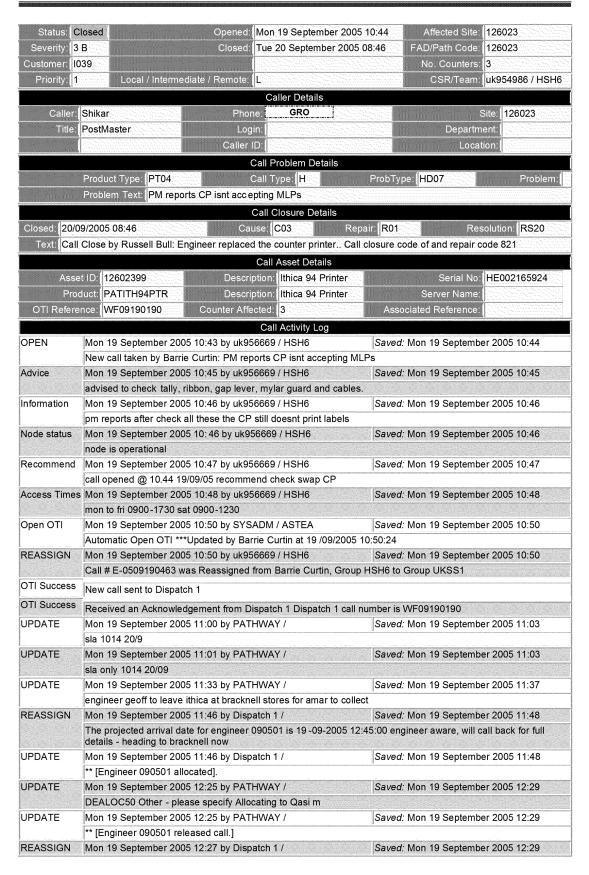


HOME Post Office Account S70 Archive4.1 on msdc01poadb02

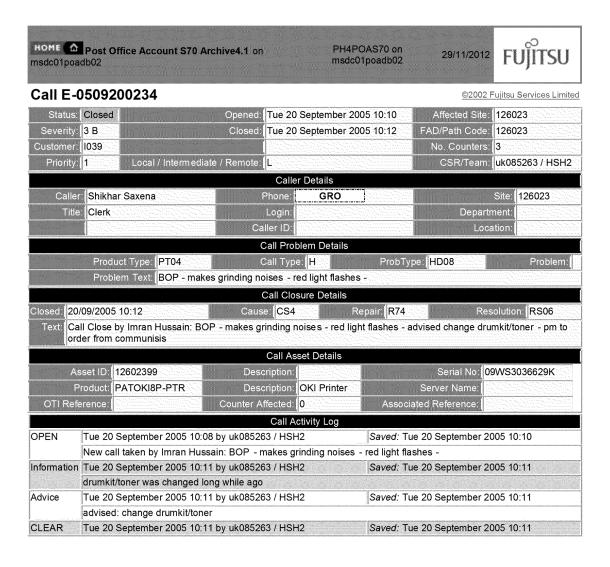
PH4POAS70 on msdc01poadb02

20/11/2011

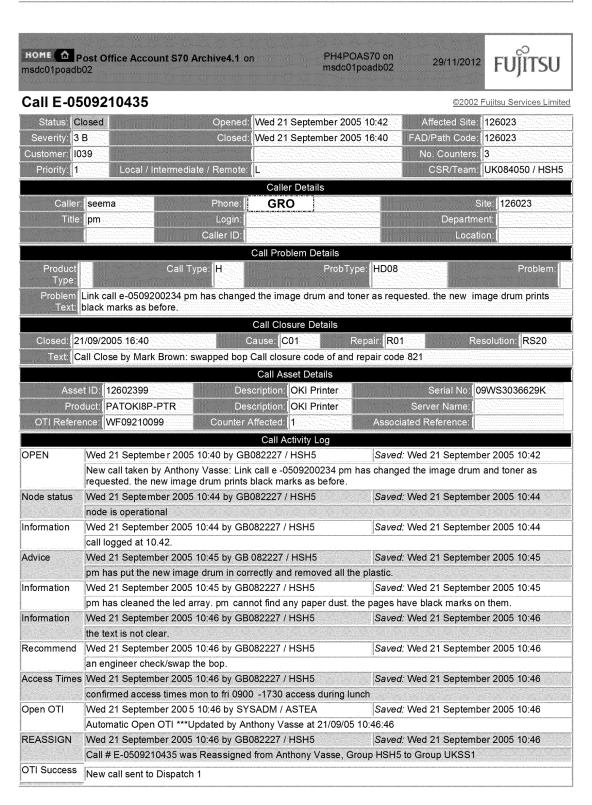




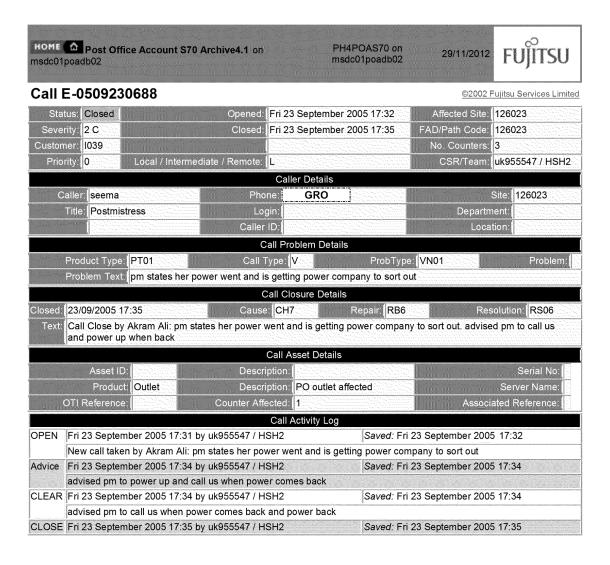
	The projected arrival date for engineer 089357 is 19 -09-2005	14:45:00 ** [Engineer 089357 allocated] .			
Repeat Call	Mon 19 September 2005 12:34 by uk953335 / HSH2	Saved: Mon 19 September 2005 12:34			
	pm has called in chasing. advised engineer due out this aftern	oon			
UPDATE	Mon 19 September 2005 16:02 by Dispatch 1 /	Saved: Mon 19 September 2005 16:06			
	Engineer 089357 arrived on site at 19-09-2005 15:30:00 ** [E	ngineer 089357 Logged On.]			
UPDATE	Mon 19 September 2005 16:02 by Dispatch 1 /	Saved: Mon 19 September 2005 16:06			
	Work completed				
UPDATE	Mon 19 September 2005 16:02 by Dispatch 1 /	Saved: Mon 19 September 2005 16:06			
	Engineer replaced the counter printer				
ENG VISIT	Mon 19 September 2005 15:30 by 089357 / ENGINEERS	Saved: Mon 19 September 2005 15:45			
	Engineer replaced the counter printer Call closure code of an	d repair code 821			
REASSIGN	Mon 19 September 2005 16:06 by Dispatch 1 /	Saved: Mon 19 September 2005 16:06			
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity				
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action	Group HSH6 as directed by the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1				
CLEAR	Mon 19 September 2005 15:45 by uk954986 / HSH6	Saved: Mon 19 September 2005 15:45			
	Engineer replaced the counter printer Call closure code of and repair code 821				
CLOSE	Tue 20 September 2005 08:46 by uk954986 / HSH6	Saved: Tue 20 September 2005 08:46			
	Call Close by Russell Bull: Engineer replaced the counter printer Call closure code of and repair code 821				



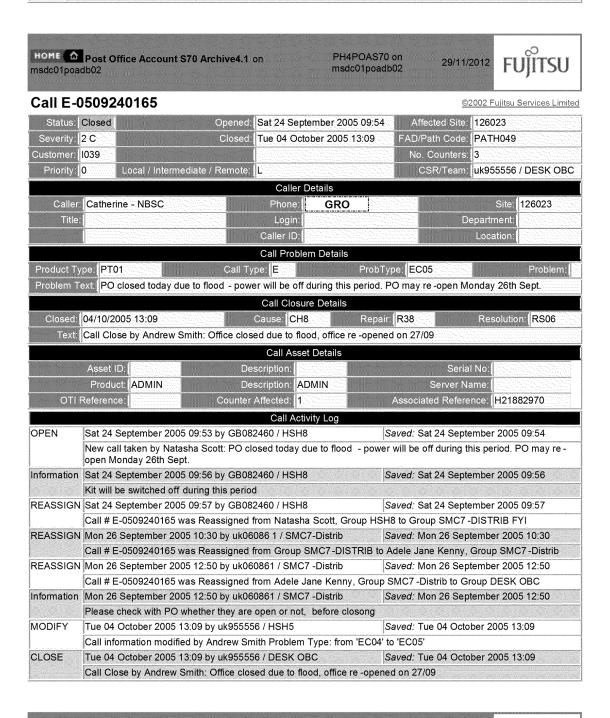
	BOP - makes grinding noises - red light flashes - advised of	hange drumkit/toner
CLOSE	Tue 20 September 2005 10:12 by uk085263 / HSH2	Saved: Tue 20 September 2005 10:1 2
	Call Close by Imran Hussain: BOP - makes grinding noises to order from communisis	s - red light flashes - advised change drumkit/toner - pm



	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF09210099				
REASSIGN	Wed 21 September 2005 11:12 by Dispatch 1 /	Saved: Wed 21 September 2005 11:13			
	The projected arrival date for engineer 089357 is 21 -09-2005	15:15:00 ** [Engineer 089357 allocated].			
UPDATE	Wed 21 September 2005 16:29 by Dispatch 1 /	Saved: Wed 21 September 2005 16:33			
	Engineer 089357 arrived on site at 21-09-2005 16:17:00 ** [Engineer 089357 arrived on site at 21-09-2005 16:17:00 **	ngineer 089357 Logged On.]			
UPDATE	Wed 21 September 2005 16:34 by Dispatch 1 /	Saved: Wed 21 September 2005 16:36			
	Work completed				
UPDATE	Wed 21 September 2005 16:34 by Dispatch 1 /	Saved: Wed 21 September 2005 16:36			
	swapped bop				
ENG VISIT	Wed 21 September 2005 16:17 by 089357 / ENGINEERS	Saved: Wed 21 September 2005 16:21			
	swapped bop Call closure code of and repair code 821				
REASSIGN	Wed 21 September 2005 16:36 by Dispatch 1 /	Saved: Wed 21 September 2005 16:36			
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity				
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action	Group HSH5 as directed by the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1				
CLEAR	Wed 21 September 2005 16:21 by UK084050 / HSH5	Saved: Wed 21 September 2005 16:21			
	swapped bop Call closure code of and repair code 821				
CLOSE	Wed 21 September 2005 16:40 by UK084050 / HSH5	Saved: Wed 21 September 2005 16:40			
	Call Close by Mark Brown: swapped bop Call closure code of and repair code 821				



Call Close by Akram Ali: pm states her power went and is getting power company to sort out, advised pm to call us and power up when back



HOME Apost Office Account S70 Archive4.1 on msdc01poadb02

PH4POAS70 on msdc01poadb02

29/11/2012



Call E-0509260175

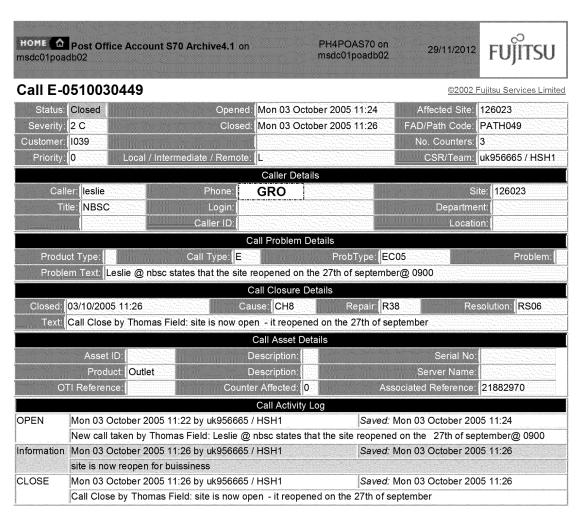
©2002 Fujitsu Services Limited

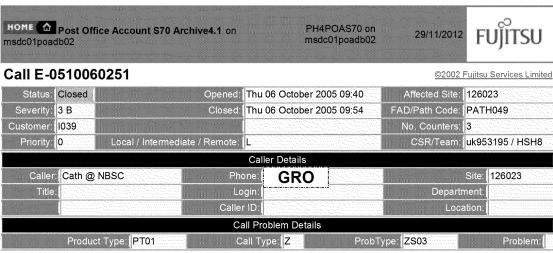
Severity: 3	B Closed: Mon 2	6 September 2005 1	1:54 FAD/Path Code: 12	26023
Customer: 10	\\\\\\\\		No. Counters: 3	
Priority: 1	Local / Intermediate / Remote: L			B082200 / HSH2
	2.1	er Details		
Caller: S	Shikhar Saxena Phone:	P	SS S	ite: 126023
	Clerk Login:	H GIVO	Departme	
	Caller ID:		Locati	
,		oblem Details	<u> </u>	
San Service Services	Product Type: PT04 Call Type		ProbType: HD07	Problem:
	Problem Text: Counter Printer - no power		Troorype.	Troblem.
	1	osure Details		
Closed: 26/09	0/2005 11:54 Cause. Cf		ir: R06 Reso	lution: RS20
	Close by Kenneth Hudson: replaced fuse on po			
Text.   Call			closure code of and repair co	Jue 024
٨٥٥٥		sset Details	Carial Navi	JE004085338
		thica 94 Printer		1E001985228
		thica 94 Printer	Server Name:	
OTI Reletel	nce: WF09260033 Counter Affected:		Associated Reference:	
ODEN	p	Activity Log		
OPEN	Mon 26 September 2005 09:10 by uk085263 /		Saved: Mon 26 September	2005 09:11
Information	New call taken by Imran Hussain: Counter Pri Mon 26 September 2005 09:12 by uk085263 /		Saved: Mon 26 September	2005 00:12
imomation	no light shows on cp pressed on/off switch and		Saved, Moli 20 September	2003 09.12
Information	Mon 26 September 2005 09:13 by uk085 263 /		Saved: Mon 26 September	2005 09:13
momation	suspected printer cable		goarda. Mon 20 ceptember	2000 00.10
Node status	Mon 26 September 2005 09:13 by uk085263 /	HSH2	Saved: Mon 26 September	2005 09:13
	operates		The second secon	
Recommend	Mon 26 September 2005 09:14 by uk085263 /	HSH2	Saved: Mon 26 September	2005 09:14
	recommend engineer check/swap ithica or cab	***************************************		APPARAMENTAN SAN SAN SAN SAN SAN SAN SAN SAN SAN S
Access Times	Mon 26 September 2005 09:14 by uk085263 /	HSH2	Saved: Mon 26 September	2005 09:14
	mon - fri: 0900 - 1730			
Open OTI	Mon 26 September 2005 09:14 by SYSADM /	AS TEA	Saved: Mon 26 September	2005 09:14
	Automatic Open OTI ***Updated by Imran Hus	sain at 26/09/05 09:	14:33	
REASSIGN	Mon 26 September 2005 09:14 by uk085263 /		Saved: Mon 26 September	2005 09:14
	Call # E-0509260175 was Reassigned from In	nran Hussain, Group	HSH2 to Group UKSS1	
OTI Success	New call sent to Dispatch 1			***************************************
OTI Success	Received an Acknowledgement from Dispatch	1 Dispatch 1 call nu	mber is WF09260033	
REASSIGN	Mon 26 September 2005 09:24 by Dispatch 1	1	Saved: Mon 26 September	2005 09:25
	The projected arrival date for engineer 084480	is 26 -09-2005 09:2	5:00 ** [Engineer 084480 all	ocated].
UPDATE	Mon 26 September 2005 11:17 by Dispatch 1	l so an est unit	Saved: Mon 26 September	2005 11:18
	Engineer 084480 despatched to site at 26-09-	2005 09:27:00 SLA	17.11 26/9	
UPDATE	Mon 26 September 2005 11:47 by Dispatch 1		Saved: Mon 26 September	2005 11:49
**************************************	Engineer 084480 arrived on site at 26-09-200	5 11:43:00 ** [Engine	eer 084480 Logged On.]	
UPDATE	Mon 26 September 2005 11:48 by Dispatch 1	1	Saved: Mon 26 September	2005 11:49
	Work completed		1	
UPDATE	Mon 26 September 2005 11:48 by Dispatch 1		Saved: Mon 26 September	2005 11:49
	replaced fuse on power cable plug.			
ENG VISIT	Mon 26 September 2005 11:43 by 084480 / El		Saved: Mon 26 September	2005 11:46
DEAGCION	replaced fuse on power cable plug. Call closur			000F 44 10
REASSIGN	Mon 26 September 2005 11:49 by Dispatch 1		Saved: Mon 26 September	Limited and the second and the secon
OTI Sussess	OTI monitor reassigned this call from Dispatch			•
OTI Success	OTI monitor reassigned this call from Dispatch	1 to the Action Grou	up HSH2 as directed by the C	OTIReturn activity
OTI Success	Received call closure from Dispatch 1			
CLEAR	Mon 26 September 2005 11:46 by GB082200	/ HSH2	Saved: Mon 26 September	2005 11:46

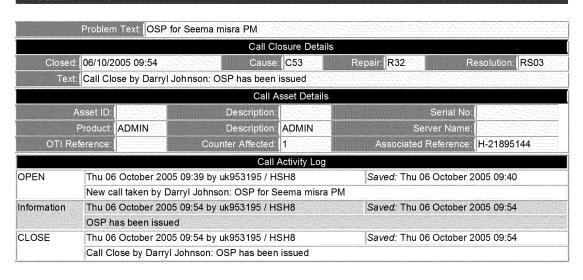
replaced fuse on power cable plug. Call closure code of and repair code 824

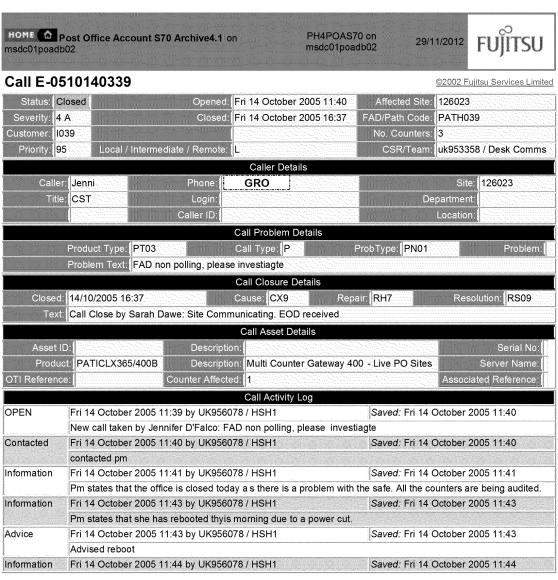
CLOSE Mon 26 September 2005 11:54 by GB082200 / HSH2 Saved: Mon 26 September 2005 11:54

