

Call E-0402020111

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Status:	Closed	Opened:	Mon 02 February 2004 08:49	Site:	213337
Severity:	3 B	Closed:	Mon 02 February 2004 16:17	Customer:	I039
Priority:	80			CSR/Team:	uk086226 / HSH5

Caller Details

Caller:	lee castleton	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	HD15	Problem:	
Problem Text:	cath nbsc) pm states that he has desktop intialisation failed on node 2.						

Call Closure Details

Closed:	02/02/2004 16:17	Cause:	CF1	Repair:	R01	Resolution:	RS13
Text:	Call Close by Ben Horseman: counter 2 successfully rolled out at release date 2.9						

Call Asset Details

Asset ID:		Description:	Standard Counter 400 - Live PO Sites	Serial No:	k00123buv8
Product:	PATICLX365/400C	Description:	Standard Counter 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	02 February 2004 08:48 by uk086226 / HSH5	Saved: 02 February 2004 08:49
	New call taken by Ben Horseman: cath nbsc) pm states that he has desktop intialisation failed on node 2.	
Information	02 February 2004 08:50 by uk086226 / HSH5	Saved: 02 February 2004 08:50
	pm states that he also has "operational integrity violation has been detected" "unable to connect to the riposte service".	
Advice	02 February 2004 08:51 by uk086226 / HSH5	Saved: 02 February 2004 08:51
	advised pm that he will be called back while the counter is checked out.	
KEL Ref No.	02 February 2004 09:05 by uk086226 / HSH5	Saved: 02 February 2004 09:05
	Sarmstrong5520L	
Information	02 February 2004 09:17 by uk086226 / HSH5	Saved: 02 February 2004 09:17
	both counters have been upgraded with adsl. both counters at build 2.9 there has been no recent counter install.	
Repeat Call	02 February 2004 09:18 by GB082685 / HSH1	Saved: 02 February 2004 09:18
	pm called back saying that he is still waiting for a call back. advised pm that he will be called back asap	
Information	02 February 2004 09:24 by uk086226 / HSH5	Saved: 02 February 2004 09:24
	called pm back and advised pm to reboot.	
Information	02 February 2004 09:28 by uk086226 / HSH5	Saved: 02 February 2004 09:28
	pm states that he has the same screen.	
Information	02 February 2004 09:31 by uk086226 / HSH5	Saved: 02 February 2004 09:31
	deleted training message store.	
Advice	02 February 2004 09:32 by uk086226 / HSH5	Saved: 02 February 2004 09:32
	advised pm to reboot again.	
Access Times	02 February 2004 09:32 by uk086226 / HSH5	Saved: 02 February 2004 09:32
	confirmed as mon-fri 9-17.30 sat 9-12.30	
Node status	02 February 2004 09:34 by uk086226 / HSH5	Saved: 02 February 2004 09:34
	node not operational.	
Recommend	02 February 2004 09:34 by uk086226 / HSH5	Saved: 02 February 2004 09:34
	call logged at 08.49 recommend engineer to swap/adjust base unit on node 2.	
MODIFY	02 February 2004 09:34 by uk086226 / HSH5	Saved: 02 February 2004 09:35
	Call information modified by Ben Horseman Priority: from '0' to '80' Problem Type: from 'SD08' to 'HD15'	
Open OTI	02 February 2004 09:36 by SYSADM / ASTEA	Saved: 02 February 2004 09:36
	Automatic Open OTI ***Updated by Ben Horseman at 02/02/2004 09:36:01	
REASSIGN	02 February 2004 09:35 by uk086226 / HSH5	Saved: 02 February 2004 09:36
	Call # E-0402020111 was Reassigned from Ben Horseman, Group HSH5 to Group UKSS1	
MODIFY	02 February 2004 09:35 by uk086226 / HSH5	Saved: 02 February 2004 09:38
	Call information modified by Ben Horseman Action Group: from 'HSH5' to 'UKSS1' CSR ID: from 'uk086226' Last Activity: from '09:35:46' to '00:00:00' Item Descr.: to "	
OTI Success	by OTI /	Saved:
	New call sent to Dispatch 1	
OTI Success	by OTI /	Saved:
	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WE02020075	
REASSIGN	02 February 2004 11:12 by Dispatch 1 /	Saved: 02 February 2004 11:15
	The projected arrival date for engineer 062667 is 02-02-2004 14:30:00 ** [Engineer 062667 allocated].	
Information	02 February 2004 13:35 by GB083727 / SMC1	Saved: 02 February 2004 13:35
	Engineer rang in, LAN cleared as requested.	
OTI Success	by OTI /	Saved:
	An add has been sent to Dispatch 1	
UPDATE	02 February 2004 14:07 by Dispatch 1 /	Saved: 02 February 2004 14:17
	Engineer 062667 arrived on site at 02-02-2004 13:30:00 ** [Engineer 062667 Logged On.]	
UPDATE	02 February 2004 14:28 by Dispatch 1 /	Saved: 02 February 2004 14:32
	Work completed	
UPDATE	02 February 2004 14:28 by Dispatch 1 /	Saved: 02 February 2004 14:32

	swap node2 pc due to unable to connect to riposte message on screen smc request swap	
UPDATE	02 February 2004 14:28 by Dispatch 1 / ** [Engineer 062667 finished call.]	Saved: 02 February 2004 14:32
ENG VISIT	02 February 2004 13:30 by 062667 / ENGINEERS ** [No Remark entered.] Call closure code of FAILURE and repair code 821	Saved: 02 February 2004 14:25
REASSIGN	02 February 2004 14:45 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity	Saved: 02 February 2004 14:45
OTI Success	by OTI / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity	Saved:
OTI Success	by OTI / Received call closure from Dispatch 1	Saved:
REASSIGN	02 February 2004 15:25 by uk081610 / HSH1 Call # E-0402020111 was Reassigned from Group HSH5 to Ben Horseman, Group HSH5	Saved: 02 February 2004 15:25
Information	02 February 2004 16:16 by uk086226 / HSH5 counter 2 successfully rolled out at release date 2.9	Saved: 02 February 2004 16:16
CLEAR	02 February 2004 16:17 by uk086226 / HSH5 ** [No Remark entered.] Call closure code of FAILURE and repair code 821 counter 2 successfully rolled out at release date 2.9	Saved: 02 February 2004 16:17
CLOSE	02 February 2004 16:17 by uk086226 / HSH5 Call Close by Ben Horseman: counter 2 successfully rolled out at release date 2.9	Saved: 02 February 2004 16:17