

Export

Peak Incident Management System

Call Reference	PC0054747	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0009262817
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Call withdrawn by user
Target Date	02/10/2000	Effort (Man Days)	0
Summary	FAD01400 - counter 4 will not print, screen froze.		

Progress Narrative

Date:27-Sep-2000 10:54:00 User: Customer Call_
CALL PC0054747:Priority B:CallType L - Target 02/10/00 11:54:48
26/09/00 18:21 counter 4 will not print the screen froze. It will not respond. it says unable to log on as account has locked you out.
26/09/00 18:34 GB082837
Advice: Advised p to do a hard reboot counter 4 twice- still getting same error msge -This system cannot log you on. Are you using the correct password.
26/09/00 18:38 GB082837
Information: Stock unit - F
User - **GRO**
Counter 4
27/09/00 09:48 GB082968
Advice: liz davis called Pm back as per log.
Advised Pm that if the account is locked out they must wait 20 mins for it to unlock.
Pm has done this and now he has the moving box around the screen, a windows box. 'Ctrl Alt Del to log on' (the box you would normally get on windows screen)
CALL PC0054747 opened

Date:27-Sep-2000 10:55:00 User: Customer Call_
The system has gone back to windows mode, and Pm cant get in to counter 4.
27/09/00 09:49 GB082968
Advice: When the system crashed, the clerk was in su S. Now they are trying to transfere stock to SU s and it wont allow them, as it states someone is wokring in it. The only member of staff that was working in it was on the system that crashed.
27/09/00 11:49 SMCCI416
Information: Please can SSC unlock this user.
F) Call details
Diagnostician name:
Customer opened date 26/09/2000 18:21:43

Date:27-Sep-2000 10:58:00 User:Barbara Longley
The call summary has been changed from:-
counter 4 will not print the screen froze. It wil
The call summary is now:-
FAD01400 - counter 4 will not print, screen froze.
Target Release updated to CSR-CI3_2R
Product EPOSS & DeskTop Counter Common added

Date:27-Sep-2000 12:26:00 User: Customer Call_
EMPTY 27/09/00 13:19 uk081221 HSH1 Repeat Call: Pm is waitng for update on this problem, screen at present
is cntrl/alt/delete when this is pressed the next screen is
User name: POLO and password. Pm needs this investigated
asap 27/09/00 13:20 uk081221 HSH1 Access Times: Wednesday: 6.45
Thursday: 8.15 - 5.30

Date:27-Sep-2000 13:36:00 User:Richard Coleman
PRESCAN: Attach the user to DEF, and get the SMC to run their tool to fix the NT logon
The Call record has been assigned to the Team Member: David Seddon
Defect cause updated to 14:Development - Code
Hours spent since call received: 0 hours

Date:27-Sep-2000 15:18:00 User: Customer Call_
EMPTY 27/09/00 16:19 uk081284 HSH1 Training: voiced katrina at smc who said someone would get back to pm
to sort out problem 27/09/00 16:12 GB082401 HSH1 Repeat Call: pm calling back as he is waiting for a call.

Date:27-Sep-2000 15:19:00 User: Customer Call
EMPTY 27/09/00 16:20 uk081284 HSH1 Information: after speaking to katrina at
smc advised that someone will
call pm back to resolve situation

Date:27-Sep-2000 15:22:00 User:Barbara Longley
F) Response :
Catrina at SMC has asked for this call to be withdrawn as it should not have
come over in the first place.
closing as 200 - Withdrawn by user.
[END OF REFERENCE 21899928]
Responded to call type L as Category 200 -Call withdrawn by user
Hours spent since call received: 0 hours
CALL PC0054747 closed: Category 200, Type L
The response was delivered to: PowerHelp

Date:27-Sep-2000 15:25:00 User: Customer Call
Date and time complete: 27/09/2000 16:31:16
Service Complete (Confirmation) Received

Root Cause	Development - Code
Logger	<u>Customer Call</u> -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	David Seddon -- EDSC
Last Progress	27-Sep-2000 15:25 -- <u>Customer Call</u>