Call Close by Kenneth Hudson: replaced fuse on power cable plug. Call closure code of and repair code 824

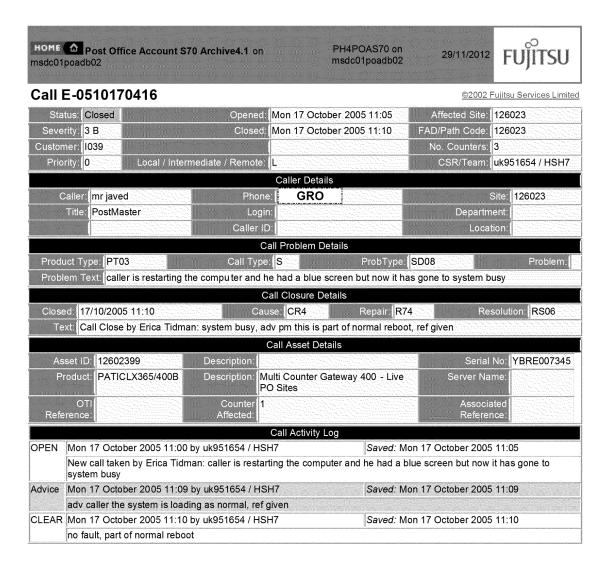






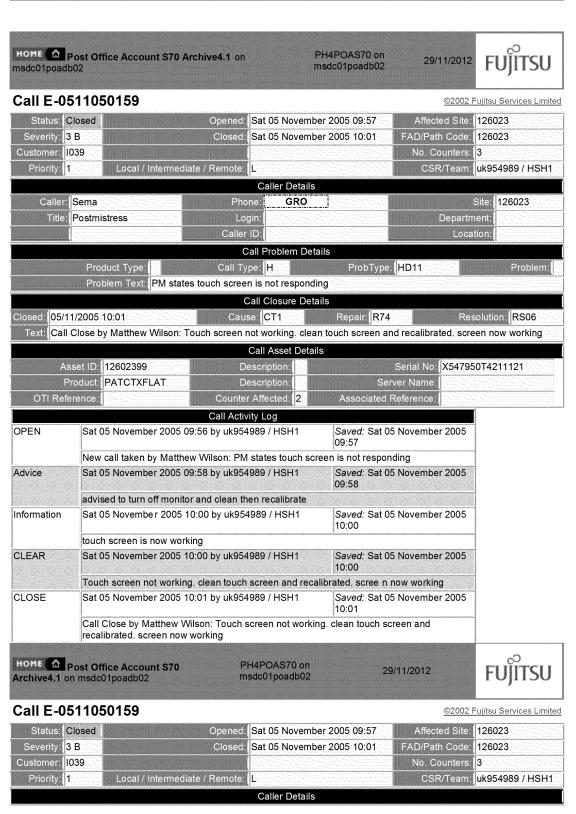


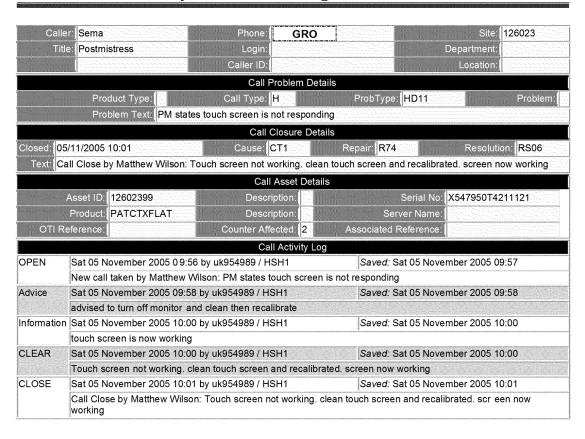
	Pm doesnt know which node is gateway.			
Information	Fri 14 October 2005 11:45 by UK956078 / HSH1	Saved: Fri 14 October 2005 11:45		
	guidig pm through reboot and node info.			
Advice	Fri 14 October 2005 11:48 by UK956078 / HSH1	Saved: Fri 14 October 2005 11:48		
ALCOHOLOGIC DE	Advise pm to check a reboot is ok with auditor.			
Information	Fri 14 October 2005 11:49 by UK956078 / HSH1	Saved: Fri 14 October 2005 11:49		
	Guiding pm through reboot.			
Access Times	Fri 14 October 2005 11:51 by UK956078 / HSH1	Saved: Fri 14 October 2005 11:51		
	mon - fri 09.00 - 17.30 no lunch			
REASSIGN	Fri 14 October 2005 11:52 by UK956078 / HSH1	Saved: Fri 14 October 2005 11:52		
	Call # E-0510140339 was Reassigned from Jennifer D'Falco, Group HSH1 to Group DESK NONPOLL			
Information	Fri 14 October 2005 12:01 by uk953358 / HSH6	Saved: Fri 14 October 2005 12:01		
	Pm is rebooting @11:48			
Information	Fri 14 October 2005 16:37 by uk953358 / Desk Comms	Saved: Fri 14 October 2005 16:37		
	Site Communicating. EOD received			
CLEAR	Fri 14 October 2005 16:37 by uk953358 / Desk Comms	Saved: Fri 14 October 2005 16:37		
	Site Communicating. EOD received			
CLOSE	Fri 14 October 2005 16:37 by uk953358 / Desk Comms	Saved: Fri 14 October 2005 16:37		
	Call Close by Sarah Dawe: Site Communicating, EOD received			

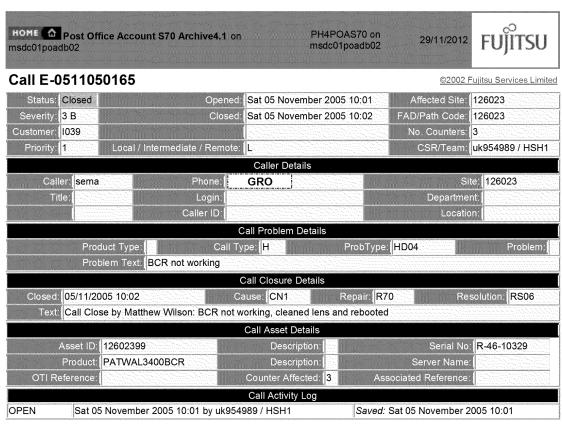


CLOSE Mon 17 October 2005 11:10 by uk951654 / HSH7

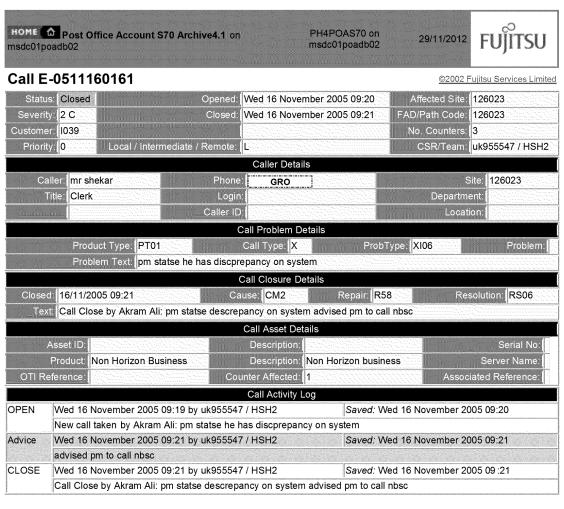
Call Close by Erica Tidman: system busy, adv pm this is part of normal reboot, ref given

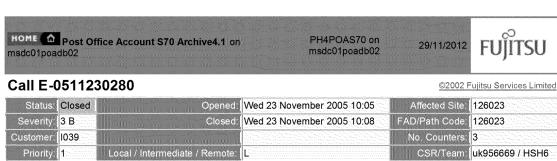


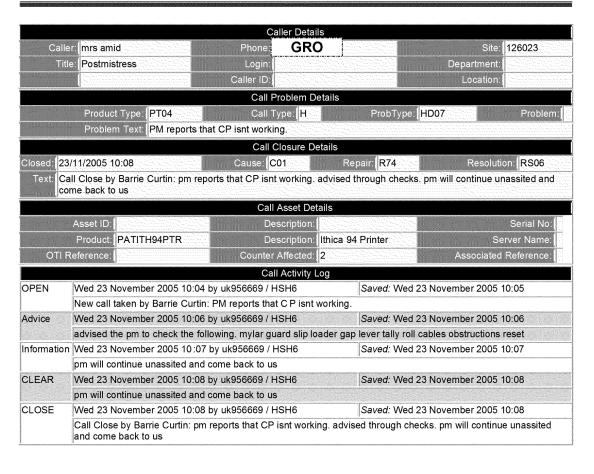


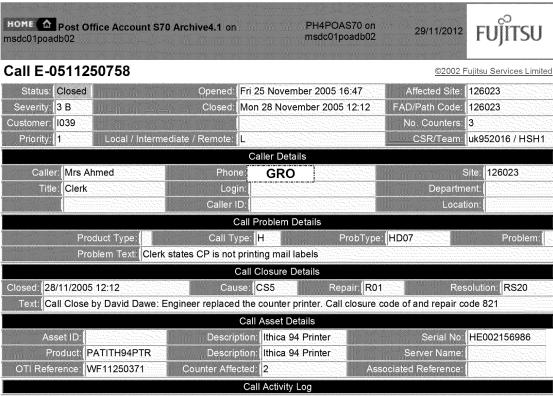


	New call taken by Matthew Wilson: BCR not working			
Advice	Sat 05 November 2005 10:01 by uk954989 / HSH1	Saved: Sat 05 November 2005 10:01		
	advised to clean lens, check for scrathces and reboot			
Information	Sat 05 November 2005 10:02 by uk954989 / HSH1	Saved: Sat 05 November 2005 10:02		
	lens os clean. pm will reboot at end of day			
CLEAR	Sat 05 November 2005 10:02 by uk954989 / HSH1	Saved: Sat 05 November 2005 10:02		
	BCR not working, cleaned lens and rebooted			
CLOSE	Sat 05 November 2005 10:02 by uk954989 / HSH1	Saved: Sat 05 November 2005 10:02		
	Call Close by Matthew Wilson: BCR not working, cleaned lo	ens and rebooted		

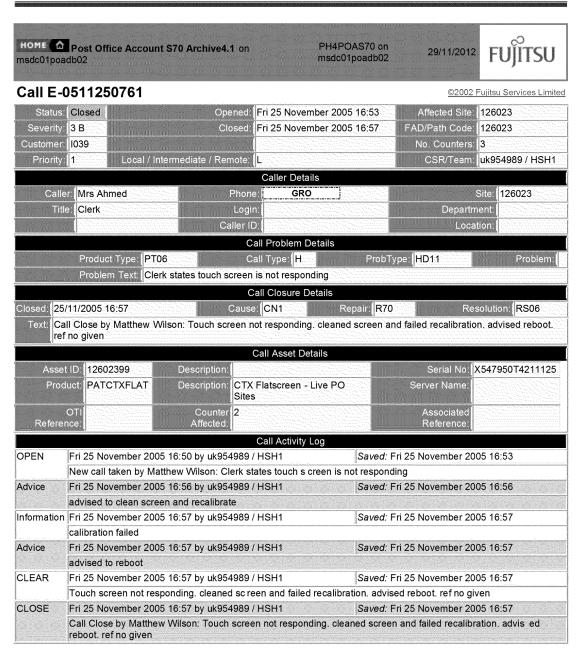


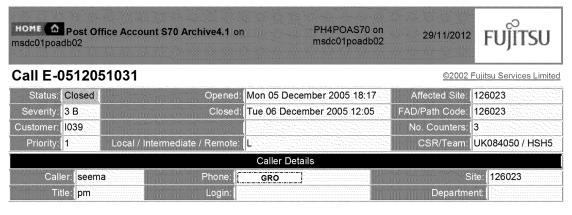






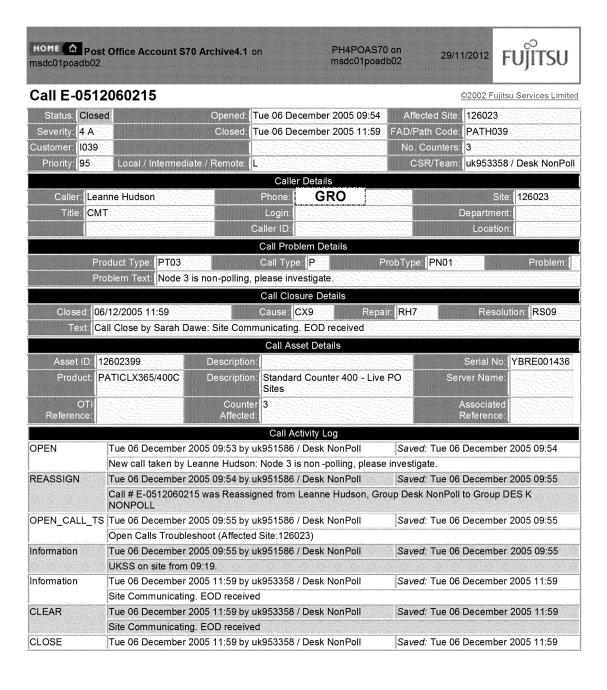
Fri 25 November 2005 16:46 by uk954989 / HSH1	Saved: Fri 25 November 2005 16:47			
New call taken by Matthew Wilson: Clerk states CP is not printi	ing mail labels			
Fri 25 November 2005 16:49 by uk954989 / HSH1	Saved: Fri 25 November 2005 16:49			
Call information modified by Matthew Wilson Node Affected: from	om '1' to '2'			
Fri 25 November 2005 16:49 by uk954989 / HSH1	Saved: Fri 25 November 2005 16:49			
clerk called with fault earlier and has been through checks.				
Fri 25 November 2005 16:50 by uk954989 / HSH1	Saved: Fri 25 November 2005 16:50			
node is operational				
Fri 25 November 2005 16:50 by uk954989 / HSH1	Saved: Fri 25 November 2005 16:50			
Mon to Fri 09.00 - 17.30 Sat 09.00 - 13.00				
Fri 25 November 2005 16:51 by uk954989 / HSH1	Saved: Fri 25 November 2005 16:51			
engineer to check/swap CP on node2. call logged 16.47				
Fri 25 November 2005 16:51 by SYSADM / ASTEA	Saved: Fri 25 November 2005 16:51			
Automatic Open OTI ***Updated by Matthew Wilson at 25/11/2	2005 16:51:50			
Fri 25 November 2005 16:51 by uk954989 / HSH1	Saved: Fri 25 November 2005 16:51			
Call # E-0511250758 was Reassigned from Matthew Wilson, C	Group HSH1 to Group UKSS1			
New call sent to Dispatch 1				
	Il number is WE11250371			
•	Saved: Fri 25 November 2005 17:03			
	Saved. 11125 November 2005 17:05			
	Saved: Sun 27 November 2005 12:31			
The projected arrival date for engineer 000163 is 28 -11-2005 10:00:00 ENGINEER SHOWING PART IN GOOD BIN				
	Saved: Sun 27 November 2005 12:31			
** [Engineer 000163 allocated].	78 			
Mon 28 November 2005 08:30 by PATHWAY /	Saved: Mon 28 November 2005 08:34			
DEALOC12 ServiceLink UnAvailable				
Mon 28 November 2005 08:30 by PATHWAY /	Saved: Mon 28 November 2005 08:34			
** [Engineer 000163 released call.]	3			
Mon 28 November 2005 09:08 by PATHWAY /	Saved: Mon 28 November 2005 09:11			
@@VOICED - Engineer aware				
Mon 28 November 2005 09:11 by Dispatch 1 /	Saved: Mon 28 November 2005 09:14			
** [Engineer 000162 allocated].	74			
Mon 28 November 2005 12:09 by Dispatch 1 /	Saved: Mon 28 November 2005 12:10			
Engineer 000162 arrived on site at 28-11-2005 10:00:00 ** [En	ngineer 000162 Logged On.]			
Mon 28 November 2005 12:09 by Dispatch 1 /	Saved: Mon 28 November 2005 12:10			
Work completed				
Mon 28 November 2005 12:09 by Dispatch 1 /	Saved: Mon 28 November 2005 12:10			
Engineer replaced the counter printer.				
Mon 28 November 2005 10:00 by 000162 / ENGINEERS	Saved: Mon 28 November 2005 10:45			
Engineer replaced the counter printer. Call closure code of and	repair code 821			
Mon 28 November 2005 12:10 by Dispatch 1 /	Saved: Mon 28 November 2005 12:10			
OTI monitor reassigned this call from Dispatch 1 to the Action 0	Group HSH1 as directed by the OTIReturn activity			
•	2.12p as an estat by the Simetanii delivity			
	Sound: Man 28 November 2005 40:45			
	Saved: Mon 28 November 2005 10:45			
	repair code 821   Saved: Mon 28 November 2005 12:12			
Mon 28 November 2005 12:12 by uk952016 / HSH1				
	New call taken by Matthew Wilson: Clerk states CP is not print Fri 25 November 2005 16:49 by uk954989 / HSH1 Call information modified by Matthew Wilson Node Affected: from 15 November 2005 16:49 by uk954989 / HSH1 clerk called with fault earlier and has been through checks. Fri 25 November 2005 16:50 by uk954989 / HSH1 node is operational Fri 25 November 2005 16:50 by uk954989 / HSH1 mode is operational Fri 25 November 2005 16:50 by uk954989 / HSH1 Mon to Fri 09.00 - 17.30 Sat 09.00 - 13.00 Fri 25 November 2005 16:51 by uk954989 / HSH1 engineer to check/swap CP on node2. call logged 16.47 Fri 25 November 2005 16:51 by SYSADM / ASTEA Automatic Open OTI ***Updated by Matthew Wilson at 25/11/2 Fri 25 November 2005 16:51 by uk954989 / HSH1 Call # E-0511250758 was Reassigned from Matthew Wilson, 6 New call sent to Dispatch 1 Received an Acknowledgement from Dispatch 1 Dispatch 1 ca Fri 25 November 2005 17:01 by PATHWAY / sla 1623 28/11 Sun 27 November 2005 12:28 by Dispatch 1 / The projected arrival date for engineer 000163 is 28-11-2005 BIN Sun 27 November 2005 12:28 by Dispatch 1 / *** [Engineer 000163 allocated]. Mon 28 November 2005 08:30 by PATHWAY / DEALOC12 ServiceLink Unavailable Mon 28 November 2005 09:08 by PATHWAY /  *** [Engineer 000163 released call.] Mon 28 November 2005 09:11 by Dispatch 1 / *** [Engineer 000162 allocated]. Mon 28 November 2005 12:09 by Dispatch 1 / Engineer 000162 arrived on site at 28-11-2005 10:00:00 *** [Er Mon 28 November 2005 12:09 by Dispatch 1 / Engineer replaced the counter printer. Mon 28 November 2005 12:09 by Dispatch 1 / Engineer replaced the counter printer. Mon 28 November 2005 12:09 by Dispatch 1 / Engineer replaced the counter printer. Mon 28 November 2005 12:09 by Dispatch 1 / Engineer replaced the counter printer. Call closure code of and Mon 28 November 2005 12:09 by Dispatch 1 /			



