

Call E-0404210187

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Status:	Closed	Opened:	Wed 21 April 2004 09:10	Site:	213337
Severity:	3 B	Closed:	Wed 21 April 2004 09:14	Customer:	I039
Priority:	0			CSR/Team:	uk952016 / HSH8

Caller Details

Caller:	Mrs simpson	Phone:	GRO	Site:	213337
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD09	Problem:	
Problem Text:	pm states that the gateway was saying to enter the pmmc and is now on a blue screen						

Call Closure Details

Closed:	21/04/2004 09:14	Cause:	CE5	Repair:	R74	Resolution:	RS14
Text:	Call Close by David Dawe: pm had a blue screen adviced that the screen is normal and the pm will call back if not changed in the next 20 mins ref offered						

Call Asset Details

Asset ID:		Description:		Serial No:	
Product:	riposte	Description:	Riposte	Network ID:	

Call Activity Log

OPEN	21 April 2004 09:08 by uk952016 / HSH8	Saved: 21 April 2004 09:10
	New call taken by David Dawe: pm states that the gateway was saying to enter the pmmc and is now on a blue screen	
Information	21 April 2004 09:12 by uk952016 / HSH8	Saved: 21 April 2004 09:12
	the screen has been blue for 10 mins advice pm that this is normal and to wait for up to 25 mins	
Information	21 April 2004 09:13 by uk952016 / HSH8	Saved: 21 April 2004 09:13
	pm will wait for 20 mins for the screen to clear	
CLEAR	21 April 2004 09:13 by uk952016 / HSH8	Saved: 21 April 2004 09:13
	pm had a blue screen adviced that the screen is normal and the pm will call back if not changed in the next 20 mins	
CLOSE	21 April 2004 09:14 by uk952016 / HSH8	Saved: 21 April 2004 09:14
	Call Close by David Dawe: pm had a blue screen adviced that the screen is normal and the pm will call back if not changed in the next 20 mins ref offered	