 September 2001 09:46	
MODIFY	06 September 2001 09:46 by gb053549 / HSH1					Saved:	06 September 2001 09:46	
Access Times	PM called this morning - Advised her we need Access times to swap the base unit.					Saved:	06 September 2001 09:46	
REASSIGN	06 September 2001 09:47 by gb053549 / HSH1					Saved:	06 September 2001 09:48	
Access Times	Call information modified by Steven Colbeck Call Type: from 'S' to 'H' Prod. Descr.: to ' ' Problem Type: from 'SD11' to 'HD15' Product Type: from 'PT03' to ' ' Access Times: 0830 to 1730 Mon to fri.					Saved:	06 September 2001 09:48	
REASSIGN	06 September 2001 09:49 by gb053549 / HSH1					Saved:	06 September 2001 09:49	
REASSIGN	06 September 2001 09:49 by gb053549 / HSH1					Saved:	06 September 2001 09:50	
REASSIGN	Call # E-0109051980 was Reassigned from Steven Colbeck, Group HSH1 to Group HSH5 Passing call across - PO tel number is GRO the number on the front screen is old office. Passed the info on to MY STSA to change the number.					Saved:	06 September 2001 09:50	
REASSIGN	06 September 2001 09:52 by GB082460 / HSH5					Saved:	06 September 2001 09:52	
REASSIGN	Call # E-0109051980 was Reassigned from Group HSH5 to Group SMC1					Saved:	06 September 2001 09:52	
REASSIGN	06 September 2001 09:54 by uk066602 / SMC1					Saved:	06 September 2001 09:54	
REASSIGN	Call # E-0109051980 was Reassigned from Group SMC1 to Suhail Noor, Group SMC1					Saved:	06 September 2001 09:54	
REASSIGN	06 September 2001 12:20 by GB082306 / SMC1					Saved:	06 September 2001 12:20	
REASSIGN	Call # E-0109051980 was Reassigned from Suhail Noor, Group SMC1 to Group UKSS1					Saved:	06 September 2001 12:20	
REASSIGN	06 September 2001 12:53 by UK035161 / AUDIT1					Saved:	06 September 2001 12:54	
Recommend	Call # E-0109051980 was Reassigned from Group UKSS1 to Group smc1 Please advise a recommendation as to what is required by the engineer.					Saved:	06 September 2001 12:54	
Access Times	06 September 2001 12:58 by uk082171 / SMC1					Saved:	06 September 2001 12:58	
Access Times	Swap out gateway counter.					Saved:	06 September 2001 12:58	
REASSIGN	06 September 2001 12:59 by uk082171 / SMC1					Saved:	06 September 2001 12:59	
Access Times	Access Times: 0830 to 1730 Mon to fri.					Saved:	06 September 2001 12:59	
REASSIGN	06 September 2001 12:59 by uk082171 / SMC1					Saved:	06 September 2001 12:59	
Information	Call # E-0109051980 was Reassigned from Group smc1 to Group UKSS1					Saved:	06 September 2001 12:59	
Information	06 September 2001 13:58 by uk063865 / UKSS2					Saved:	06 September 2001 13:58	
Information	Manual call logged due to OTI down ref: WB09060427..					Saved:	06 September 2001 13:58	
REASSIGN	06 September 2001 14:01 by uk079674 / UKSS2					Saved:	06 September 2001 14:01	
REASSIGN	call assigned to Imran Rawat					Saved:	06 September 2001 14:01	
REASSIGN	06 September 2001 14:01 by uk079674 / UKSS2					Saved:	06 September 2001 14:01	
UPDATE	Call # E-0109051980 was Reassigned from Group UKSS1 to Imran Rawat, Group UKSS1					Saved:	06 September 2001 14:01	
UPDATE	06 September 2001 14:45 by Dispatch 1 /					Saved:	06 September 2001 15:00	
UPDATE	Engineer 064008 despatched to site at 06-09-2001 14:46:00 ** [No Remark entered.]					Saved:	06 September 2001 15:00	
REASSIGN	06 September 2001 15:23 by Dispatch 1 /					Saved:	06 September 2001 15:27	
UPDATE	Engineer 064008 arrived on site at 06-09-2001 15:24:00 ** [Engineer 064008 Logged On.]					Saved:	06 September 2001 15:27	
REASSIGN	06 September 2001 14:35 by Dispatch 1 /					Saved:	06 September 2001 16:00	
UPDATE	The projected arrival date for engineer 064008 is 06-09-2001 15:30:00 Engineer 064008 allocated					Saved:	06 September 2001 16:00	
UPDATE	06 September 2001 16:00 by Dispatch 1 /					Saved:	06 September 2001 16:02	
UPDATE	Engineer 064008 arrived on site at 06-09-2001 15:24:00 I am waiting for smc to call me back due to a config error at 20%. 1090 Tivoli installation result is non-zero: 202					Saved:	06 September 2001 16:02	
UPDATE	06 September 2001 16:57 by Dispatch 1 /					Saved:	06 September 2001 16:59	
UPDATE	I am waiting for smc to call me back due to a config error at 20%. 1090 Tivoli installation result is non-zero: 202					Saved:	06 September 2001 16:59	
UPDATE	06 September 2001 16:57 by Dispatch 1 /					Saved:	06 September 2001 16:59	
UPDATE	changed gateway processor due to software error.					Saved:	06 September 2001 16:59	
UPDATE	06 September 2001 16:58 by Dispatch 1 /					Saved:	06 September 2001 16:59	

Work completed		
ENG VISIT	06 September 2001 15:24 by 064008 / ENGINEERS changed gateway processor due to software error. Call closure code of failure and repair code 821	Saved: 06 September 2001 16:57
REASSIGN	06 September 2001 16:59 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group UKSS2 as directed by the OTI Return activity	Saved: 06 September 2001 16:59
REASSIGN	06 September 2001 17:06 by uk080127 / UKSS2 Call # E-0109051980 was Reassigned from Group UKSS2 to Group HSH5	Saved: 06 September 2001 17:08
REASSIGN	06 September 2001 17:08 by GB062460 / HSH5 Call # E-0109051980 was Reassigned from Group HSH5 to Group SMC1 For closure	Saved: 06 September 2001 17:09
REASSIGN	06 September 2001 18:14 by uk081199 / SMC1 Call # E-0109051980 was Reassigned from Group SMC1 to Rebecca Aloneftis, Group SMC1	Saved: 06 September 2001 18:14
CLEAR	06 September 2001 16:57 by uk081199 / SMC1 changed gateway processor due to software error. Call closure code of failure and repair code 821	Saved: 06 September 2001 16:57
CLOSE	06 September 2001 18:17 by uk081199 / SMC1 Call Close by Rebecca Aloneftis: changed gateway processor due to software error. Call closure code of failure and repair code 821	Saved: 06 September 2001 18:17