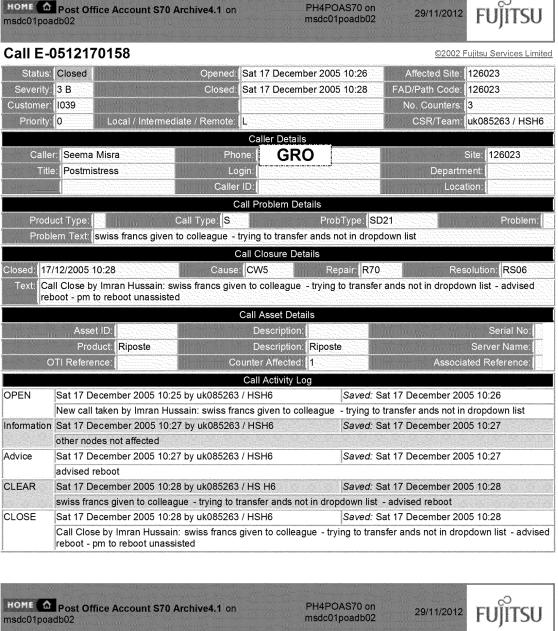


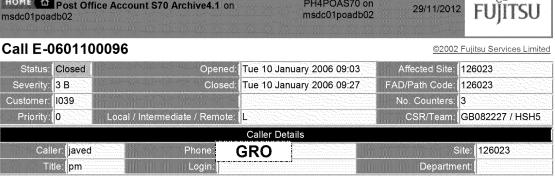
		Caller ID:			Location:			
	y		Call Problem Detai		No. of the Control of			
	ct Type:	Call Type:		ProbType: HD01		Problem:		
Proble	m Text: pm did a cash d	eclaration. the						
			Call Closure Detail					
	2/2005 12:05		ause: C08	Repair: R08		tion: RS20		
Text: Call	Close by Mark Brown: @	@CHARGE r	no fault found. Call o	closure code of and re	pair code 819			
			Call Asset Details			grande Arramana, v. de Venedada de Britania de Cara		
Asset ID:	12602399	Description:	Standard Counter Sites	400 - Live PO	Serial No:	YBRE001436		
	PATICLX365/400C	Description:	Sites	400 - Live PO	Server Name:			
OTI Reference:	WF12050414	Counter Affected:	3		Associated Reference:			
			Call Activity Log					
PEN	Mon 05 December 2005	5 18:16 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:17		
	New call taken by Antho	ony Vasse: pr	n did a cash dec lar	ation, the machine sta	arted to make a no	oise.		
lode status	Mon 05 December 2005	5 18:18 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:18		
	node is not operational			1000				
nformation	Mon 05 December 2005	5 18:18 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:18		
	call logged at 18.17			-		ARREA - N.A N.A.		
IODIFY	Mon 05 December 2005	5 18:18 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:18		
	Call information modifie	d by Anthony	Vasse Node Affect	ed: from '1' to '3'				
dvice	Mon 05 December 2005	5 18:18 by GE	3082227 / HSH5	Saved: Mo	Saved: Mon 05 December 2005 18:18			
	pm shut the machine do	wn. it will not	reboot, the screen	goes to windows nt th	en goes blank.			
dvice	Mon 05 December 2005	5 18:19 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:19		
	the pm turned the system off for two minutes.							
nformation	Mon 05 December 2005	5 18:19 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:19		
	the cables appear to be	okay. no criti	ical events are shov	ving on tivoli.		***************************************		
tecommend	Mon 05 December 2005	5 18:20 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:20		
	an engineer check/swap	o the node 3 b	pase unit and cables	s. pls clear the lan bef	ore swapping out	the base unit.		
ccess Times	Mon 05 December 2005	5 18:20 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:20		
	confirmed access times mon to fri 0900 -1730 access during lunch periods.							
pen OTI	Mon 05 December 2005	5 18:21 by SY	SADM / ASTEA	Saved: Mo	n 05 December 2	005 18:21		
	Automatic Open OTI ***	Updated by A	Anthony Vasse at 05	5/12/05 18:21:56				
REASSIGN	Mon 05 December 2005	5 18:21 by GE	3082227 / HSH5	Saved: Mo	n 05 December 2	005 18:21		
	Call # E-0512051031 w	as Reassigne	ed from Anthony Va	sse, Group HSH5 to 0	Group UKSS1			
TI Success	New call sent to Dispate	ch 1						
TI Success	Received an Acknowled		Dienatch 1 Dienato	h 1 call number i s Wi	F12050414			
REASSIGN	Mon 05 December 2005			NAMES OF THE PROPERTY OF THE P	n 05 December 2	005 10:25		
LAGGIGIV	The projected arrival da							
VEORMATION	The projected arrival da				e 06 December 2			
NEORWATION	SLA = 1700 6TH	109.10 by OK	00133770N332	Saved, Tue	e do December 2	JUJ UB. 1U		
OTI Success	An add has been sent to	o Dispatch 1						
JPDATE	Tue 06 December 2005		patch 1 /	Saved: Tue	e 06 December 2	005 09:13		
<del>-</del>	Engineer 084480 despa			:5				
IPDATE	Tue 06 December 2005			CONTRACTOR OF THE PROPERTY OF	e 06 December 2	005 09:30		
_	Engineer 084480 arrive		Manual Parameter State (1997)					
IPDATE	Tue 06 December 2005				e 06 December 2	005 10:20		
	sla reentered			Taxaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	_ SC _ SSCINDON Z			
IPDATE	Tue 06 December 2005	10:27 by Dis	patch 1 /	Saved: Tue	e 06 December 2	005 10:31		
	Work completed	. 0.2. 0, 010	F-300	Journa, Tue	D D D D D D I I I D D I Z I			
JPDATE	Tue 06 December 2005	10:27 by Die	patch 1 /	Saved: Tue	e 06 December 2	005 10:31		
	@@CHARGE no fault			jourou. Tud				

ENG VISIT	Tue 06 December 2005 09:19 by 084480 / ENGINEERS	Saved: Tue 06 December 2005 10:02		
	@@CHARGE no fault found. Call closure code of and repair of	code 819		
REASSIGN	Tue 06 December 2005 10:31 by Dispatch 1 /	Saved: Tue 06 December 2005 10:31		
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity			
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1			
CLEAR	Tue 06 December 2005 12:05 by UK084050 / HSH5	Saved: Tue 06 December 2005 12:05		
	@@CHARGE no fault found. Call closure code of and repair code 819			
CLOSE	Tue 06 December 2005 12:05 by UK08405 0 / HSH5 Saved: Tue 06 December 2005 12:05			
CLUSE				

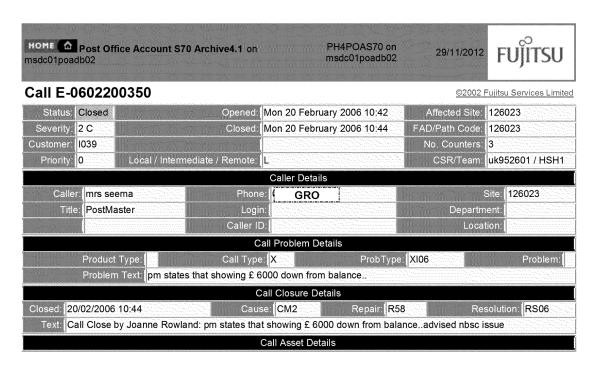


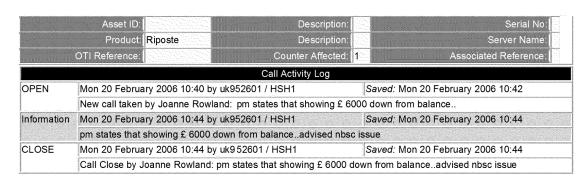
Call Close by Sarah Dawe: Site Communicating. EOD received

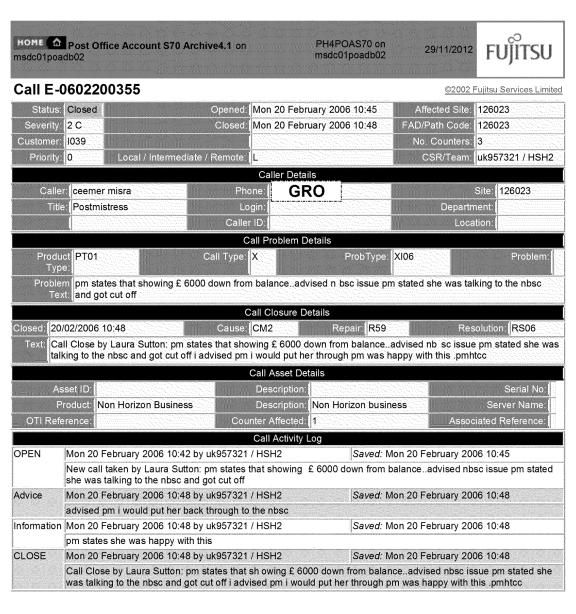




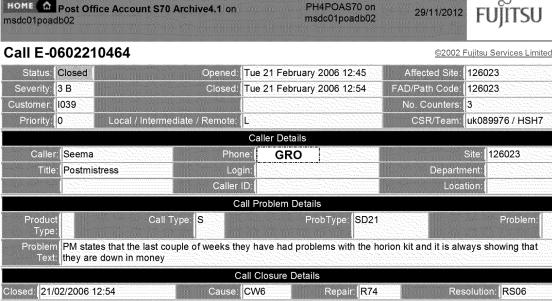
	Ca	ller ID:		Location:		
		Call Problem Detail	s			
	Product Type:	Call Type: N	ProbType: ND01	Problem:		
	Problem Text: the online s	services are down.				
		Call Closure Detail	S			
Closed:	10/01/2006 09:27	Cause: C36	Repair: R70	Resolution: RS06		
Text:	Call Close by Anthony Vasse:	pm has rebooted to clear a ne	etwork failure.			
		Call Asset Details				
	Asset ID:	Descri	otion:	Serial No:		
	Product: PO ADSL	Descri	otion:	Server Name:		
'	OTI Reference:	Counter Affe	cted: 1	Associated Reference:		
		Call Activity Log				
OPEN	Tue 10 January 2006 09:00 by		Saved: Tue 10 Jan	uary 2006 09:03		
	New call taken by Anthony Vasse: the online services are down.					
E CONTRACTOR DE L'ANGEL	Tue 10 January 2006 09:07 by	GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:07		
	the site is health checking, this	is an adsl site, adsl phone no	os iš GRO			
Advice	Tue 10 January 2006 09:08 by	GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:08		
	pm has pwwdctr on node 1.					
Advice	Tue 10 January 2006 09:08 by	GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:08		
	advised pm to reboot the gateway. switch off for 30 seconds. gave call ref.					
SUSPEND	Tue 10 January 2006 09:09 by	GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:09		
	Due for Release on 10/01/200	6 at 09:39:00 Call suspended	by Anthony Vasse pending	result of the reboot.		
RELEASE	Tue 10 January 2006 09:25 by	GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:25		
	Call released by Anthony Vass	se: for update.				
Information	Tue 10 January 2006 09:27 by	/ GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:27		
	pm has rebooted to clear a net	work failure/pwwdctr.				
CLEAR	Tue 10 January 2006 09:27 by	GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:27		
	pm has rebooted to clear a net	work failure.				
CLOSE	Tue 10 January 2006 09:27 by	GB082227 / HSH5	Saved: Tue 10 Jan	uary 2006 09:27		
	Call Close by Anthony Vasse:	pm has rebooted to clear a ne	twork failure.			



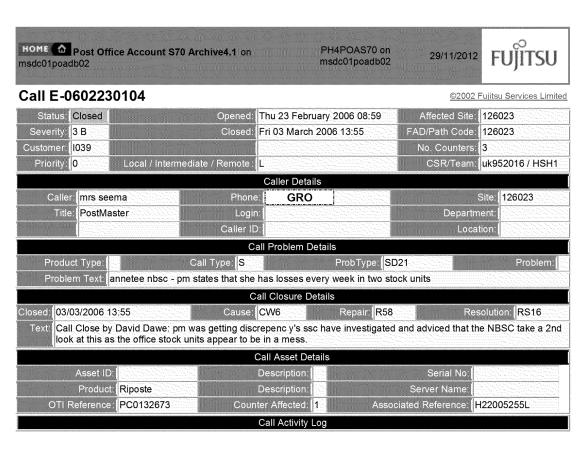






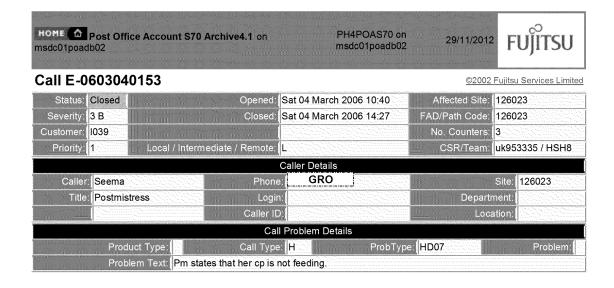


Text: Call Close by Samantha Roullier: PM states that that system is showing her as being down everyday,she has been advised by the NBSC, advised PM to follow this, REF offered Call Asset Details Description: Serial No: Product: Riposte Description: Riposte OTI Reference Counter Affected: 1 Associated Reference OPEN Tue 21 February 2006 12:41 by uk089976 / HSH7 Saved: Tue 21 February 2006 12:45 New call taken by Samantha Roullier: PM states that the last couple of weeks they have had problems with the horion kit and it is always showing that they are down in money Information Tue 21 February 2006 12:48 by uk089976 / HSH7 Saved: Tue 21 February 2006 12:48 The system is showing that they are down everyday Information Tue 21 February 2006 12:51 by uk089976 / HSH7 Saved: Tue 21 February 2006 12:51 PM states that the NBSC have advised her to try a trial balance tomorrow and then call the m back, but they also told her to us that the BUs may need swapping Advice Tue 21 February 2006 12:52 by uk089976 / HSH7 Saved: Tue 21 February 2006 12:52 advised that we cannot get ENGRs out to swap the BU while it is bweing investigated by NBSC Advice Tue 21 February 2006 12:53 by uk089976 / HSH7 Saved: Tue 21 February 2006 12:53 advised that the NBSC have advised her to try a trail balance and call then should do this and then if there is a problem it will come throuh to us from them teir 2 Information Tue 21 February 2006 12:53 by uk089976 / HSH7 Saved: Tue 21 February 2006 12:53 PM ahppy wih this CLEAR Tue 21 February 2006 12:53 by uk089976 / HSH7 Saved: Tue 21 February 2006 12:53 advised to follow NBSC advise first Saved: Tue 21 February 2006 12:54 CLOSE Tue 21 February 2006 12:54 by uk089976 / HSH7 Call Close by Samantha Roullier: PM states that that system is showing her as being down everyday, she has been advised by the NBSC, advised PM to follow this, REF offered

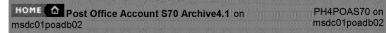


OPEN	Thu 23 February 2006 08:56 by uk952601 / HSH1	Saved: Thu 23 February 2006 08:59
	New call taken by Joanne Rowland: annetee nbsc - pm	states that she has lo sses every week in two stock units
nformation	Thu 23 February 2006 09:02 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:02
	nbsc states there have gone through all the checks with	PM
nformation	Thu 23 February 2006 09:03 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:03
	NBSC states that on the CC stock unit pm has rolled ove a 200. loss nbsc states that on sat 18th Feb pm declared when pm declared her over night cash on sat AT 13.00 V stock unit has a 6, 000 loss pm has rolled over this as we	her cash and she had a 900 loss up until sat and then VENT BACK TO 200 loss nbsc also states that her AA
Information	Thu 23 February 2006 09:11 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:11
	nbsc states that the AA stock unit has had problem for th unit has rolled over with this loss	e last two weeks regarding 6, 000 loss nbsc states stock
Information	Thu 23 February 2006 09:14 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:14
	nbsc states these losses are not linked to any transaction	ns .
Information	Thu 23 February 2006 09:18 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:18
666	pm states that she has 3 stock units which are showing k through checks with her	osses pm has rolled over and pm states nbsc w ent
Information	Thu 23 February 2006 09:19 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:19
	Stock unit CC pm has rolled over with 1,500 loss node 1 Tp 11 BP 01	user name MIS RA1 pm rolled into TP 11 with this loss
Information	Thu 23 February 2006 09:31 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:31
	PM states she has a loss on the AA stock unit node 1 usi loss Trail balance showes net disc 6901.59 shortage 690 shortage of europes which amounted to 4,000 in english balance for TP 10 showes net disc 2433.38 shortage 243	money this was around 2,800 which PM made good trail
Information	Thu 23 February 2006 09:44 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:44
	Stock unit JSA pm has rolled over with a loss of 227.01 u shortage 446.97 over 219.96 pm has rolled in to TP 11 E	
KEL Ref No.	Thu 23 February 2006 09:48 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:48
	no kel found	
Information	Thu 23 February 2006 09:49 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:49
	file id 714182	
Recommend	Thu 23 February 2006 09:49 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:49
	please check why pm has losses in three of her stock un system nbsc states that there have gone through all her l	
Open OTI	Thu 23 February 2006 09:50 by SYSADM / ASTEA	Saved: Thu 23 February 2006 09:50
	Automatic Open OTI ***Updated by Joanne Rowland at 2	23/02/2006 09:50:59
REASSIGN	Thu 23 February 2006 09:50 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:50
	Call # E-0602230104 was Reassigned from Joanne Row	
MODIFY	Thu 23 February 2006 09:18 by uk952601 / HSH1	Saved: Thu 23 February 2006 09:51
	Call information modified by Joanne Rowland Action Gro 'H22005255L' CSR ID: from 'uk952601'	oup: from 'HSH1' to 'EDSC1' Associated Ref: from " to
OTI Success	New call sent to PINICL	
OTI Success	Received an Acknowledgement from PINICL PINICL call	number is PC0132673
UPDATE	Thu 23 February 2006 10:20 by PINICL /	Saved: Thu 23 February 2006 10:22
	Update by Lorraine Elliott:Call routed to Team:EDSC Me	mber:Anne Chambers
UPDATE	Thu 23 February 2006 16:21 by PINICL /	Saved: Thu 23 February 2006 16:22
	Update by Anne Chambers:Category 40 Pending In	cident Under Investigation:Under investigation.
OTI_CLOSE	Mon 27 February 2006 12:48 by PINICL /	Saved: Mon 27 February 2006 12:48
	and can see no indication that the continuing discrepancipin down discrepancies to individual days or stock units particularly organised manner. In particular I have noted which seems a bit excessive. 2. The loss in euros in TP is fewer than the system expected. It is not clear from the inhappened (there were several rem outs, and a rem in, or number of euros?). 3. Stock is sometimes transferred outwere several transfers out of stock unit SMI in TP 10. At back up to zero via Adjust Stock. This gave a gain of over	Advice and guidance given: I have checked very carefully les are due to a system problem. I have not been able to because the branch does not seem to be operating in a 1. There are 6 stock units for this 3 counter branch, 2 appears genuine - the declared quantity was 4000 information above whether anyone found out why this in 23rd Dec - did the pouches contain the declared to fa stock unit where it is not held. In particular there the end of the period the stock figures were corrected

