

Call E-0004080446

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Status:	Closed	Opened:	Sat 08 April 2000 12:46	Site:	153405
Severity:	2 C	Closed:	Sat 08 April 2000 13:02	Customer:	I039
Priority:	0			CSR/Team:	uk079832 / HSH1
Caller Details					
Caller:	Julie Wolstenholme	Phone:	GRO	Site:	153405
Ext:	PostMaster	Login:		Department:	
		Caller Ext:		Location:	
Call Problem Details					
Product Type:	PT01	Call Type:	A	ProdType:	AD03
Problem Text:	PM reports that she is				
Call Closure Details					
Closed:	08/04/2000 13:02	Cause:	C62	Repair:	R04
Text:	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.				
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	ADMIN	Description:	ADMIN	Network ID:	
Call Activity Log					
OPEN	08 April 2000 12:44 by uk079832 / HSH1 New call taken by Anthony Marsh: PM reports that she is				Saved: 08 April 2000 12:46
OPEN_CALL_TS	08 April 2000 12:47 by uk079832 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 08 April 2000 12:47
OPEN_CALL_TS	08 April 2000 12:47 by uk079832 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 08 April 2000 12:49
Advice	08 April 2000 12:49 by uk079832 / HSH1 PM reports that on NODE id 5 which was only installed yesterday she gets message that node 2,3 and 4 and then 1,2 3, 4 are disconnected from the network she ok this message and now she has a message that this counter isn't connected to the network...				Saved: 08 April 2000 12:49
Advice	08 April 2000 12:50 by uk079832 / HSH1 Advising to ok the message, and the sytem is now as normal...passing to SMC for investigation since all the other counters have problems too, and this is ongoing problem at this site.				Saved: 08 April 2000 12:50
OPEN_CALL_TS	08 April 2000 12:51 by uk079832 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 08 April 2000 12:52
MODIFY	08 April 2000 12:52 by uk079832 / HSH1 Call information modified by Anthony Marsh Call Type: from 'A' to 'H' Product ID: from 'EPOSS' to 'Unknown Product' Severity: from '2' to '3' Prod. Descr.: from 'EPOSS' to 'Unknown Product' Problem Type: from 'AD03' to 'HD01' ...etc.				Saved: 08 April 2000 12:53
Advice	08 April 2000 12:53 by uk079832 / HSH1 There are no entry signs on everything so advising to log out and reboot the counter position...				Saved: 08 April 2000 12:53
OPEN_CALL_TS	08 April 2000 12:53 by uk079832 / HSH1 Open Calls Troubleshoot (Affected Site:153405)				Saved: 08 April 2000 12:54
Advice	08 April 2000 12:55 by uk079832 / HSH1 Awaiting reboot...she is ok now the system is back up.				Saved: 08 April 2000 12:55
MODIFY	08 April 2000 13:01 by uk079832 / HSH1 Call information modified by Anthony Marsh Call Type: from 'H' to 'A' Product ID: from 'Unknown Product' to 'ADMIN' Severity: from '3' to '2' Prod. Descr.: from 'Unknown Product' to 'ADMIN' Problem Type: from 'HD01' to 'AD03' ...etc.				Saved: 08 April 2000 13:02
CLOSE	08 April 2000 13:02 by uk079832 / HSH1 Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.				Saved: 08 April 2000 13:02