

## Call E-0404230510

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Status:	Closed	Opened:	Fri 23 April 2004 12:25	Site:	227320
Severity:	3 B	Closed:	Fri 30 April 2004 11:24	Customer:	PATHWAY
Priority:	0			CSR/Team:	uk085045 / SMC7-Distrib

## Caller Details

Caller:	Bernie Michael	Phone:	GRO	Site:	227320
Title:	SMC	Login:		Department:	
		Caller ID:		Location:	

## Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD11	Problem:	
Problem Text:	MIG_WAIT EVENT missing unable to ping						

## Call Closure Details

Closed:	30/04/2004 11:24	Cause:	C21	Repair:	R70	Resolution:	RS08
Text:	Call Close by Peter Ross: s/w commit ok						

## Call Asset Details

Asset ID:		Description:	Hypercom PinPad	Serial No:	3030581
Product:	PATPINPAD	Description:	Hypercom PinPad	Network ID:	

## Call Activity Log

OPEN	23 April 2004 12:10 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 12:25
	New call taken by Bernard Michael: MIG_WAIT EVENT missing unable to ping	
OPEN_CALL_TS	23 April 2004 12:25 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 12:26
	Open Calls Troubleshoot (Affected Site:213337)	
Information	23 April 2004 12:39 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 12:39
	ADSL card present Health Check ok Requested reboot on the gateway was advised it will be done this afternoon	
Information	23 April 2004 14:38 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 14:38
	PM said that there is a cable missing from the box and one is not available to plug in.	
Access Times	23 April 2004 14:39 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 14:39
	Mon to Fri: 09:00-13:00 closed for lunch, open again 14:00 - 17:30	
Open OTI	23 April 2004 14:41 by SYSADM / ASTEA	Saved: 23 April 2004 14:41
	Automatic Open OTI ***Updated by Bernard Michael at 23/04/04 14:41:59	
REASSIGN	23 April 2004 14:41 by uk082304 / SMC7-Distrib	Saved: 23 April 2004 14:41
	Call # E-0404230510 was Reassigned from Bernard Michael, Group SMC7-Distrib to Group UKSS1	
OTI Success	by OTI /	Saved:
	New call sent to Dispatch 1	
OTI Success	by OTI /	Saved:
	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WE04230266	
REASSIGN	23 April 2004 14:55 by Dispatch 1 /	Saved: 23 April 2004 14:57
	The projected arrival date for engineer 065436 is 23-04-2004 16:00:00 ** [Engineer 065436 allocated].	
UPDATE	23 April 2004 16:25 by Dispatch 1 /	Saved: 23 April 2004 16:27
	Engineer 065436 arrived on site at 23-04-2004 16:21:00 ** [Engineer 065436 Logged On.]	
UPDATE	23 April 2004 17:00 by Dispatch 1 /	Saved: 23 April 2004 17:02
	Work completed	
UPDATE	23 April 2004 17:00 by Dispatch 1 /	Saved: 23 April 2004 17:02
	no fault found checked all cables and comms all ok pm is a space cadet still not sure what call was	
UPDATE	23 April 2004 17:00 by Dispatch 1 /	Saved: 23 April 2004 17:02
	** [Engineer 065436 finished call.]	
ENG VISIT	23 April 2004 16:21 by 065436 / ENGINEERS	Saved: 23 April 2004 16:52
	** [No Remark entered.] Call closure code of COMPLETED and repair code 829	
REASSIGN	23 April 2004 17:39 by Dispatch 1 /	Saved: 23 April 2004 17:39
	OTI monitor reassigned this call from Dispatch 1 to the Action Group SMC7-Distrib as directed by the OTI Return activity	
OTI Success	by OTI /	Saved:
	OTI monitor reassigned this call from Dispatch 1 to the Action Group SMC7-Distrib as directed by the OTI Return activity	
OTI Success	by OTI /	Saved:
	Received call closure from Dispatch 1	
REASSIGN	26 April 2004 14:47 by uk085045 / SMC7-Distrib	Saved: 26 April 2004 14:47
	Call # E-0404230510 was Reassigned from Group SMC7-Distrib to Bernard Michael, Group SMC7-Distrib	
Information	29 April 2004 13:05 by uk082304 / SMC7-Distrib	Saved: 29 April 2004 13:05
	PSTN no: GRO	
Information	29 April 2004 14:54 by uk082304 / SMC7-Distrib	Saved: 29 April 2004 14:54
	Mon to Fri: 09:00 - 12:30 then closed for lunch. Open again @ 13:30 - 17:30. Site contact name is Mrs Armitage. SIEMENS ref no. 716908	
Information	29 April 2004 15:02 by uk085518 / SMC7-Distrib	Saved: 29 April 2004 15:02
	siemens report no fault found	
Information	29 April 2004 16:50 by uk082304 / SMC7-Distrib	Saved: 29 April 2004 16:50
	Reboot actioned 23/04/04 16:32	
REASSIGN	29 April 2004 16:52 by uk082304 / SMC7-Distrib	Saved: 29 April 2004 16:52
	Call # E-0404230510 was Reassigned from Bernard Michael, Group SMC7-Distrib to Group CFM3	
Information	29 April 2004 16:59 by uk058835 / CFM3	Saved: 29 April 2004 16:59
	Have tested comms to site and we are seeing the counter up and working as a silver site, can you explain what the opening message means in the problem	



	description. Is this a counter that has tried to have its ADSL software distributed to it but it failed? BF @ CFM3.	
REASSIGN	29 April 2004 17:02 by uk058835 / CFM3 Call # E-0404230510 was Reassigned from Group CFM3 to Group SMC7-DISTRIB	Saved: 29 April 2004 17:02
Information	29 April 2004 17:06 by uk058835 / CFM3 After further investigation it looks like this may be one of the counters that has been failing its software distribution from last week, (see call e-0404230480) this problem seems to have been resolved yesterday and we are awaiting the outcome of the distribution to the remaining counters tonight. Can this counter be tried again tonight to see if the problem is resolved. BF @ CFM3.	Saved: 29 April 2004 17:06
CLEAR	30 April 2004 11:23 by uk085045 / SMC7-Distrib s/w commit ok	Saved: 30 April 2004 11:23
CLOSE	30 April 2004 11:24 by uk085045 / SMC7-Distrib Call Close by Peter Ross: s/w commit ok	Saved: 30 April 2004 11:24