end of TP 9 there was a declared holding of 5 £20 PO phonecards in the branch, t hen a few days later 20 were transferred from one SU to another. None were remmed in until a week after that. 5. The branch had declared 27 £20 Argos vouchers at the end of TP 9. Branches have now been instructed to rem out this product; they remmed out 17 and adjusted stock to account for the remaining 10 (so did they really only have 17 to start with?). This has correctly caused a loss of £200 in SU AA. 6. Lottery instants sales are entered onto the system as a single transaction every 10 days or so. 7. Stock units SMI and AA rolled over with non-zero cheque holding. This may be to do with how the discrepancies have been accounted for but I do not really understand this (the total is greater than the sum of the branch adjustments for TP 9 and 10). I recomm end that this call is passed back to NBSC tier 2 for further investigation, since there is no evidence that the discrepancies are being caused by a system problem. If you want the above information in an email, let me know. REASSIGN Mon 27 February 2006 12:48 by PINICL / Saved: Mon 27 February 2006 12:48 OTI monitor reassigned this call from PINICL to the Action Group HSH1 as directed by the OTIReturn activity OTI Success OTI monitor reassigned this call from PINICL to the Action Group HSH1 as d irected by the OTIReturn activity OTI Success Received call closure from PINICL Mon 27 February 2006 14:00 by uk952016 / HSH1 Saved: Mon 27 February 2006 14:00 Information tried to call the po but no answer at the moment so will try later. Repeat Call Thu 02 March 2006 09:59 by uk951588 / HSH6 Saved: Thu 02 March 2006 09:59 Anne Chambers has called to chase the referral of this call to NBSC tier 2. Saved: Thu 02 March 2006 10:54 Information Thu 02 March 2006 10:54 by uk952016 / HSH1 tried to call the po again but unable to contact them still to advice update Saved: Fri 03 March 2006 13:28 Fri 03 March 2006 13:28 by uk952016 / HSH1 Information have called the po again but still unable to get hold of the po. Fri 03 March 2006 13:29 by uk952016 / HSH1 Saved: Fri 03 March 2006 13:29 Information still can not get hold of the po as tried again now. Fri 03 March 2006 13:30 by uk952016 / HSH1 Saved: Fri 03 March 2006 13:30 Information have paged the nbsc for the rlm to get the po to call in to the help desk so we can advice of the update in the call. SUSPEND Fri 03 March 2006 13:31 by uk952016 / HSH1 Saved: Fri 03 March 2006 13:31 Due for Release on 04/03/2006 at 08:00:00 Call suspended by David Dawe RELEASE Fri 03 March 2006 13:51 by uk952016 / HSH1 Saved: Fri 03 March 2006 13:51 Call released by David Dawe: Information Fri 03 March 2006 13:54 by uk952016 / HSH1 Saved: Fri 03 March 2006 13:54 have got hold of the pm now and have passed to the nbsc 2nd tier and they are investigateing. CLEAR Fri 03 March 2006 13:55 by uk952016 / HSH1 Saved: Fri 03 March 2006 13:55 pm was getting discrepency's ssc have investigated and adviced that the NBSC take a 2nd look at this as the office stock units appear to be in a mess. CLOSE Fri 03 March 2006 13:55 by uk952016 / HSH1 Saved: Fri 03 March 2006 13:55 Call Close by David Dawe: pm was getting discrepency's ssc have investigated and adviced that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.



		Call Closure Details		
Closed: 04/0			ir: R01	Resolution: RS20
Text: Call	Close by Stephen Ashby: ** [Engin	eer 000163 allocated]. Call closu	ure code of and repa	air code 821
	,	Call Asset Details		
Asse	ID: 12602399	escription: Ithica 94 Printer	Ser Ser	ial No: HE002156986
Prod	uct: PATITH94PTR D	escription: Ithica 94 Printer	Server	Name:
OTI Referer	rce: WG03040060 Counte	r Affected: 1	Associated Refe	rence:
		Call Activity Log		
PEN	Sat 04 March 2006 10:39 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:40
	New call taken by Matthew Fry: Pr	m states that her cp is not feedin	g.	
nformation	Sat 04 March 2006 10:41 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:41
	Pm states that there is actually No	power going to the CO. No lighs	st are on at al	
dvice	Sat 04 March 2006 10:41 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:41
	visually check cables			
nformation	Sat 04 March 2006 10:41 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:41
in o ≦ and on other	Pm states that she has already ch	ecked the cables and they seem	to be iin order.	
nformation	Sat 04 March 2006 10:41 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:41
	Pm states that she can not get the	e cp to tuirn on.	AACAA CACAA AACAA AA	
Node status	Sat 04 March 2006 10:42 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:42
	operational.			
Recommend	Sat 04 March 2006 10:42 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:42
	please check/swap cp Ca;ll log ge	d at 10.40		
Access Times	Sat 04 March 2006 10:42 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:42
	mon - fri - 0900 - 1730 sat - 0900	- 1300 No lunch		19 T2 T3 T4 T5 T5
Open OTI	Sat 04 March 2006 10:43 by SYSA	ADM / ASTEA	Saved: Sat 04 M	arch 2006 10:43
	Automatic Open OTI ***Updated b	y Matthew Fry at 04/03/2006 10	:43:12	
REASSIGN	Sat 04 March 2006 10:43 by UK95	57065 / HSH8	Saved: Sat 04 M	arch 2006 10:43
	Call # E-0603040153 was Reassig	gned from Matthew Fry, Group H	ISH8 to Group UKS	31
OTI Success	New call sent to Dispatch 1			
OTI Success	Received an Acknowledgement from	om Dispotoh 1 Dispotoh 1 cell pu	mbor io MC030400	20
REASSIGN	E CONTROL OF THE CONT			
KEASSIGN	Sat 04 March 2006 11:02 by Dispa		Saved: Sat 04 M	arch 2006 11.03
IDDATE	The projected arrival date for engi			arah 2006 11:03
JPDATE	Sat 04 March 2006 11:02 by Dispa	atch 17	Saved: Sat 04 M	arch 2006 11.03
JPDATE	** [Engineer 000163 allocated].		Saved: Sat 04 M	
PDATE	Sat 04 March 2006 12:51 by Dispa Engineer 000163 arrived on site a		Saved: Sat 04 M	
JPDATE	. •			
IPDATE	Sat 04 March 2006 12:51 by Dispa	aton 17	Saved: Sat 04 M	arch 2006 12.52
NO VICIT	Work completed	62 / ENCINEEDO	Saved: Sat 04 M	
NG VISIT	Sat 04 March 2006 12:00 by 0001		Saved: Sat 04 M	arch 2006 12:30
FACCION	** [Engineer 000163 allocated]. Ca	·		2006 12-F2
REASSIGN	Sat 04 March 2006 12:52 by Dispa		Saved: Sat 04 M	
TI Cuccos	OTI monitor reassigned this call fr		***************************************	VEX.77244444444444444444444444444444444444
OTI Success	OTI monitor reassigned this call fr	om Dispatch 1 to the Action Gro	up HSH8 as directed	by the OTIReturn activi
OTI Success	Received call closure from Dispato	ch 1		
CLEAR	Sat 04 March 2006 12:30 by uk95		Saved: Sat 04 M	arch 2006 12:30
	** [Engineer 000163 allocated]. Ca	all closure code of and repair cod	le 821	
CLOSE	Sat 04 March 2006 14:27 by uk95		Saved: Sat 04 M	arch 2006 14:27
	E CONTROL OF THE CONT	Engineer 000163 allocated]. Call		

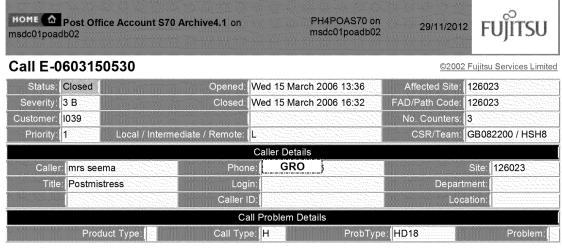






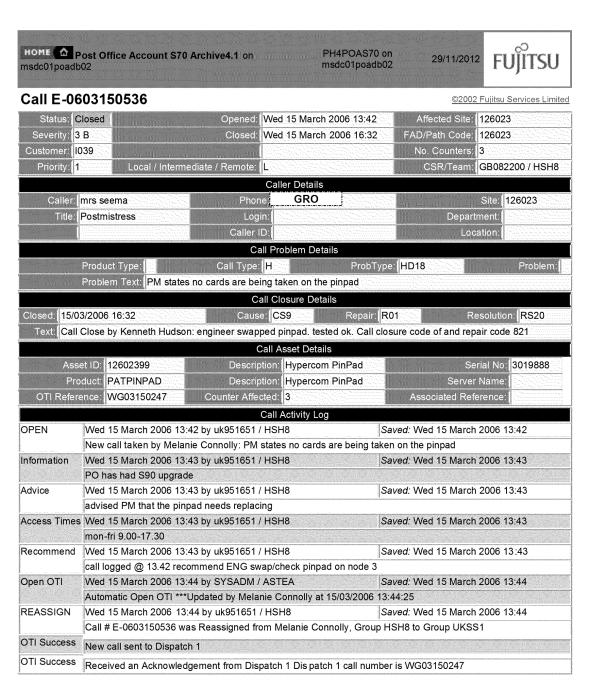


#### Call E-0603150177 ©2002 Fujitsu Services Limited Status: Closed Opened: Wed 15 March 2006 09:13 Affected Site: 126023 Severity: 3 B Wed 15 March 2006 09:22 FAD/Path Code: 126023 Customer: 1039 3 Priority: 0 Local / Intermediate / Remote: L CSR/Team: UK957690 / HSH5 Caller Details Caller: mrs misra Site: 126023 Phone: GRO Title: Postmistress Caller ID: Location Call Problem Details Product Type: Call Type: S ProbType: SD20 Problem: Problem Text: pm states that the system are slowing during transaction Call Closure Details Closed: 15/03/2006 09:22 Cause: CR4 Repair: R74 Resolution: RS06 Call Close by Rhian Shirley: pm states they have a slow counter, after checking event advise pm to kep a record for furure calls as there is no fault, pm happy Call Asset Details Asset ID: Description: Serial No: Description: Riposte Product: Riposte Server Name: Associated Reference: OTI Reference Counter Affected: 1 Call Activity Log OPEN Wed 15 March 2006 09:11 by UK957690 / HSH5 Saved: Wed 15 March 2006 09:13 New call taken by Rhian Shirley: pm states that the system are slowing during transaction KEL Ref No. Wed 15 March 2006 09:19 by UK957690 / HSH5 Saved: Wed 15 March 2006 09:19 NScottandKSchlatter2352Q.htm Information Wed 15 March 2006 09:19 by UK957690 / HSH5 Saved: Wed 15 March 2006 09:19 events are ok Advice Wed 15 March 2006 09:20 by UK 957690 / HSH5 Saved: Wed 15 March 2006 09:20 advise the pm to keep a record of the time date, user, amount, just in case it keep on happening Wed 15 March 2006 09:21 by UK957690 / HSH5 Saved: Wed 15 March 2006 09:21 Information CLEAR Wed 15 March 2006 09:21 by UK957690 / HSH5 Saved: Wed 15 March 2006 09:21 no fault found advise to keep a record of the tims its happening CLOSE Wed 15 March 2006 09:22 by UK957690 / HSH5 Saved: Wed 15 March 2006 09:22 Call Close by Rhian Shirley: pm states they have a slow counter, after checking event advise pm to kep a record for furure calls as there is no fault, pm happy

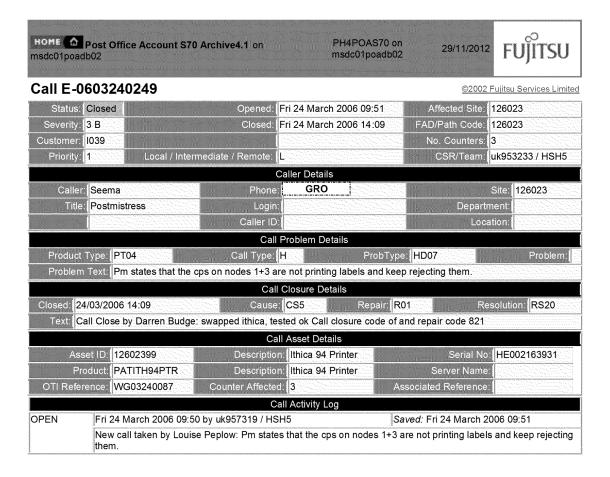


Maria de la companya della companya della companya della companya de la companya della companya	Problem Text: PM state				
THE STATE OF THE S			osure Details		
	3/2006 16:32	Cause: C			ion: RS20
Text: Call	Close by Kenneth Hudson:	** [No Remark ente	red.] Call closure cod	e of FAILURE and repair code	821
		Call A	sset Details		
Asse	et ID: 12602399	Description:	Hypercom PinPad	Serial N	o: 3017233
Pro	duct: PATPINPAD	Description:	Hypercom PinPad	Server Nam	e:
OTI Refere	ence: WG03150244	Counter Affected:	1	Associated Referenc	e: <b>(</b>
		Call .	Activity Log		
OPEN	Wed 15 March 2006 13:35	5 by uk951651 / HSF	H8	Saved: Wed 15 March 2006	3 13:36
N. 17   17g - Jankson Fr. I. (1904)   17   17   17   17   17   17   17   1	New call taken by Melanie Connolly: PM states nvl and A&L are declining				
Information	Wed 15 March 2006 13:37	by uk951651 / HSF	18	Saved: Wed 15 March 2006	5 13:37
	PM states nodes 1 and 3 a	are declining all deb	t cards		
dvice	Wed 15 March 2006 13:38	3 by uk951651 / HS	H8	Saved: Wed 15 March 2006	3 13:38
	advised PM to test the net	work on the gatewa	<b>/</b>		
formation	Wed 15 March 2006 13:38	3 by uk951651 / HSF	H8	Saved: Wed 15 March 2006	6 13:38
	PM is just logging on				
nformation	Wed 15 March 2006 13:39		18	Saved: Wed 15 March 2006	5 13:39
	PM states all 3 counters are on				
formation	Wed 15 March 2006 13:39 by uk951651 / HSH8			Saved: Wed 15 March 2006	5 13:39
	PM states the network pinged x 2				
nformation	Wed 15 March 2006 13:40	by uk951651 / HSF	<del>1</del> 8	Saved: Wed 15 March 2006	5 13:40
	PM has had S90 upgrade		•		
IODIFY	Wed 15 March 2006 13:41			Saved: Wed 15 March 2006	
	Call information modified by Melanie Connolly Call Type: from 'N' to 'H' Priority: from '0' to '1' Product ID: from 'PATICLX365/400B' to 'PATPINPAD' Serial #: from 'YBRE007345' to '3010126' Item Descr.: to "etc.				
dvice	Wed 15 March 2006 13:41 by uk951651 / HSH8			Saved: Wed 15 March 2006	6 13:41
	advised PM that the pinpad will need replacing				
lode status	Wed 15 March 2006 13:4	1 by uk951651 / HSI	48	Saved: Wed 15 March 2006	6 13:41
	node is operational				
ccess Times	Wed 15 March 2006 13:41 by uk951651 / HSH8			Saved: Wed 15 March 2006	6 13:41
	mon-fri 9.00-17.30				
Recommend	Wed 15 March 2006 13:42 by uk951651 / HSH8   Saved: Wed 15 March 2006 13:42				5 13:42
	call logged @ 13.36 recon	nmend ENG swap/c	neck pinpad on node	1	
pen OTI	Wed 15 March 2006 13:42	by SYSADM / AST	EA	Saved: Wed 15 March 2006	3 13:42
	Automatic Open OTI ***Updated by Melanie Connolly at 15/03/2006			3 13:42:20	***************************************
EASSIGN	Wed 15 March 2006 13:42	2 by uk951651 / HSF	18	Saved: Wed 15 March 2006	5 13:42
	Call # E-0603150530 was Reassigned from Melanie Connolly, Group HSH8 to Group UKSS1				
TI Success	New call sent to Dispatch	1			
TI Success	Received an Acknowledge	ement from Dispatch	n 1 Dispatch 1 call nui	mber is WG03150244	
REASSIGN	Wed 15 March 2006 14:32		•	Saved: Wed 15 March 2006	6 14:36
			2 is 15 -03-2006 14:05	5:00 ** [Engineer 000162 alloc	***************************************
IPDATE	Wed 15 March 2006 14:34			Saved: Wed 15 March 2006	
	Engineer aware of call - unable to take details as he is driving - he has parts.				
PDATE	Wed 15 March 2006 14:41			Saved: Wed 15 March 2006	6 14:42
	@@VOICED call details t				
UPDATE	Wed 15 March 2006 15:35 by Dispatch 1 /			Saved: Wed 15 March 2006	3 15:39
	P1306 15TH				
UPDATE	Wed 15 March 2006 16:07 by Dispatch 1 / Saved: Wed 15 March 2006 16:09				6 16:09
	Engineer 000162 arrived on site at 15-03-2006 15:30:00 ** [Engineer 000162 Logged On.]				
UPDATE	Wed 15 March 2006 16:07	by Dispatch 1 /		Saved: Wed 15 March 2006	6 16:09
	Work completed				
IPDATE	Wed 15 March 2006 16:07	by Dispatch 1 /		Saved: Wed 15 March 2006	6 16:12
	engineer swapped pinpad	tested ok.			

