Call E-0	0404210187					©2002	Fujitsu Services Limited	
	Status: Closed Opened Wed 21 April 2004 09:10				Site: 213337			
9	Severity: 3 B Closed: Wed 21 April 2004 09:14				Customer: I039			
	Priority: 0				CSR/Team	n: uk952016 / HSH8		
Caller Details								
	Caller: Mrs simpson	Phone	GRO			Site:	213337	
- 2	Title: PostMaster	Login:				Department:		
	Title. I obtavious	The state of the s	Caller ID:			Location:		
	V	21 1 1 1 1 1 1 1 1 1	Zrahlam Datail		(111)	Location.		
			Problem Detail			To the open participation	William Land Committee of the Committee	
		Call Type: S		ProbType: SD09			Problem:	
	Problem Text: pm states th	at the gateway was saying to enter the pmi	nc and is now	on a blue screen				
		Call	Closure Detail:	S				
Closed: 2	1/04/2004 09:14	Cause: CE5	Cause: CE5 Repair: R74			Resolution: RS14		
Text: C	Call Close by David Dawe: pr	n had a blue screen adviced that the scree	n is normal ar	nd the pm will call back i	f not changed ir	the next 20 mins	ref offered	
		Call	Asset Details					
	Asset ID:		Description:			Serial No:		
	Product: riposte		Description: Riposte				OU SPECIAL DESIGNATION OF THE SECOND	
	7 Toddot. Inpoote		Il Activity Log	1011. Papodo and			Hermon ID.	
OPEN	21 April 2004 09:08 by uk9		II Activity Log	Saved: 21	April 2004 09:1	10		
0, 2,,	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 uk9	Saved: 21 April 2004 09:12			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	Saved: 21 April 2004 09:13			
	pm will wait for 20 mins for the screen to clear							
CLEAR	21 April 2004 09:13 by uk9	52016 / HSH8		Saved: 21	April 2004 09:1	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	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							