

Call E-0105300894

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Status:	Closed	Opened:	Wed 30 May 2001 12:39	Site:	153405
Severity:	3 B	Closed:	Wed 30 May 2001 12:48	Customer:	I039
Priority:	0			CSR/Team:	uk084563 / HSH1
Caller Details					
Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Title:	PostMaster	Logn:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	ProbType:	SD06
Problem Text:	pm says they were advised to reboot but the sysem is saying pls wait while system connects to riposte, this has been like this for 30mins.				
Call Closure Details					
Closed:	30/05/2001 12:48	Cause:	C21	Reason:	R70
Text:	Call Close by Simon Davies: clerk happy with advice. pmhtcc.				
Call Asset Details					
Asset ID:	153405	Description:		Serial No:	YBRE006378
Product:	PATICLX365/400B	Description:		Network ID:	
Call Activity Log					
OPEN	30 May 2001 12:30 by uk084563 / HSH1			Saved: 30 May 2001 12:39	
	New call taken by Simon Davies: pm says they were advised to reboot but the sysem is saying pls wait while system connects to riposte, this has been like this for 30mins.				
Advice	30 May 2001 12:45 by uk084563 / HSH1			Saved: 30 May 2001 12:45	
	advised pm to reboot again, pm enetered pmmc and pin this seemed to work ok, advised pm that it would take upto 10mins to connect and call back if further problems occur.				
CLEAR	30 May 2001 12:47 by uk084563 / HSH1			Saved: 30 May 2001 12:47	
	clerk happy with advice				
CLOSE	30 May 2001 12:48 by uk084563 / HSH1			Saved: 30 May 2001 12:48	
	Call Close by Simon Davies: clerk happy with advice. pmhtcc.				