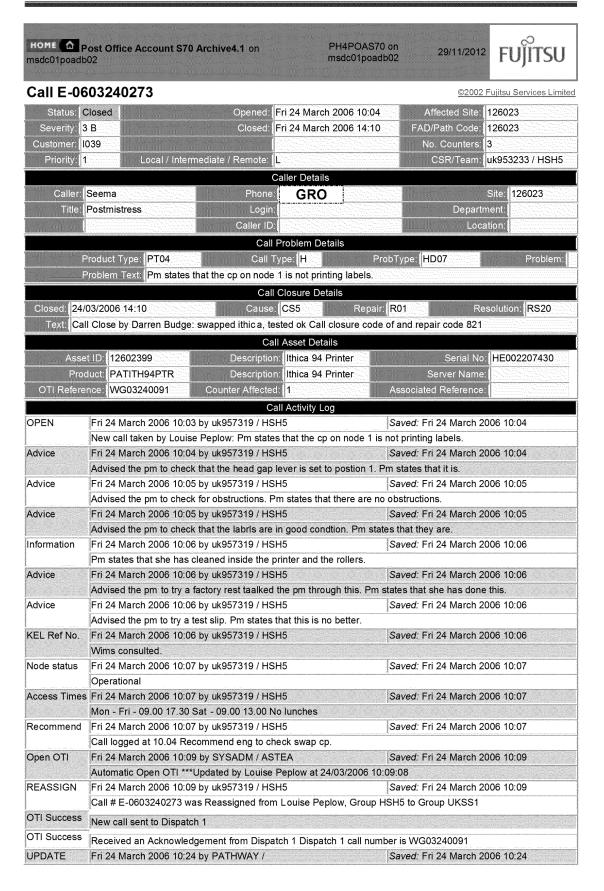
ENG VISIT	Wed 15 March 2006 15:30 by 000162 / ENGINEERS	Saved: Wed 15 March 2006 15:50	
	** [No Remark entered.] Call closure code of FAILURE and repair code 821		
REASSIGN	Wed 15 March 2006 16:19 by Dispatch 1 /	Saved: Wed 15 March 2006 16:19	
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity		
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity		
OTI Success	Received call closure from Dispatch 1		
CLEAR	Wed 15 March 2006 15:50 by GB082200 / HSH8	Saved: Wed 15 March 2006 15:50	
	** [No Remark entered.] Call closure code of FAILURE and repair code 821		
CLOSE	Wed 15 March 2006 16:32 by GB082200 / HSH8	Saved: Wed 15 March 2006 16:32	
	Call Close by Kenneth Hudson: ** [No Remark entered.] Call closure code of FAILURE and repair code 821		



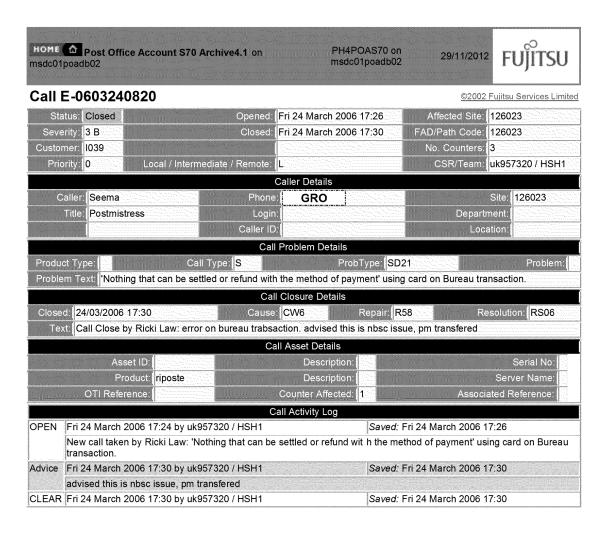
REASSIGN	Wed 15 March 2006 14:32 by Dispatch 1 /	Saved: Wed 15 March 2006 14:36		
	The projected arrival date for engineer 000162 is 15 -03-2006 14:40:00 ** [Engineer 000162 allocated].			
UPDATE	Wed 15 March 2006 14:34 by Dispatch 1 /	Saved: Wed 15 March 2006 14:36		
	Engineer aware of call - unable to take details as he is driving - he has parts.			
UPDATE	Wed 15 March 2006 14:41 by Dispatch 1 /	Saved: Wed 15 March 2006 14:42		
	@@VOICED call details to engineer			
UPDATE	Wed 15 March 2006 15:35 by Dispatch 1 /	Saved: Wed 15 March 2006 15:39		
	P1312 16TH			
UPDATE	Wed 15 March 2006 16:15 by Dispatch 1 /	Saved: Wed 15 March 2006 16:19		
	Engineer 000162 arrived on site at 15-03-2006 15:30:00 ** [Engineer 000162 Logged On. ]			
UPDATE	Wed 15 March 2006 16:15 by Dispatch 1 /	Saved: Wed 15 March 2006 16:19		
	Work completed			
UPDATE	Wed 15 March 2006 16:15 by Dispatch 1 /	Saved: Wed 15 March 2006 16:19		
	engineer swapped pinpad. tested ok.			
ENG VISIT	Wed 15 March 2006 15:30 by 000162 / ENGINEERS	Saved: Wed 15 March 2006 16:00		
	engineer swapped pinpad, tested ok. Call closure code of and repair code 821			
REASSIGN	Wed 15 March 2006 16:19 by Dispatch 1 /	Saved: Wed 15 March 2006 16:19		
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity			
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1			
CLEAR	Wed 15 March 2006 16:00 by GB082200 / HSH8	Saved: Wed 15 March 2006 16:00		
	engineer swapped pinpad. tested ok. Call closure code of and repair code 821			
CLOSE	Wed 15 March 2006 16:32 by GB082200 / HSH8	Saved: Wed 15 March 2006 16:32		
	Call Close by Kenneth Hudson: engineer swapped pinpad, tested ok	. Call closure code of and repair code 821		



Information	Fri 24 March 2006 09:53 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:53		
	PM states that they have done the following checks Cleaned insid			
Advice	Fri 24 March 2006 09:53 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:53		
	Advised the pm to check that the head gap lever is set to postion 1. Pm states that it is.			
Advice	Fri 24 March 2006 09:53 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:53		
	Advised the pm to check that the labels are in good condtion. Pm sta	ites that they are.		
Advice	Fri 24 March 2006 09:54 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:54		
	Advised the pm to check for obstructions. Pm states that there are no	o obstructions.		
Advice	Fri 24 March 2006 09:54 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:54		
	Advised the pm to perform a factory reset talked the pm through this.	Pm is doing this now.		
Information	Fri 24 March 2006 09:57 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:57		
	Pm is taking along time to do this.			
Information	Fri 24 March 2006 09:58 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:58		
	Pm states that this is no better, she ha s tried the label.			
KEL Ref No.	Fri 24 March 2006 09:59 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:59		
	Wims consulted.			
Node status	Fri 24 March 2006 09:59 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:59		
rede status	Operational.	Cavea: 1   1   2   Maron 2000 00:00		
Access Times	Fri 24 March 2006 09:59 by uk957319 / HSH5	Saved: Fri 24 March 2006 09:59		
Access Times	Mon - Fri- 09.00 17.30 Sat - 09.00 13.00 No lunches.	Gaved. 1 11 24 Match 2000 03.33		
MODIFY	Fri 24 March 2006 10:00 by uk957319 / HSH5	Saved: Fri 24 March 2006 10:00		
MODII I	Call information modified by Louise Peplow Node Affected: from '1' t			
Desemmend	Electrical Control of the Control of			
Recommend	Fri 24 March 2006 10:00 by uk957319 / HSH5	Saved: Fri 24 March 2006 10:00		
O OTI	Call logged at 09.51 recommend eng to check swap cp.	Saura de Frii 24 Marrah 2006 10:03		
Open OTI	Fri 24 March 2006 10:03 by SYSADM / ASTEA	Saved: Fri 24 March 2006 10:03		
DEACCION	Automatic Open OTI ***Updated by Louise Peplow at 24/03/2006 10			
REASSIGN	Fri 24 March 2006 10:03 by uk957319 / HSH5   Saved: Fri 24 March 2006 10:03			
OT! O	Call # E-0603240249 was Reassigned from Louise Peplow, Group F	15H5 to Group UKSS1		
OTI Success	New call sent to Dispatch 1	The Control of the Co		
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call num	ber is WG03240087		
UPDATE	Fri 24 March 2006 10:24 by PATHWAY /	Saved: Fri 24 March 2006 10:28		
	sla 0921 27/3			
UPDATE	Fri 24 March 2006 10:59 by PATHWAY /	Saved: Fri 24 March 2006 11:03		
	engineer advises has kit but cannot yet take detai Is as driving			
REASSIGN	Fri 24 March 2006 11:00 by Dispatch 1 /	Saved: Fri 24 March 2006 11:03		
	The projected arrival date for engineer 000155 is 24 -03-2006 12:30:00 ** [Engineer 000155 allocated].			
UPDATE	Fri 24 March 2006 12:50 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	Engineer 000155 arrived on site at 24-03-2006 12:30:00 ** [Enginee	r 000155 Logged On.]		
UPDATE	Fri 24 March 2006 12:50 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	Work completed			
UPDATE	Fri 24 March 2006 12:50 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	swapped ithica, tested ok			
ENG VISIT	Fri 24 March 2006 12:30 by 000155 / ENGINEERS	Saved: Fri 24 March 2006 12:45		
LITO VIOLI	swapped ithica, tested ok Call closure code of and repair code 821			
REASSIGN	Fri 24 March 2006 12:52 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	OTI monitor reassigned this call from Dispatch 1 to the Action Group			
OTI Success				
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity			
	Received call closure from Dispatch 1			
CLEAR	Fri 24 March 2006 12:45 by uk953233 / HSH5	Saved: Fri 24 March 2006 12:45		
	swapped ithica, tested ok Call closure code of and repair code 821			
CLOSE	Fri 24 March 2006 14:09 by uk953233 / HSH5	Saved: Fri 24 March 2006 14:09		
	Call Close by Darren Budge: swapped ithica, tested ok Call closure of	code of an d repair code 821		

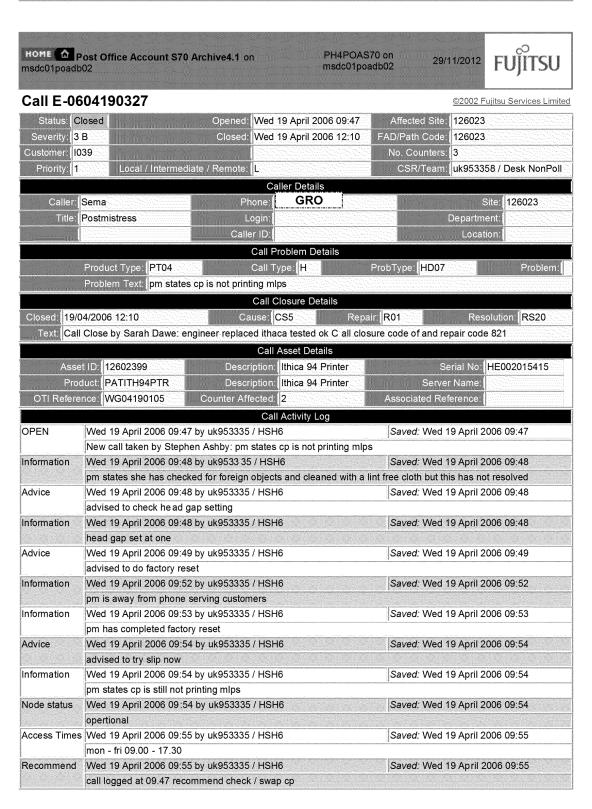


	sla 0934 27/3			
UPDATE	Fri 24 March 2006 10:59 by PATHWAY /	Saved: Fri 24 March 2006 11:02		
	engineer advises has kit but cannot yet take detai Is as driving			
REASSIGN	Fri 24 March 2006 11:00 by Dispatch 1 /	Saved: Fri 24 March 2006 11:03		
	The projected arrival date for engineer 000155 is 24 -03-2006 12:00:00 ** [Engineer 000155 allocated].			
UPDATE	Fri 24 March 2006 12:49 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	Engineer 000155 arrived on site at 24-03-2006 12:15:00 ** [Engineer 00 0155 Logged On.]			
UPDATE	Fri 24 March 2006 12:49 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	Work completed			
UPDATE	Fri 24 March 2006 12:49 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	swapped ithica, tested ok			
ENG VISIT	Fri 24 March 2006 12:15 by 000155 / ENGINEERS	Saved: Fri 24 March 2006 12:30		
	swapped ithica, tested ok Call closure code of and repair code 821			
REASSIGN	Fri 24 March 2006 12:52 by Dispatch 1 /	Saved: Fri 24 March 2006 12:52		
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity			
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1			
CLEAR	Fri 24 March 2006 12:30 by uk953233 / HSH5	Saved: Fri 24 March 2006 12:30		
	swapped ithica, tested ok Call closure code of and repair code 821			
CLOSE	Fri 24 March 2006 14:10 by uk953233 / HSH5	Saved: Fri 24 March 2006 14:10		
	Call Close by Darren Budge: swapped ithica, tested ok Call closure code of and repair code 821			

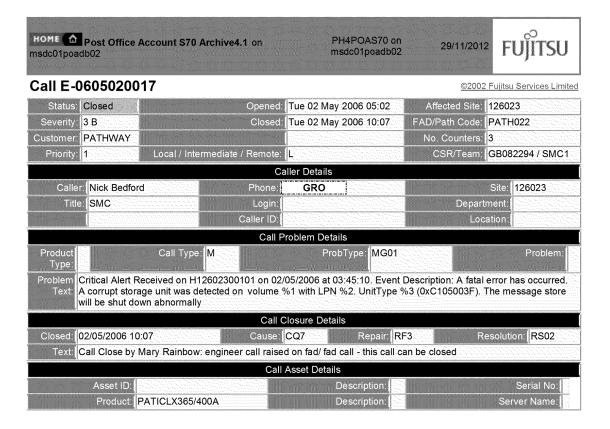


error on bureau trabsaction. advised this is nbsc issue, pm transfered

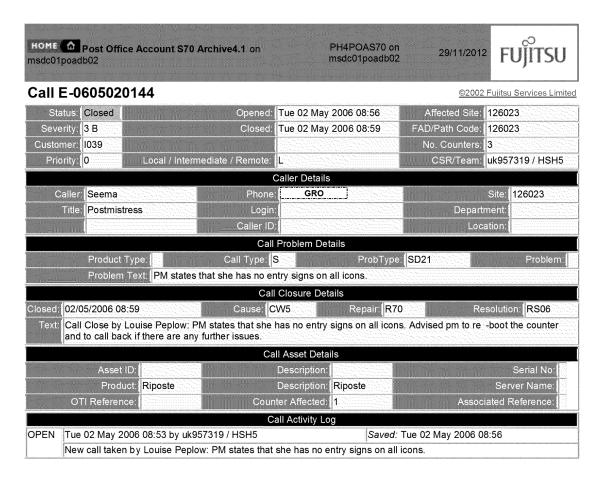
CLOSE
Fri 24 March 2006 17:30 by uk957320 / HSH1
Call Close by Ricki Law: error on bureau trabsaction. advised this is nbsc issue, pm transfered



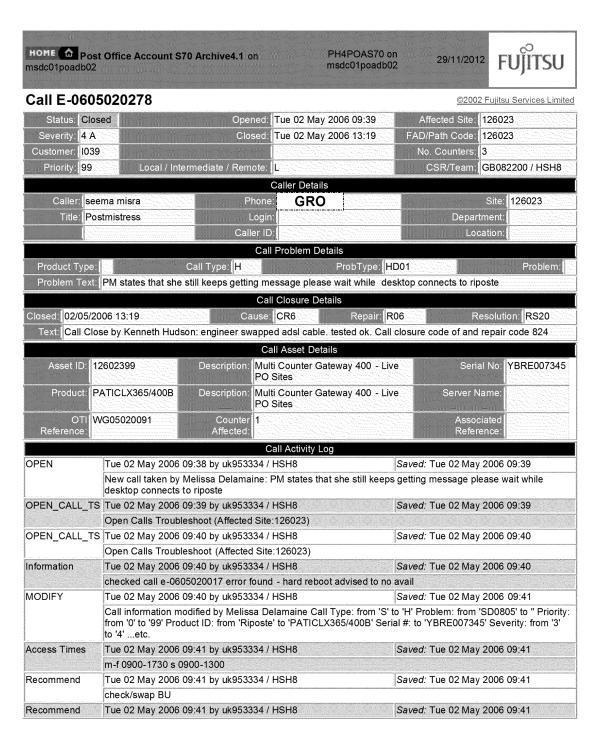
Open OTI	Wed 19 April 2006 09:55 by SYSADM / ASTEA	Saved: Wed 19 April 2006 09:55				
	Automatic Open OTI ***Updated by Stephen Ashby at 19/04/2006 09:55:30					
REASSIGN	Wed 19 April 2006 09:55 by uk953335 / HSH6	Saved: Wed 19 April 2006 09:55				
	Call # E-0604190327 was Reassigned from Stephen Ashby, 0	Group HSH6 to Group UKSS1				
OTI Success	New call sent to Dispatch 1					
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 ca II number is WG04190105					
REASSIGN	Wed 19 April 2006 10:25 by Dispatch 1 /	Saved: Wed 19 April 2006 10:28				
	The projected arrival date for engineer 000175 is 19 -04-2006	11:30:00 @voiced				
UPDATE	Wed 19 April 2006 10:25 by Dispatch 1 /	Saved: Wed 19 April 2006 10:28				
	** [Engineer 000175 allocated].					
UPDATE	Wed 19 April 2006 11:51 by Dispatch 1 /	Saved: Wed 19 April 2006 11:52				
	Engineer 000175 arrived on site at 19-04-2006 11:22:00 ** [Engineer 000175 Logged On.]					
UPDATE	Wed 19 April 2006 11:51 by Dispatch 1 /	Saved: Wed 19 April 2006 11:52				
	Work completed					
UPDATE	Wed 19 April 2006 11:51 by Dispatch 1 /	Saved: Wed 19 April 2006 11:52				
	engineer replaced ithaca tested ok					
ENG VISIT	Wed 19 April 2006 11:22 by 000175 / ENGINEERS	Saved: Wed 19 April 2006 11:40				
	engineer replaced ithaca tested ok Call closure code of and re	pair code 821				
REASSIGN	Wed 19 April 2006 11:52 by Dispatch 1 /	Saved: Wed 19 April 2006 11:52				
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity					
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action	Group HSH6 as directed by the OTIReturn activity				
OTI Success	Received call closure from Dispatch 1					
CLEAR	Wed 19 April 2006 11:40 by uk953358 / Desk NonPoll	Saved: Wed 19 April 2006 11:40				
	engineer replaced ithaca tested ok Call closure code of and repair code 821					
CLOSE	Wed 19 April 2006 12:10 by uk953358 / Desk NonPoll	Saved: Wed 19 April 2006 12:10				
	Call Close by Sarah Dawe: engineer replaced ithaca tested of	k Call closure code of and repair code 821				



