

## Call E-0402160081

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Status: Closed	Opened: Mon 16 February 2004 08:32	Site: 213337	
Severity: 2 C	Closed: Mon 16 February 2004 08:34	Customer: I039	
Priority: 0		CSR/Team: uk085790 / HSH7	
Caller Details			
Caller: Lee castleton	Phone: GRO	Site: 213337	
Title: PostMaster	Login:	Department:	
	Caller ID:	Location:	
Call Problem Details			
Product Type:	Call Type: Z	ProbType: ZS16	Problem:
Problem Text: Marie @ NBSC ~PM calling to advise that both counters were @ POLO this morning, but are rebooting OK now			
Call Closure Details			
Closed: 16/02/2004 08:34	Cause: CL9	Repair: RF1	Resolution: RS15
Text: Call Close by David Lawrence: Pm rebooted OK			
Call Asset Details			
Asset ID:	Description:	Serial No:	
Product: Riposte	Description: Riposte	Network ID:	
Call Activity Log			
OPEN 16 February 2004 08:30 by uk085790 / HSH7	Saved: 16 February 2004 08:32		
New call taken by David Lawrence: Marie @ NBSC ~PM calling to advise that both counters were @ POLO this morning, but are rebooting OK now			
CLEAR 16 February 2004 08:34 by uk085790 / HSH7	Saved: 16 February 2004 08:34		
Pm rebooted OK			
CLOSE 16 February 2004 08:34 by uk085790 / HSH7	Saved: 16 February 2004 08:34		
Call Close by David Lawrence: Pm rebooted OK			