

Call E-0002240009

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Status:	Closed	Opened:	Thu 24 February 2000 08:05	Site:	153405
Severity:	3 B	Closed:	Wed 01 March 2000 18:17	Customer:	1039
Priority:	0			CSR/Team:	uk059303 / SMC1
Caller Details					
Caller:	Mrs Tagg	Phone:	GRO	Site:	153405
Title:	RNM	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	S	Prob.Type:	SD02
Problem Text:	Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.				
Call Closure Details					
Closed:	01/03/2000 18:17	Cause:	C22	Repair:	R08
Text:	Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.				
Call Asset Details					
Asset ID:		Description:		Serial No.:	
Product:	EPOSS	Description:		Network ID:	
Call Activity Log					
OPEN	24 February 2000 08:02 by uk066862 / HSH1 New call taken by Andrew Abernethy: Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.				
	Saved: 24 February 2000 08:05				
OPEN_CALL_TS	24 February 2000 08:06 by uk066862 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				
	Saved: 24 February 2000 08:06				
Advice	24 February 2000 08:08 by uk066862 / HSH1 She would like this investigated as the gateway needs rebooting about 3 or 4 times a week as it keeps freezing....can't touch anything on the screen (no hour glass spinning).				
	Saved: 24 February 2000 08:08				
REASSIGN	24 February 2000 08:10 by uk066862 / HSH1 Call # E-0002240009 was Reassigned from Andrew Abernethy, Group HSH1 to Group SMC1 Reassigned for investigation.				
	Saved: 24 February 2000 08:11				
Information	24 February 2000 16:12 by UK061824 / SMC1 forwarding for investigation - Event Logs obtained (26801), counter has current prod list.				
	Saved: 24 February 2000 16:12				
REASSIGN	24 February 2000 16:15 by UK061824 / SMC1 Call # E-0002240009 was Reassigned from Group SMC1 to Group EDSC1 for investigation				
	Saved: 24 February 2000 16:16				
Repeat Call	25 February 2000 17:11 by uk080011 / HSH1 PM is still having problems with the gateway. PM called to advise that the magnetic card reader and the barcode stopped working today. Pm solved the problem by logging out then logging back into the system. Pm cannot remember what the magnetic card was but the barcoded bill was a BT bill. PM also informed me that the gateway was rebooted yesterday, and twice on wednesday (screen froze - no egg timer movement - during a balancing)				
	Saved: 25 February 2000 17:11				
Advice	25 February 2000 17:16 by uk080011 / HSH1 Advised PM this matter was with third line support now and someone will get back in touch with him				
	Saved: 25 February 2000 17:16				
UPDATE	25 February 2000 17:16 by PINICL / By Catherine Obeng at 25-feb-2000 17:17:00 Category 40 - Incident Under Investigation The PM confirmed to me that the system turns to hang they the are trying to print a Giro Report. Further analysis will be carried out next week.				
	Saved: 25 February 2000 17:16				
UPDATE	01 March 2000 14:06 by PINICL / By Catherine Obeng at 01-mar-2000 14:06:00 Category 40 - Incident Under Investigation I spoke to Julie and told her that I will be ringing her back at 5.30 when they are doing their CA so that I can collect PSTAT info from counter 1 for analysis.				
	Saved: 01 March 2000 14:08				
OTI_CLOSE	01 March 2000 17:53 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Catherine Obeng at 01-mar-2000 17:53:00 Category 96 - Insufficient evidence I called the office to advise that I was about to run a PSTAT at counter 1 to collect more evidence about the slowness of counter 1. But the PM told me that she has had an Engineer on site to swap counter 1 base unit, that swap did not work and so the Engineer is gone away to get a second box. To that effect, I advised her that I would close this call to which she agreed.				
	Saved: 01 March 2000 17:53				
REASSIGN	01 March 2000 17:53 by PINICL / OTI monitor reassigned this call from PINICL to UK061824 (SMC1)				
	Saved: 01 March 2000 17:53				
OPEN_CALL_TS	01 March 2000 18:16 by uk059303 / SMC1 Open Calls Troubleshoot (Affected Site:153405)				
	Saved: 01 March 2000 18:16				
REASSIGN	01 March 2000 18:16 by uk059303 / SMC1 Call # E-0002240009 was Reassigned from Mark Foster, Group SMC1 to Dave Smith, Group SMC1 Re-Assigning for closure.				
	Saved: 01 March 2000 18:17				
CLOSE	01 March 2000 18:17 by uk059303 / SMC1 Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.				
	Saved: 01 March 2000 18:17				