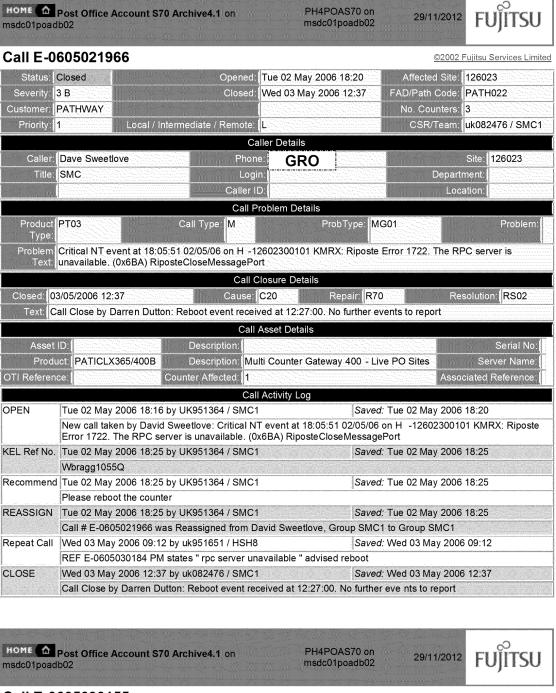
	Reference:	Counter Affected: 1 Associated Reference:			
	Call Acti				
OPEN	Tue 02 May 2006 05:00 by UK086643 / SMC1	Saved: Tue 02 May 2006 05:02			
		ived on H12602300101 on 02/05/2006 at 03:45:10. Event torage unit was detected on vo lume with LPN UnitType wn abnormally			
KEL Ref No.	Tue 02 May 2006 05:04 by UK086643 / SMC1	Saved: Tue 02 May 2006 05:04			
	PCARROLL909Z				
	Tue 02 May 2006 05:04 by UK086643 / SMC1	Saved: Tue 02 May 2006 05:04			
	Attempting to reboot gateway counter - will monitor	progress			
Information	Tue 02 May 2006 06:51 by UK086643 / SMC1	Saved: Tue 02 May 2006 06:51			
	Reboot Successful				
Recommend	Tue 02 May 2006 06:52 by UK086643 / SMC1	Saved: Tue 02 May 2006 06:52			
	Repeated events received since reboot - HARDBC	OOT required			
REASSIGN	Tue 02 May 2006 06:52 by UK086643 / SMC1	Saved: Tue 02 May 2006 06:52			
	Call # E-0605020017 was Reassigned from Nick B	Bedford, Group SMC1 to Group SMC1 HARDBOOT			
Contacted	Tue 02 May 2006 08:59 by uk952766 / SMC1	Saved: Tue 02 May 2006 08:59			
	Voiced PM. Pm happy to reboot immediately. Please monitor for reboot and further alerts then progress as per KEL				
Information	Tue 02 May 2006 09:43 by uk953334 / HSH8	Saved: Tue 02 May 2006 09:43			
	raised call e-0605020278 call sent to UKSS for BU	swap			
CLEAR	Tue 02 May 2006 10:07 by GB082294 / SMC1	Saved: Tue 02 May 2006 10:07			
	engineer call raised on fad/fad call				
CLOSE	Tue 02 May 2006 10:07 by GB082294 / SMC1	Saved: Tue 02 May 2006 10:07			
	Call Close by Mary Rainbow: engineer call raised of	on fad/fad call - this call can be closed			



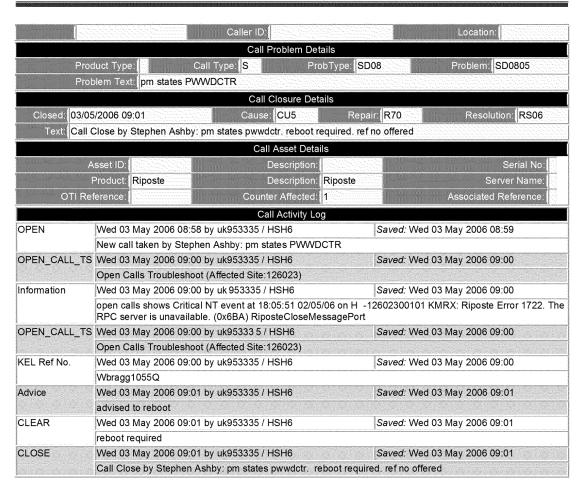
Advice	Tue 02 May 2006 08:58 by uk957319 / HSH5	Saved: Tue 02 May 2006 08:58		
	Advised the pm to re-boot the counter and to call back if there are any happy to do this.	further issues with this. PM stat es that she is		
	Tue 02 May 2006 08:59 by uk957319 / HSH5	Saved: Tue 02 May 2006 08:59		
	PM states that she has no entry signs on all icons.			
CLOSE	Tue 02 May 2006 08:59 by uk957319 / HSH5	Saved: Tue 02 May 2006 08:59		
	Call Close by Louise Peplow: PM states that she has no entry signs on all icons. Advised pm to re -boot the counter and to call back if there are any further issues.			

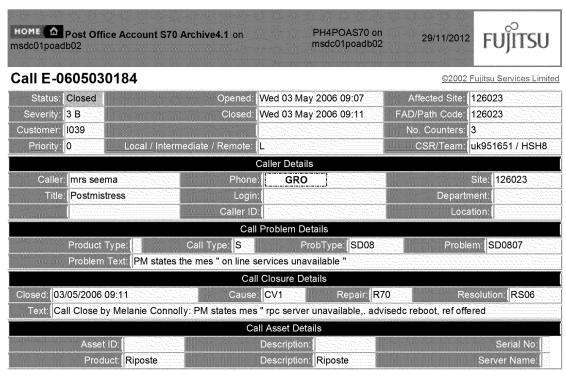


	BASE UNIT SWAPS "Warning!! Do not change the m SMC or HIT." "please can engineer print balance snap before swapping out base unit"	
OPEN_CALL_TS	Tue 02 May 2006 09:42 by uk953334 / HSH8	Saved: Tue 02 May 2006 09:42
	Open Calls Troubleshoot (Affected Site:126023)	***************************************
KEL Ref No.	Tue 02 May 2006 09:42 by uk953334 / HSH8	Saved: Tue 02 May 2006 09:42
	PCARROLL909Z	
nformation	Tue 02 May 2006 09:42 by uk953334 / HSH8	Saved: Tue 02 May 2006 09:42
	Voiced UKSS to advise of A99	78
nformation	Tue 02 May 2006 09:44 by uk953334 / HSH8	Saved: Tue 02 May 2006 09:44
	voiced IMT to advise of A99	
Open OTI	Tue 02 May 2006 09:45 by SYSADM / ASTEA	Saved: Tue 02 May 2006 09:45
	Automatic Open OTI ***Updated by Melissa Delamain	e at 02/05/2006 09:45:00
REASSIGN	Tue 02 May 2006 09:44 by uk953334 / HSH8	Saved: Tue 02 May 2006 09:45
	Call # E-0605020278 was Reassigned from Melissa D	Delamaine, Group HSH8 to Group UKSS1
OTI Success	New call sent to Dispatch 1	•
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1	atch 1 call number is WG05020091
JPDATE	Tue 02 May 2006 09:56 by PATHWAY /	Saved: Tue 02 May 2006 09:57
	SLA 1339 2/5 *A99*	3 02 13d. 1 do 02 Mdy 2000 00.07
JPDATE	Tue 02 May 2006 10:12 by PATHWAY /	Saved: Tue 02 May 2006 10:14
JI BATE	engineer aware - voiced	Caved. Tue 02 May 2000 10:14
REASSIGN	Tue 02 May 2006 10:13 by Dispatch 1 /	Saved: Tue 02 May 2006 10:16
(LACCICIT	The projected arrival date for engineer 000204 is 02 -	3 :
JPDATE	Tue 02 May 2006 10:14 by PATHWAY /	Saved: Tue 02 May 2006 10:17
DIDAIL	DEALOC05 Spare not delivered	Saveu. Tue 02 May 2000 10:17
JPDATE	Tue 02 May 2006 10:14 by PATHWAY /	Saved: Tue 02 May 2006 10:17
DIDAIL	** [Engineer 000204 released call.]	Gaved. Tue 02 May 2000 To.17
JPDATE	Tue 02 May 2006 10:17 by PATHWAY /	Saved: Tue 02 May 2006 10:19
PDATE	Escalated call to Mark Millar due to engineer having t	
REASSIGN	——————————————————————————————————————	
NEASSIGN	Tue 02 May 2006 10:31 by Dispatch 1 / The projected arrival date for engineer 000204 is 02 -0	Saved: Tue 02 May 2006 10:35
IDDATE		
JPDATE	Tue 02 May 2006 12:22 by Dispatch 1 /	Saved: Tue 02 May 2006 12:25
IDDATE	@@UPDATE engineer on site.	Several Tue 02 May 2006 42:02
JPDATE	Tue 02 May 2006 13:01 by Dispatch 1 /	Saved: Tue 02 May 2006 13:03
	Engineer 000204 arrived on site at 02-05-2006 12:30.	
JPDATE	Tue 02 May 2006 13:01 by Dispatch 1 /	Saved: Tue 02 May 2006 13:03
	Work completed	
JPDATE	Tue 02 May 2006 13:01 by Dispatch 1 /	Saved: Tue 02 May 2006 13:03
	engineer swapped adsl cable. tested ok.	
ENG VISIT	Tue 02 May 2006 12:30 by 000204 / ENGINEERS	Saved: Tue 02 May 2006 12:55
	engineer swapped adsl cable, tested ok. Call closure	
REASSIGN	Tue 02 May 2006 13:03 by Dispatch 1 /	Saved: Tue 02 May 2006 13:03
	OTI monitor reassigned this call from Dispatch 1 to the activity	e Action Group HSH8 as directed by the OTIReturn
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the activity	e Acti on Group HSH8 as directed by the OTIReturn
OTI Success	Received call closure from Dispatch 1	
CLEAR	Tue 02 May 2006 12:55 by GB082200 / HSH8	Saved: Tue 02 May 2006 12:55
	engineer swapped adsl cable, tested ok. Call closure	
CLOSE	Tue 02 May 2006 13:19 by GB082200 / HSH8	Saved: Tue 02 May 2006 13:19
<b></b>	Call Close by Kenneth Hudson: engineer swapped ad code 824	

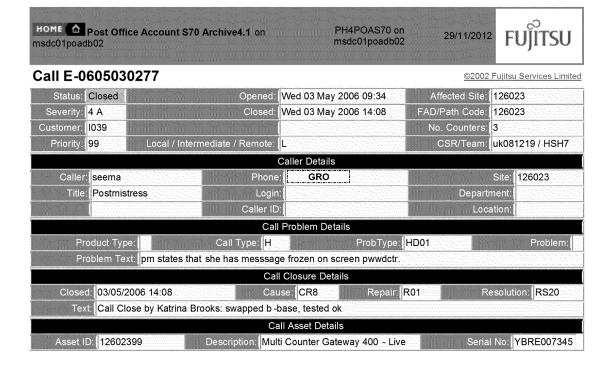






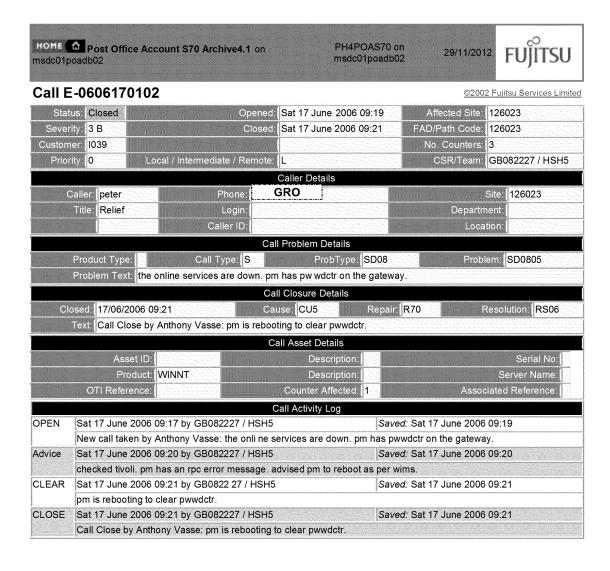


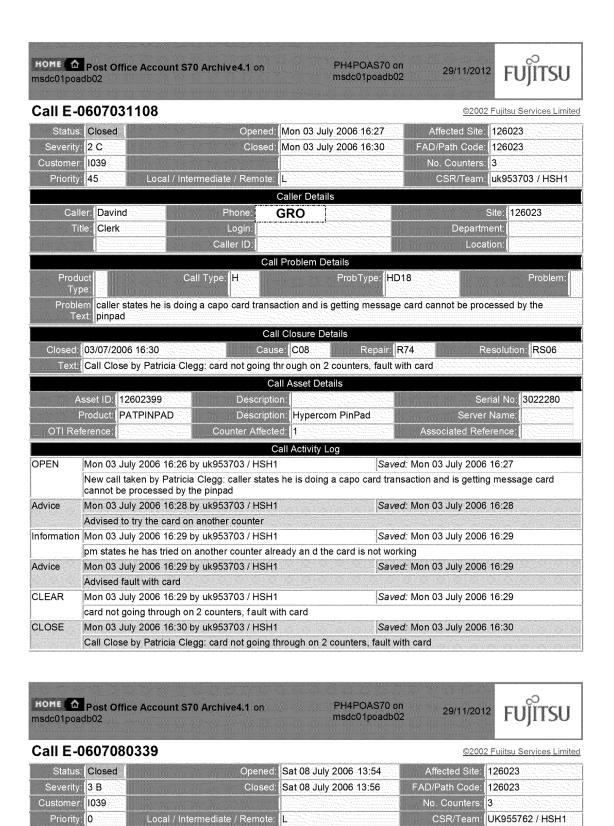
OTI Re	ference: Counter Affected: 1	Associated Reference:				
	Call Activity Log					
OPEN	Wed 03 May 2006 09:07 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:07				
	New call taken by Melanie Connolly: PM states the mes "	on line services unavailable "				
nformation	Wed 03 May 2006 09:08 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:08				
	PM states she has rebooted this morning					
Advice	Wed 03 May 2006 09:08 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:08				
	advised PM to test the network on the gateway counter					
nformation	Wed 03 May 2006 09:08 by uk951651 / HS H8	Saved: Wed 03 May 2006 09:08				
	PM states mes " rpc server unavailable "					
Advice	Wed 03 May 2006 09:09 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:09				
	advised PM that i will check events					
OPEN_CALL_TS	Wed 03 May 2006 09:09 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:10				
	Open Calls Troubleshoot (Affected Site:126023)					
nformation	Wed 03 May 2006 09:10 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:10				
	REF E-0605021966 Critical NT event at 18:05:51 02/05/06 on H -12602300101 KMRX: Riposte Error 1722. The RPC server is unavailable. (0x6BA) RiposteCloseMessagePort advise reboot					
Advice	Wed 03 May 2006 09:10 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:10				
	advised PM to reboot					
Information	Wed 03 May 2006 09:10 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:10				
	PM is ok to reboot unassisted					
nformation	Wed 03 May 2006 09:11 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:11				
	ref offered					
MODIFY	Wed 03 May 2006 09:11 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:11				
	Call information modified by Melanie Connolly Call Type: ID: from 'PATICLX365/400B' to 'Riposte' Serial #: from 'YEetc.					
CLEAR	Wed 03 May 2006 09:11 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:11				
	reboot					
CLOSE	Wed 03 May 2006 09:11 by uk951651 / HSH8	Saved: Wed 03 May 2006 09:11				
	Call Close by Melanie Connolly: PM states mes " rpc serv	er unavailable,. advisedc reboot, ref offered				



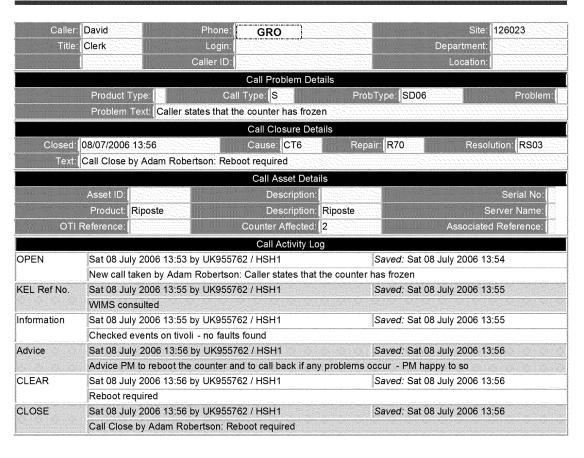
		PO Sit	tes	Seess		
Product:	PATICLX365/400B		Counter Gateway 4	00 - Live	Server Name:	
OTI	WO05030404	PO Sit	les		A	
OTI Reference:	WG05030124	Counter 1 Affected:			Associated Reference:	
		Call	Activity Log			
OPEN	Wed 03 May 2006 0	9:33 by uk957307 / H	SH7	Save	ed: Wed 03 May 2006 09	:34
	New call taken by Al	exander Gibbs: pm st	tates that she has n	nesssage froz	en on screen pwwdctr.	
nformation	Wed 03 May 2006 0	9:36 by uk957307 / H	SH7	Save	ed: Wed 03 May 2006 09	:36
		ad this issue already t	this morning, call E	-0605030155	5. pm has rebooted, but	she got
OPENICALI T	message again.  S Wed 03 May 2006 0	9:37 by uk957307 / H	SH7	Save	ed: Wed 03 May 2006 09	·37
31 EN_O/LEE_1	*	hoot (Affected Site: 12		Joure	ou. Wed do May 2000 oc	
OPEN CALL T	S Wed 03 May 2006 0		,	Save	ed: Wed 03 May 2006 09	·37
JI EN_CALL_I		hoot (Affected Site:12		Jave	su. Wed 03 May 2000 08	
nformation		9:38 by uk957307 / H		Save	ed: Wed 03 May 2006 09	∵38
monnadon					and once for online servi	·
		ind once yesterday fo			and once for online servi	000 10000,
MODIFY	Wed 03 May 2006 0	9:39 by uk957307 / H	SH7	Save	ed: Wed 03 May 2006 09	:40
	Call information mod	lified by Alexander Gi	ibbs Phone: from	GRO	to 'ad'	
MODIFY	Wed 03 May 2006 0	9:40 by uk957307 / H	ISH7	Save	ed: Wed 03 May 2006 09	:40
	Call information mod	ified by Alexander Gi	bbs Phone: from 'a	d' to GR	o	************************************
nformation	Wed 03 May 2006 0	9:40 by uk957307 / H	ISH7	Save	ed: Wed 03 May 2006 09	:40
	pm states that reboo	t didn't resolve issue.				
Advice	Wed 03 May 2006 0	9:41 by uk957307 / H	SH7	Save	ed: Wed 03 May 2006 09	:41
	advised pm that BU of gw will have to be swapped out.					
MODIFY	Wed 03 May 2006 0	9:41 by uk957307 / H	ISH7	Save	ed: Wed 03 May 2006 09	:41
					ority: from '0' to '99' Prod rom '3' to '4' Tag: to '12	
Node status	Wed 03 May 2006 0	9:41 by uk957307 / H	ISH7	Save	ed: Wed 03 May 2006 09	:41
	not operational			:,		
Access Times	Wed 03 May 2006 0	9:42 by uk957307 / H	ISH7	Save	ed: Wed 03 May 2006 09	:42
	mon fri 0900 - 1730	sat 0900 - 1300 no lu	inches access all di	ay		
Recommend	Wed 03 May 2006 0	9:42 by uk957307 / H	ISH7	Save	ed: Wed 03 May 2006 09	:42
	call logged @ 0934 can engineer please check/swap BU on node 1					
contacted	Wed 03 May 2006 0	9:43 by uk957307 / H	ISH7	Save	ed: Wed 03 May 2006 09	:43
	contacted tony @ UI	KME alerting him of A	<b>.</b> 99			
Open OTI	Wed 03 May 2006 0	9:43 by SYSADM / As	STEA	Save	ed: Wed 03 May 2006 09	:43
	Automatic Open OTI ***Updated by Alexander Gibbs at 03/05/2006 09:43:54					
REASSIGN	Wed 03 May 2006 0	9:43 by uk957307 / H	HSH7	Save	ed: Wed 03 May 2006 09	:43
	Call # E-0605030277 was Reassigned from Alexander Gibbs, Group HSH7 to Group UKSS1					
OTI Success	New call sent to Disp	patch 1	LIFECE ESE FAN Y Y Y Y Y Y Y Y Y Y Y AND AND AND ESE ESTANDE ESE ESTANDOS AND			
Contacted			ISH7	Save	ed: Wed 03 May 2006 09	:44
	Wed 03 May 2006 09:44 by uk957307 / HSH7					
OTI Success	An add has been se	at to Dispatch 1				
OTI Success		•				
		vledgement from Disp	patch 1 Dispatch 1			-04
JPDATE	generation of the contract of	0:20 by PATHWAY /		Save	ed: Wed 03 May 2006 10	:21
DEVENOR	p1334 3rd	0:40 by Dianatals 4			od: \Aled 03 May 0000 40	:E1
REASSIGN	Wed 03 May 2006 1	Character consequences and a second control of the	0171 ic 02 05 000	75-9000000000000000000000000000000000000	ed: Wed 03 May 2006 10	.31
IDDATE		date for engineer 00	01711803-05-200			·EO
JPDATE	Wed 03 May 2006 1			Save	ed: Wed 03 May 2006 10	1.52
nform - t's	** [Engineer 000171		MC7 Distails		d: \\(\) \ \(\) \(\) \ \(\) \ \(\) \\(\) \ \(\) \\	:15
nformation		2:15 by uk060861 / S	INIC/ -DISTID	Save	ed: Wed 03 May 2006 12	15
LIDDATE	Have opened the KN			lo-	od: \Nod 02 May: 0000 10	.17
UPDATE	Wed 03 May 2006 1	o. 10 by Dispatch 1 /		Save	ed: Wed 03 May 2006 13	. 1 /

