

Call E-0402251077

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Status:	Closed	Opened:	Wed 25 February 2004 17:33	Site:	213337
Severity:	3 B	Closed:	Sat 28 February 2004 11:32	Customer:	I039
Priority:	0			CSR/Team:	uk081216 / HSH6

Caller Details

Caller:	Kuli	Phone:	GRO	Site:	213337
Title:		Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	S	ProbType:	SD13	Problem:	
Problem Text:	pm reporting that they are getting large descencies for the last few weeks.						

Call Closure Details

Closed:	28/02/2004 11:32	Cause:	CE5	Repair:	R74	Resolution:	RS13
Text:	Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the descencies problem. pmhtcc.						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	

Call Activity Log

OPEN	25 February 2004 17:30 by uk081216 / HSH6	Saved: 25 February 2004 17:33
	New call taken by Kuljinder Bhachu: pm reporting that they are getting large descencies for the last few weeks.	
Contacted	25 February 2004 17:36 by uk081216 / HSH6	Saved: 25 February 2004 17:36
	looking at closed calls for this site , there have been a number of calls logged regarding descencies. NBSc have been in contact with the pm and can not find any user error.	
Contacted	25 February 2004 17:37 by uk081216 / HSH6	Saved: 25 February 2004 17:37
	spoke to Sandra @ NBSC on GRO regarding this issue. Checked tivoli events and health checked. Site is health checking ok.	
Information	25 February 2004 17:39 by uk081216 / HSH6	Saved: 25 February 2004 17:39
	Critical event seen @ 13.00.36 18/02/04 on H21333700101 stating 'Error message. An error has occurred = see the audit log'	
KEL Ref No.	25 February 2004 17:40 by uk081216 / HSH6	Saved: 25 February 2004 17:40
	KEL Reference: Stephenson5630V	
Information	25 February 2004 17:40 by uk081216 / HSH6	Saved: 25 February 2004 17:40
	Downloading event logs for progression 415380 application, 415382 system & 415382 Security	
Information	25 February 2004 18:07 by uk081216 / HSH6	Saved: 25 February 2004 18:07
	Previous history in calls e-0402130267; e-0401290358; e-0401280325; e-0402250553; e-0402250454	
Contacted	25 February 2004 18:09 by uk081216 / HSH6	Saved: 25 February 2004 18:09
	spoke to pm, who advises that the problem with the CA started ever since the BT engineer came to move the BT box for the preperation for the installation of ADSL.	
Information	25 February 2004 18:11 by uk081216 / HSH6	Saved: 25 February 2004 18:11
	user name CTR001 and CRT002 Other bal users LCA001 and LCA002 stock unit aa balance on wednesday after 17.30	
Recommend	25 February 2004 18:14 by uk081216 / HSH6	Saved: 25 February 2004 18:14
	could ssc please investigate why this P.o is experiencing large descencies ever since BT engineer has moved BT box in preperation for ADSL install. Kel ref given as possible problem. NBSC have said there is no user error. Thank you	
Open OTI	25 February 2004 18:16 by SYSADM / ASTEA	Saved: 25 February 2004 18:16
	Automatic Open OTI ***Updated by Kuljinder Bhachu at 25/02/2004 18:16:44	
REASSIGN	25 February 2004 18:16 by uk081216 / HSH6	Saved: 25 February 2004 18:16
	Call # E-0402251077 was Reassigned from Kuljinder Bhachu, Group HSH6 to Group EDSC1	
OTI Success by OTI /		Saved:
	New call sent to PINICL	
OTI Success by OTI /		Saved:
	Received an Acknowledgement from PINICL PINICL call number is PC0099954	
UPDATE	26 February 2004 09:48 by PINICL /	Saved: 26 February 2004 09:48
	By Barbara Longley at 26-feb-2004 09:41:00 Category 40 - Incident Under Investigation Prescan: Assigning call to Anne Chambers in EDSC.	
UPDATE	26 February 2004 14:24 by PINICL /	Saved: 26 February 2004 14:24
	By Anne Chambers at 26-feb-2004 13:12:00 Category 40 - Incident Under Investigation KEL quoted is irrelevant - if the audit log had been checked, it would have shown a different error message. The event was part of a storm which occurred over the estate that night as a result of a faulty software fix, and has nothing to do with the discrepancies.	
OTI_CLOSE	26 February 2004 15:48 by PINICL /	Saved: 26 February 2004 15:48
	NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Anne Chambers at 26-feb-2004 15:16:00 Category 94 - Advice and guidance given I have checked various things on the system. All the internal reconciliation checks are ok. Cheques are being handled correctly (except for 10th Feb when the clerk forgot to cut off the report - but this didn't cause a discrepancy). Cash declarations look ok, they usually use drawer id 11. Occasionally they have used a different drawer id, this can lead to amounts apparently doubling on the cash flow report, and should be avoided. But again it will not cause a discrepancy. Checking the cash transactions on the system against the declarations shows that they are not working particularly accurately (i.e. at the end of the day the cash they declare in the drawer is tens, hundreds or thousands of pounds astray from what has been recorded on the system). It is possible that they are not accurately recording all transactions on the system. There is no evidence whatsoever of any system problem. I've mentioned this outlet to Julie Welsh (Customer Services) who will try to get POL to follow it up, but in the meantime please tell the PM that we have investigated and the discrepancies are caused by the difference between the transactions they have recorded on the system and the cash they have declared, and are not being caused by the software or hardware.	
REASSIGN	26 February 2004 15:48 by PINICL /	Saved: 26 February 2004 15:48
	OTI monitor reassigned this call from PINICL to the Action Group HSH6 as directed by the OTIReturn activity	
OTI Success by OTI /		Saved:

OTI monitor reassigned this call from PINICL to the Action Group HSH6 as directed by the OTI Return activity		
OTI Success	by OTI / Received call closure from PINICL	Saved:
Repeat Call	27 February 2004 15:31 by uk952022 / HSH5 Pm is requesting update	Saved: 27 February 2004 15:31
Advice	27 February 2004 15:32 by uk952022 / HSH5 Advised as per last narrative that there is no evidence to suggest the discrepancies are caused by h/w or s/w error.	Saved: 27 February 2004 15:32
Advice	27 February 2004 15:34 by uk952022 / HSH5 Advised Pm as per last narrative that Julie Welsh (customer services) had been made aware of FAD and that she will try and get POL to follow it up	Saved: 27 February 2004 15:34
Information	28 February 2004 11:26 by uk081216 / HSH6 suzzanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.	Saved: 28 February 2004 11:26
CLEAR	28 February 2004 11:30 by uk081216 / HSH6 suzzanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.	Saved: 28 February 2004 11:30
CLOSE	28 February 2004 11:31 by uk081216 / HSH6 Call Close by Kuljinder Bhachu: sussanna has spoken to the pm, explained that there was no software problem found. explained that this office has been alerted to julie welsh for the discrepancies problem. pmhtcc.	Saved: 28 February 2004 11:32