

## Call E-0404210701

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Status: Closed	Opened: Wed 21 April 2004 13:32	Site: 213337
Severity: 3 B	Closed: Sat 01 May 2004 15:56	Customer: PATHWAY
Priority: 0		CSR/Team: uk081618 / SMC7-Distrib

## Caller Details

Caller: Bernie Michael	Phone: GRO	Site: 213337
Title: SMC	Login:	Department:
	Caller ID:	Location:

## Call Problem Details

Product Type: PT03	Call Type: S	ProbType: SD11	Problem:
Problem Text: S52_SWITCH Upgrade with error MIG_WAIT_EVENT Event_Missing failed Please investigate.			

## Call Closure Details

Closed: 01/05/2004 15:56	Cause: C21	Repair: R80	Resolution: RS08
Text: Call Close by Matt Young: Closing call after confirming this FAD has been successfully switched over to ADSL.			

## Call Asset Details

Asset ID:	Description:	Serial No:
Product: Post Office ISDN	Description:	Network ID:

## Call Activity Log

OPEN	21 April 2004 13:32 by uk082304 / SMC7-Distrib	Saved: 21 April 2004 13:32
	New call taken by Bernard Michael: S52_SWITCH Upgrade with error MIG_WAIT_EVENT Event_Missing failed Please investigate.	
Information	21 April 2004 13:32 by uk082304 / SMC7-Distrib	Saved: 21 April 2004 13:32
	Error: MIG_WAIT_EVENT Event_Missing Events received late until polo completed. Events generated 20:59 - 21:31 all received at 08:50 ADSL card check successful ISDN & RIPOST state ok Events on archives shows (101) S52_SWITCH 21_2 KMpostUAR failed with error 87 - suggestion KMA issue.	
Information	23 April 2004 12:29 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 12:29
	Error 651 also present	
Information	23 April 2004 12:31 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 12:31
	PM states that he is unable to plug the ADSL line in at the moment because it is not in a convenient position. Will reposition when he has time.	
Information	23 April 2004 15:47 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 15:47
Information	26 April 2004 14:07 by uk081606 / SMC1	Saved: 26 April 2004 14:07
	Unable to ascertain if the ADSL line is connected. Sending engineer to site	
REASSIGN	26 April 2004 14:15 by uk081606 / SMC1	Saved: 26 April 2004 14:15
	Call # E-0404210701 was Reassigned from Bernard Michael, Group SMC7-Distrib to Group SMC-MSS-SUPP Event missing - please spoof event	
Information	26 April 2004 16:43 by uk081291 / SMC-MSS-SUPP	Saved: 26 April 2004 16:43
	Fail event has been inserted after checking counter event log, attempt to migrate should take place again tonight - Neil	
REASSIGN	26 April 2004 16:45 by uk081291 / SMC-MSS-SUPP	Saved: 26 April 2004 16:45
	Call # E-0404210701 was Reassigned from Group SMC-MSS-SUPP to Group SMC7-DISTRIB	
REASSIGN	26 April 2004 16:53 by uk085518 / SMC7-Distrib	Saved: 26 April 2004 16:53
	Call # E-0404210701 was Reassigned from Group SMC7-DISTRIB to Matt Young, Group SMC7-Distrib	
Information	27 April 2004 15:19 by uk081618 / SMC7-Distrib	Saved: 27 April 2004 15:19
	S52_SWITCH over failed on 26/04/07 with the following error: (101) S52_SWITCH 21_2 KMPostUAR failed with error 87.	
SUSPEND	27 April 2004 15:19 by uk081618 / SMC7-Distrib	Saved: 27 April 2004 15:19
	Due for Release on 28/04/2004 at 08:00:00 Call suspended by Matt Young Pending outcome of master call which relates to numerous (101) errors which occurred overnight. E-0404270528	
RELEASE	27 April 2004 15:34 by uk082304 / SMC7-Distrib	Saved: 27 April 2004 15:34
	Call released by Bernard Michael:	
Information	27 April 2004 15:34 by uk082304 / SMC7-Distrib	Saved: 27 April 2004 15:34
	Engineer on sight dealing with another open call has called in to also confirm that the ADSL line is definitely plugged into the socket.	
SUSPEND	27 April 2004 15:35 by uk082304 / SMC7-Distrib	Saved: 27 April 2004 15:35
	Due for Release on 28/04/2004 at 08:00:00 Call suspended by Bernard Michael	
RELEASE	28 April 2004 08:00 by Sysadm / SYSTEM	Saved: 28 April 2004 08:00
	AUTO-RELEASE from SUSPEND (Release was due on 28 Apr 2004 at 08:00:00)	
Repeat Call	29 April 2004 15:09 by uk085263 / HSH2	Saved: 29 April 2004 15:09
	pm calling to inform: since adsl upgrade yesterday, no communications when getting order books	
Advice	29 April 2004 15:10 by uk085263 / HSH2	Saved: 29 April 2004 15:10
	advised test isdn	
Information	29 April 2004 15:10 by uk085263 / HSH2	Saved: 29 April 2004 15:10
	pinged successfully	
CLEAR	01 May 2004 15:55 by uk081618 / SMC7-Distrib	Saved: 01 May 2004 15:55
	Closing call after confirming this FAD has been successfully switched over to ADSL.	
CLOSE	01 May 2004 15:56 by uk081618 / SMC7-Distrib	Saved: 01 May 2004 15:56
	Call Close by Matt Young: Closing call after confirming this FAD has been successfully switched over to ADSL.	