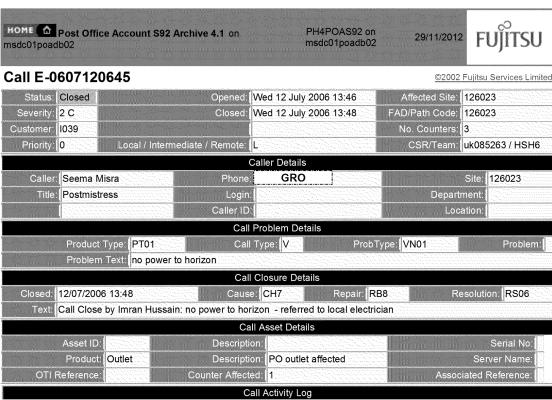
	Engineer 000171 arrived on site at 03-05-2006 12:00:00 ** [Engineer 000171 Logged On.]				
UPDATE	Wed 03 May 2006 13:16 by Dispatch 1 /	Saved: Wed 03 May 2006 13:20			
	Work completed				
UPDATE	Wed 03 May 2006 13:16 by Dispatch 1 /	Saved: Wed 03 May 2006 13:20			
	swapped b-base, tested ok				
ENG VISIT	Wed 03 May 2006 12:00 by 000171 / ENGINEERS	Saved: Wed 03 May 2006 13:00			
	** [No Remark entered.] Call closure code of FAILURE and r	repair code 821			
REASSIGN	Wed 03 May 2006 13:33 by Dispatch 1 /	Saved: Wed 03 May 2006 13:33			
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTIReturn activity				
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTIReturn activity				
	a courty				
OTI Success	Received call closure from Dispatch 1				
	3777 - 315 -	Saved: Wed 03 May 2006 14:07			
	Received call closure from Dispatch 1				
Information	Received call closure from Dispatch 1 Wed 03 May 2006 14:07 by uk081219 / HSH7				
OTI Success Information CLEAR	Received call closure from Dispatch 1 Wed 03 May 2006 14:07 by uk081219 / HSH7 checked evetns for node 1 roll out successful @ 3.1 on 3/5/0	06 at 12.25			
Information	Received call closure from Dispatch 1  Wed 03 May 2006 14:07 by uk081219 / HSH7  checked evetns for node 1 roll out successful @ 3.1 on 3/5/0  Wed 03 May 2006 12:25 by uk081219 / HSH7	06 at 12.25			



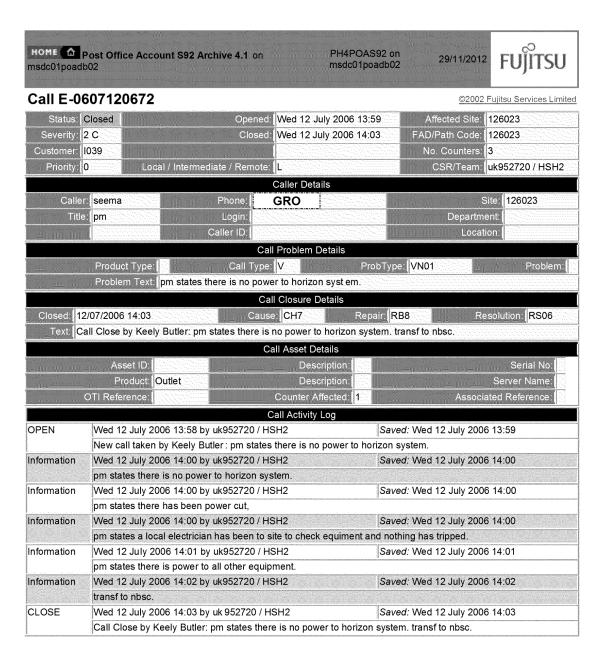


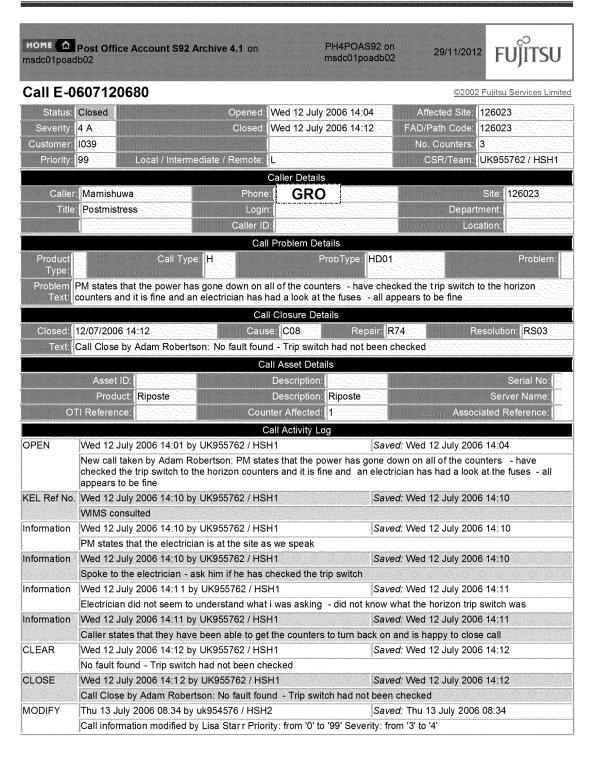
Caller Details





OPEN	Wed 12 July 2006 13:45 by uk085263 / HSH6	Saved: Wed 12 July 2006 13:46		
	New call taken by Imran Hussain: no power to horizon			
Information	Wed 12 July 2006 13:48 by uk 085263 / HSH6	Saved: Wed 12 July 2006 13:48		
	no power to horizon			
Advice	Wed 12 July 2006 13:48 by uk085263 / HSH6	Saved: Wed 12 July 2006 13:48		
	referred to local electrician			
CLEAR	Wed 12 July 2006 13:48 by uk085263 / HSH6	Saved: Wed 12 July 2006 13:48		
	no power to horizon			
CLOSE	Wed 12 July 2006 13:48 by uk085263 / HSH6	Saved: Wed 12 July 2006 13:48		
	Call Close by Imran Hussain: no power to horizon - referred to local electrician			





HOME A Post Office Account S92 Archive 4.1 on msdc01poadb02

PH4POAS92 on msdc01poadb02 29/11/2012



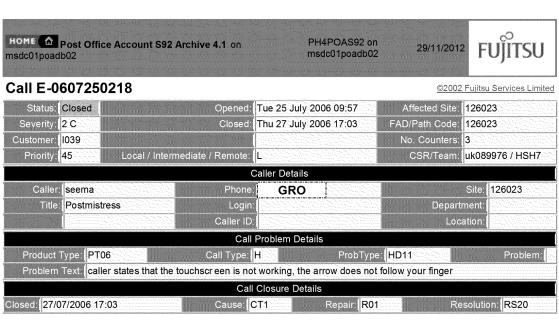
Call E-0607210115

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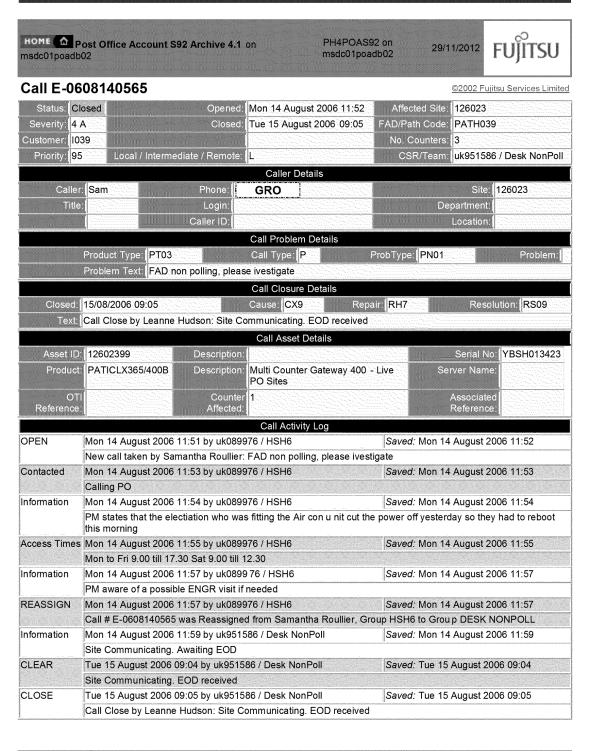
Opened: Fri 21 July 2006 09:09

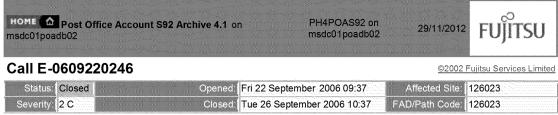
Affected Site: 126023

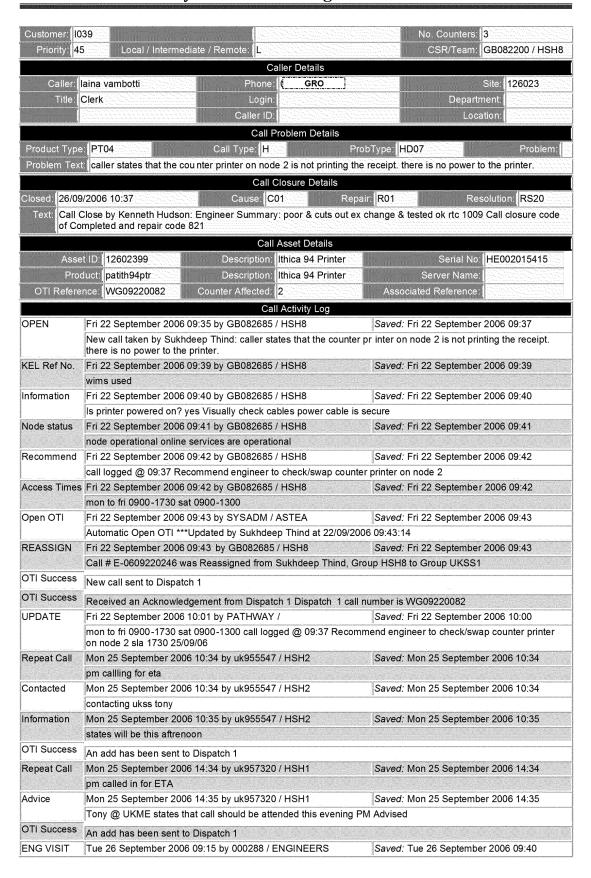
Severity: 2	c limb	Closed:	Fri 21 July 20	006 09:13	FAD/Path Co	ode: 126023	3
Customer: I	039				No. Count	ters: 3	
Priority: 4	Local / Inte	rmediate / Remote:	L		CSR/Te	am: uk9533	334 / HSH8
			Caller Details				
Caller:	seema	Phone:	GRO			Site:	26023
Title:	Postmistress	Login:			De	epartment:	
		Caller ID:			(N) (170 - 170 - 170	Location:	
And the control of th		Call	 Problem Detai	ils		Control Contro	
	Product Type:	Call Type:	H	ProbTy	pe: HD11		Problem:
· San	Problem Text: Pm sta	ates that touch scree	en is faulty				1
		Call	Closure Detai	İs		helikkististävän ja kustustavan ja kunsakustavan ja kunsakusta kannasia.	
Closed: 21	/07/2006 09:13	Cause		Repair:	R74	Resolutio	n: RS06
	II Close by Melissa Delai			and a contract to the contract of the			
2			l Asset Details				
Ass	set ID: 12602399		ription:		Serial No: X	547950T421	11104
	oduct PATCTXFLAT	11-1-1 A. J	ription:		Server Name:		
OTI Refe		Counter Af			ed Reference:		
CONTRACTOR OF THE STATE OF THE		3. A	all Activity Log		V. 1		
OPEN	Fri 21 July 2006 09:09			Sa	aved: Fri 21 July	2006 09:09	
	New call taken by Mel			: 5	***************************************	***************************************	
nformation	Fri 21 July 2006 09:10	by uk953334 / HSI			ved: Fri 21 July 2006 09:10		
	Pm states that she has	s cleaned and reboo	oted		10 No. 10 No.		
Advice	Fri 21 July 2006 09:10	by uk953334 / HSF	<del>-</del> 18	Sa	eved: Fri 21 July 2006 09:10		
	advised recallibrating	**************************************	A-SAN-SERIER NEW YORK - SAN-SERIER NEW AND ASSESSMENT - SAN-SERIER NEW ASSESSM		AAAAA OO O		
KEL Ref No.	Fri 21 July 2006 09:10	by uk953334 / HSF	48	Sa	aved: Fri 21 July	2006 09:10	
	wims used		1		200		
Information	Fri 21 July 2006 09:12	by uk953334 / HSF	18	Sa	aved: Fri 21 July	2006 09:12	
	now working fine						
CLEAR	Fri 21 July 2006 09:12	by uk953334 / HSF	48	Sa	aved: Fri 21 July	2006 09:12	
	touch screen fault, rec	allibrated, now fine,	ref no given			E	
CLOSE	Fri 21 July 2006 09:13	by uk953334 / HSI	<del>-</del> 18	Sa	aved: Fri 21 July	2006 09:13	PPS/Marianiana (1944)   1444   1444   1444   1444   1444   1444   1444   1444   1444   1444   1444   1444   144
	Call Close by Melissa	Delamaine: touch s	creen fault, re	callibrated, no	ow fine, ref no giv	ven	



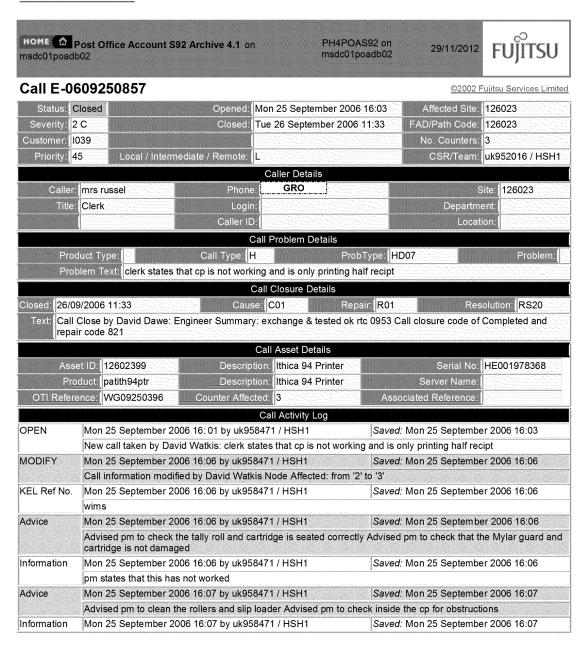
Text. Call Close by Samantha Roullier: engineer replaced ctx tested ok Job Completed: 27/07/2006 14: 55:00 Call closure code of Completed and repair code 821 Call Asset Details Asset ID: CTX Flatscreen - Live PO Serial No: X547950T4211125 Sites Server Name Description Product: PATCTXFLAT CTX Flatscreen - Live PO OTI WG07250121 Associated Counter Reference Affected Reference Call Activity Log OPEN Tue 25 July 2006 09:55 by uk951654 / HSH7 Saved: Tue 25 July 2006 09:57 New call taken by Erica Tidman: caller states that the touchscreen is not working, the arrow does not follow your Tue 25 July 2006 09:58 by uk951654 / HSH7 Saved: Tue 25 July 2006 09:58 Information caller has already cleaned and rebooted the system Tue 25 July 2006 09:58 by uk951654 / HSH7 Saved: Tue 25 July 2006 09:58 Information caller was walked through recalibrating the screen this resolved temporarily but the touchscreen stopped working again after a coupl of hours Information Tue 25 July 2006 09:59 by uk951654 / HSH7 Saved: Tue 25 July 2006 09:59 ref aiven Access Times Tue 25 July 2006 09:59 by uk951654 / HSH7 Saved: Tue 25 July 2006 09:59 mon-fri-0900-1730 Node status Tue 25 July 2006 09:59 by uk951654 / HSH7 Saved: Tue 25 July 2006 09:59 operational Recommend Tue 25 July 2006 09:59 by uk951654 / HSH7 Saved: Tue 25 July 2006 09:59 logged @ 0957 check/swap monitor Open OTI Tue 25 July 2006 10:00 by SYSADM / ASTEA Saved: Tue 25 July 2006 10:00 Automatic Open OTI \*\*\*Updated by Erica Tidman at 25/07/2006 10:00:21 REASSIGN Tue 25 July 2006 10:00 by uk951654 / HSH7 Saved: Tue 25 July 2006 10:00 Call # E-0607250218 was Reassigned from Erica Tidman, Group HSH7 to Group UKSS1 OTI Success New call sent to Dispatch 1 OTI Success Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG07250121 Tue 25 July 2006 10:24 by PATHWAY / UPDATE Saved: Tue 25 July 2006 10:26 mon-fri-0900-1730 sla 1730 26/07/06 Repeat Call Thu 27 July 2006 09:34 by uk951651 / HSH8 Saved: Thu 27 July 2006 09:34 PM is calling back to see when an ENG will be coming out Advice Thu 27 July 2006 09:35 by uk951651 / HSH8 Saved: Thu 27 July 2006 09:35 advised PM that the call is with the ENGs and hopefully someone will be out today OTI Success An add has been sent to Dispatch 1 **ENG VISIT** Thu 27 July 2006 14:40 by 000289 / ENGINEERS Saved: Thu 27 July 2006 14:55 engineer replaced ctx tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed and repair REASSIGN Thu 27 July 2006 16:04 by Dispatch 1 / Saved: Thu 27 July 2006 16:04 OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTIReturn activity OTI Success OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the O TIReturn activity OTI Success Received call closure from Dispatch 1 CLEAR Thu 27 July 2006 14:55 by uk089976 / HSH7 Saved: Thu 27 July 2006 14:55 engineer replaced ctx tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed a nd repair CLOSE Thu 27 July 2006 17:03 by uk089976 / HSH7 Saved: Thu 27 July 2006 17:03 Call Close by Samantha Roullier: engineer replaced ctx tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed and repair code 821



