Export

Peak Incident Management System

Call Reference	**PC0054639**	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI4R	Top Ref	E-0009252355
Call Type	N Hidden. Has ALL ResponseCategories for Admin use	Priority	B -- Progress stopped
Contact	EDSC	Call Status	Closed -- Advice and guidance given
Target Date	28/09/2000	Effort (Man Days)	0
Summary	CI4 - 2 files exist in directory /bvnw01/apsroot		

Progress Narrative

```
Date:25-Sep-2000 15:49:00 User:_Customer Call_
CALL PC0054639:Priority B:CallType L - Target 28/09/00 16:49:24
25/09/00 16:41 2 files exist in directory /bvnw01/apsroot/SPM/customer/2415/o
utout
F} Call details
Diagnostician name:
Customer opened date 25/09/2000 16:41:28
CALL PC0054639 opened
```

```
Date:25-Sep-2000 16:01:00 User:Barbara Longley
The call summary has been changed from:-
2 files exist in directory /bvnw01/apsroot/SPM/cus
The call summary is now:-
CI4 - 2 files exist in directory /bvnw01/apsroot
Target Release updated to CSR-CI4R
CALL PC0054639:Priority B:CallType N - Target 28/09/00 16:49:24
Product APS added
```

```
Date:25-Sep-2000 16:26:00 User:Stephen Gardiner
I think the directory should be /bvnw01/apsroot/SPM/customer/2415/o
utput rather than /bvnw01/apsroot/SPM/customer/2415/o
utout. SG
```

```
Date:26-Sep-2000 12:40:00 User:Gary Maxwell
F} Response :
PRESCAN - Done.
[END OF REFERENCE 21867756]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been assigned to the Team Member: Jim Anscomb
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours
```

```
Date:26-Sep-2000 13:44:00 User:Barbara Longley
F} Response :
```

```
Date:26-Sep-2000 13:45:00 User:Barbara Longley
The Call record has been assigned to the EDSC Team Member, Jim Anscomb
[END OF REFERENCE 21869648]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
```

```
Date:27-Sep-2000 13:30:00 User:Jim Anscomb
F} Response :
The tariff file sent by SPM client 2415 was OK, the calorific value file had
a spurious <tab> character at the end of line 3 which caused the file to be
rejected.
Client was asked to resend the corrected CVD file.
[END OF REFERENCE 21894265]
Responded to call type N as Category 94 -Advice and guidance given
Hours spent since call received: 0 hours
CALL PC0054639 closed: Category 94, Type N
The response was delivered to: PowerHelp
```

Date:**27-Sep-2000 13:34:00** User:**_Customer Call_**
Date and time complete: 27/09/2000 14:39:16
Service Complete (Confirmation) Received

Root Cause	General - Unknown
Logger	_Customer Call_ -- EDSC
Subject Product	APS -- (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	27-Sep-2000 13:34 -- _Customer Call_