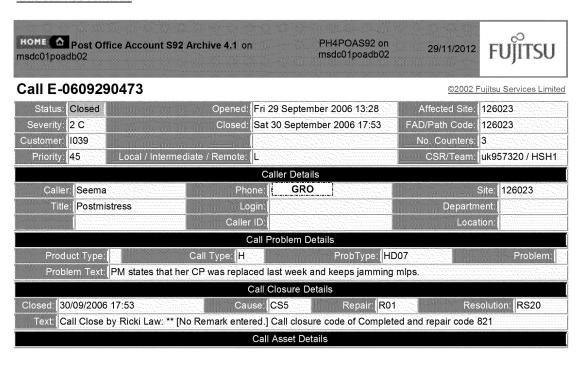




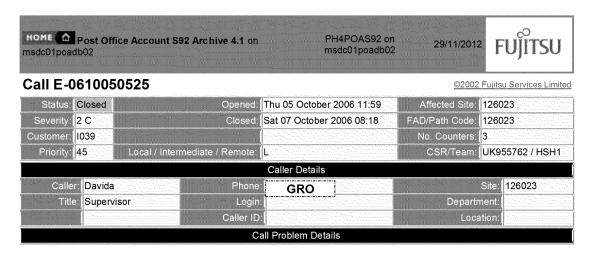
	Engineer Summary: poor & cuts out exchange & tested ok rtc 1009 Call closure code of Completed and repair code 821			
REASSIGN	Tue 26 September 2006 10:25 by Dispatch 1 /	Saved: Tue 26 September 2006 10:25		
	OTI monitor reassigned this call from Dispatch 1 to the Action G	Froup HSH8 as directed by the OTIReturn activity		
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed b y the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1			
CLEAR	Tue 26 September 2006 09:40 by GB082200 / HSH8	Saved: Tue 26 September 2006 09:40		
	Engineer Summary: poor & cuts out exchange & tested ok rtc 1009 Call closure code of Completed and repair code 821			
CLOSE	Tue 26 September 2006 10:37 by GB082200 / HSH8	Saved: Tue 26 September 2006 10:37		
	Call Close by Kenneth Hudson: Engineer Summary: poor & cuts code of Completed and repair code 821	s out exchange & tested ok rtc 1009 Call closure		



	pm states that this has not worked				
Advice	Mon 25 September 2006 16:11 by uk958471 / HSH1	Saved: Mon 25 September 2006 16:11			
	Advised pm to move the head gap leaver to num 1 Advis ed pm to perform a factory reset				
Information	Mon 25 September 2006 16:11 by uk958471 / HSH1	Saved: Mon 25 September 2006 16:11			
	pm states that this has not worked				
Node status	Mon 25 September 2006 16:11 by uk958471 / HSH1	Saved: Mon 25 September 2006 16:11			
	operational				
Access Times	Mon 25 September 2006 16:11 by uk958471 / HSH1	Saved: Mon 25 September 2006 16:11			
	mon-fri 0900-1730 no lunch sat 0900-1300				
Recommend	Mon 25 September 2006 16:12 by uk958471 / HSH1	Saved: Mon 25 September 2006 16:12			
	logged @ 1612 please check\swap cp				
Open OTI	Mon 25 September 2006 16:14 by SYSADM / ASTEA	Saved: Mon 25 September 2006 16:14			
	Automatic Open OTI ***Updated by David Watkis at 25/09/2006 16:14:15				
REASSIGN	Mon 25 September 2006 16:13 by uk95847 1 / HSH1	Saved: Mon 25 September 2006 16:14			
	Call # E-0609250857 was Reassigned from David Watkis, Group HSH1 to Group UKSS1				
OTI Success	New call sent to Dispatch 1				
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 ca	all numb er is WG09250396			
UPDATE	Mon 25 September 2006 16:48 by PATHWAY /	Saved: Mon 25 September 2006 16:59			
	mon-fri 0900-1730 no lunch sat 0900-1300 logged @ 1612 ple	ease check \swap cp sla 1730 26/09/06			
ENG VISIT	Tue 26 September 2006 09:15 by 000288 / ENGI NEERS	Saved: Tue 26 September 2006 09:40			
	Engineer Summary: exchange & tested ok rtc 0953 Call closure code of Completed and repair code 821				
REASSIGN	Tue 26 September 2006 10:54 by Dispatch 1 /	Saved: Tue 26 September 2006 10:54			
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity				
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action	Group HSH1 as directed by the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1				
CLEAR	Tue 26 September 2006 09:40 by uk952016 / HSH1	Saved: Tue 26 September 2006 09:40			
	Engineer Summary: exchange & tested ok rtc 0953 Call closure code of Completed and repair code 821				
CLOSE	Tue 26 September 2006 11:33 by uk 952016 / HSH1	Saved: Tue 26 September 2006 11:33			
	Call Close by David Dawe: Engineer Summary: exchange & tested ok rtc 0953 Call closure code of Completed and repair code 821				

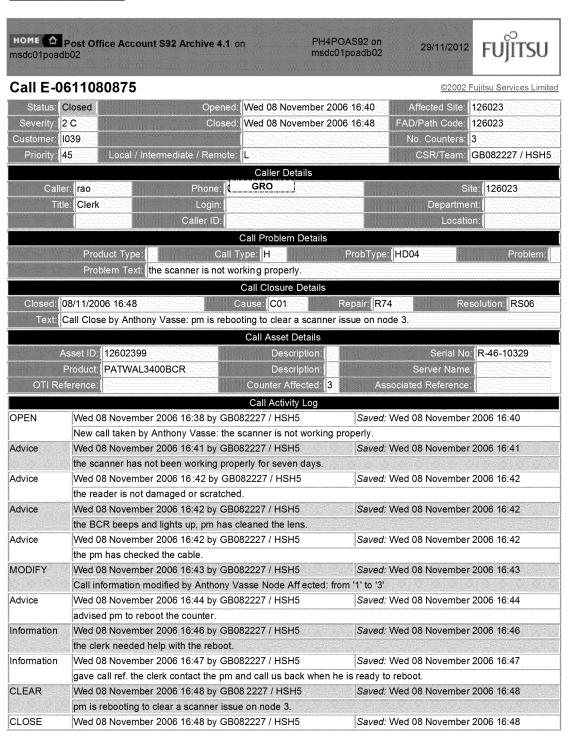


Asset	IID: 12602399	Description:	Ithica 94 Printer	Serial No: HE002159437		
Prod	luct: PATITH94PTR	Description:	Ithica 94 Printer	Server Name:		
OTI Referer	nce: WG09290238	Counter Affected:	2	Associated Reference:		
		Cal	Activity Log	The state of the s		
OPEN	Fri 29 September 2006	13:28 by UK957089	'HSH2	Saved: Fri 29 September	2006 13:28	
	New call taken by Josep	h Mould: PM states	that her CP was rep	laced last week and keeps ja	mming mlps.	
KEL Ref No.	Fri 29 September 2006	13:29 by UK957089	HSH2	Saved: Fri 29 September	2006 13:29	
	WIMS consulted					
Information	Fri 29 September 2006	13:29 by UK957089	HSH2	Saved: Fri 29 September	2006 13:29	
	In ref to call E-0609250	357 and E-06092202	46		A	
Information	Fri 29 September 2006	13:30 by UK957089	HSH2	Saved: Fri 29 September	2006 13:30	
	CP was replaced last tu	es day				
Access Times	Fri 29 September 2006	13:30 by UK957089 <i>i</i>	HSH2	Saved: Fri 29 September	2006 13:30	
	Mon Fri 09:00 17:30 No	lunch Sat 09:00 12:3				
Node status	Fri 29 September 2006	13:30 by UK957089 /	HSH2	Saved: Fri 29 September	2006 13:30	
e a a a	Node is operational					
Recommend	Fri 29 September 2006	13:30 by UK957089 <i>i</i>	HSH2	Saved: Fri 29 September	2006 13:30	
	Check/swap of CP. Call taken on 29/09/06 at 13:28					
Open OTI	Fri 29 September 2006	13:31 by SYSADM /	ASTEA	Saved: Fri 29 September	2006 13:31	
	Automatic Open OTI ***Updated by Joseph Mould at 29/09/2006 13:31:04					
REASSIGN	Fri 29 September 2006 13:30 by UK957089 / HSH2			Saved: Fri 29 September 2006 13:31		
	Call # E-0609290473 w	as Reassigned from	Joseph Mould, Grou	p HSH2 to Group UKSS1		
OTI Success	New call sent to Dispato	h 1				
OTI Success	Received an Acknowled	gement from Dispate	ch 1 Dispatch 1 call	number is WG09290238		
UPDATE	Fri 29 September 2006	13:37 by PATHWAY	1	Saved: Fri 29 September	2006 13:39	
	Mon Fri 09:00 17:30 No lunch Sat 09:00 12:30 Check/swap of CP sla 1730 02/0906					
ENG VISIT	Sat 30 September 2006	08:45 b y 000162 / E	NGINEERS	Saved: Sat 30 September 2006 09:00		
	** [No Remark entered.] Call closure code of Completed and repair code 821					
REASSIGN	Sat 30 September 2006	11:38 by Dispatch 1	1	Saved: Sat 30 September 2006 11:38		
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity					
OTI Success	OTI monitor reassigned	this call from Dispato	ch 1 to the Action Gr	oup HSH2 as directed by the	OTIReturn activity	
OTI Success	Received call closure fr	om Dispatch 1		•	-	
CLEAR	Sat 30 September 2006		HSH1	Saved: Sat 30 Septembe	r 2006 09:00	
	** [No Remark entered.]					
CLOSE	Sat 30 September 2006			Saved: Sat 30 September	r 2006 17:53	
		AND THE RESIDENCE OF THE PROPERTY OF THE PROPE		de of Completed and repair o	NOON AND AND AND AND AND AND AND AND AND AN	

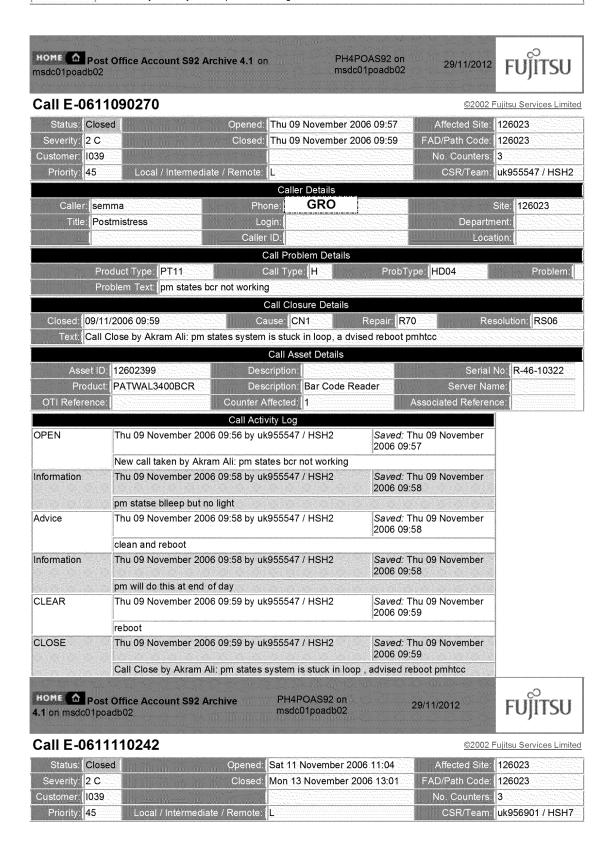


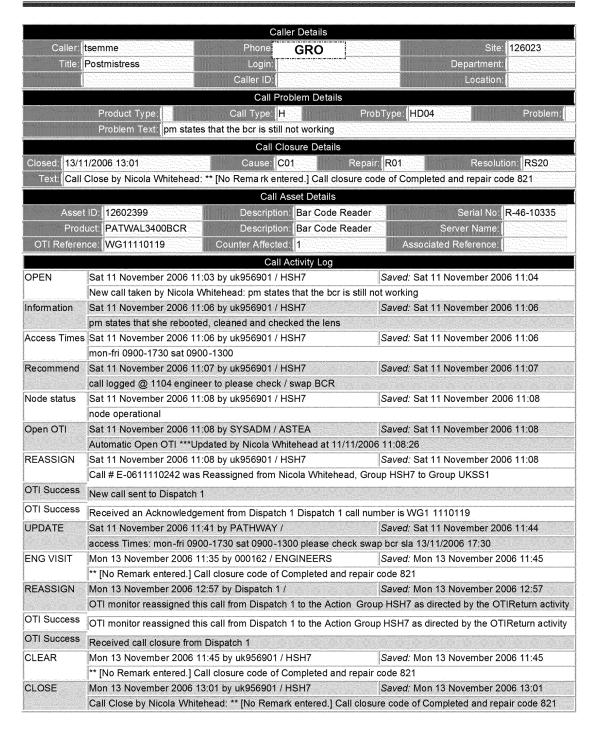
	Product Type: PT06		Call Type: H	ProbType: HD11	Problem:
		Darker State Control Con-	le 2 touch screen is not workin		
			Call Closure Details		
Closed: 07/10	0/2006 08:18		Cause: CT1 Rep	air: R01 Res	solution: RS20
		ertson: rtc 1255	replaced cyx and mains adapt	or Call closure co de of Com	pleted and repair
code	821				
			Call Asset Details		may resource and an artist of the second
Asset II	D: 12602399	Description	CTX Flatscreen - Live PO Sites	Serial No:	(547950T4211104
Produc	PATCTXFLAT	Description	CTX Flatscreen - Live PO Sites	Server Name:	
0	The state of the s	Counte		Associated	
Reference	e:(	Affected		Reference:	
			Call Activity Log		
OPEN	Thu 05 October 20	006 11:58 by UK	955762 / HSH1	Saved: Thu 05 October:	2006 11:59
	New call taken by	Adam Robertso	n: Caller states that node 2 tou	ch screen is not worki ng	
KEL Ref No.	Thu 05 October 20	006 12:00 by UK	955762 / HSH1	Saved: Thu 05 October:	2006 12:00
Alexandra de la constanta de l	WIMS consulted				
Advice	Thu 05 October 20	006 12:00 by UK	955762 / HSH1	Saved: Thu 05 October:	2006 12:00
	. 4		f the screen - talked PM throug	gh the process	
Information	Thu 05 October 20	006 12:02 by UK	955762 / HSH1	Saved: Thu 05 October:	2006 12:02
	Calibration failed	and the second			The State of
Advice	Thu 05 October 20	006 12:02 by UK	955762 / HSH1	Saved: Thu 05 October :	2006 12:02
	advice PM to retry				
Information	Thu 05 October 20	006 12:02 by UK	955762 / HSH1	Saved: Thu 05 October:	2006 12:02
	Calibration failed x	3			
Advice	Thu 05 October 20	006 12:02 by UK	955762 / HSH1	Saved: Thu 05 October:	2006 12:02
	advice PM to clear	n the screen			
Information	Thu 05 October 20	006 12:02 by Uk	(955762 / HSH1	Saved: Thu 05 October:	2006 12:02
	PM has done so -				
Advice	Thu 05 October 20	***************************************		Saved: Thu 05 October :	2006 12:02
. 10 24 11 11 12 12 12 12 12 12 12 12 12 12 12	advice PM to visua				
Information	Thu 05 October 20			Saved: Thu 05 October:	2006 12:03
	PM has done so -				
Access Times	Thu 05 October 20			Saved: Thu 05 October :	2006 12:03
	Mon - Fri: 0900 - 1				
Node status	Thu 05 October 20	-	955762 / HSH1	Saved: Thu 05 October:	2006 12:03
	Node is operationa				
Recommend	Thu 05 October 20			Saved: Thu 05 October :	2006 12:03
			ecommend to check/sw ap Mo		
Open OTI	Thu 05 October 20	ECONOCIONALO CONTO DE LA TROPA DE LA TRADA DE LA T		Saved: Thu 05 October:	2006 12:04
DEAGOION	an formanium monancia a commente monancia monanc	***************************************	y Adam Robertson at 05/10/20		2000 40-04
REASSIGN	Thu 05 October 20			Saved: Thu 05 October :	***************************************
OTI Success	New call sent to D	•	gned from Adam Robertson, G	roup HSH1 to Group UKSS1	
OTI Success	, parente de la constitución de				
			om Dispatch 1 Dispatch 1 call r		2000
UPDATE	Thu 05 October 20			Saved: Thu 05 October:	2006 12:33
ENOVICE	AND DESCRIPTION OF THE PROPERTY OF THE PROPERT	***************************************	1300 no lunch check/swap Mo		000 40 55
ENG VISIT			290 / ENGINEERS	Saved: Fri 06 October 2	***************************************
DEAGGIGN		•	daptor Call closure code of Co		
REASSIGN	Fri 06 October 200			Saved: Fri 06 October 2	
OTLO:	OII monitor reass	igned this call fr	om Dispatch 1 to the Action Gr	oup HSH1 as direct ed by th	e OTReturn activity
OTI Success	OTI monitor reass	igned this call fro	om Dispatch 1 to the Action Gr	oup HSH1 as directed by the	OTIReturn activity
OTI Success	Received call clos	ure from Dispato	ch 1		

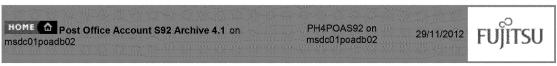
CLEAR	Fri 06 October 2006 12:55 by UK95 5762 / HSH1	Saved: Fri 06 October 2006 12:55		
	rtc 1255 replaced cyx and mains adaptor Call closure code of Completed and repair code 821			
CLOSE	Sat 07 October 2006 08:18 by UK955762 / HSH1	Saved: Sat 07 October 2006 08:18		
	Call Close by Adam Robertson: rtc 1255 replaced cyx and mains adaptor Call closure code of Completed and repair code 821			



Call Close by Anthony Vasse: pm is rebooting to clear a scanner issue on node 3.



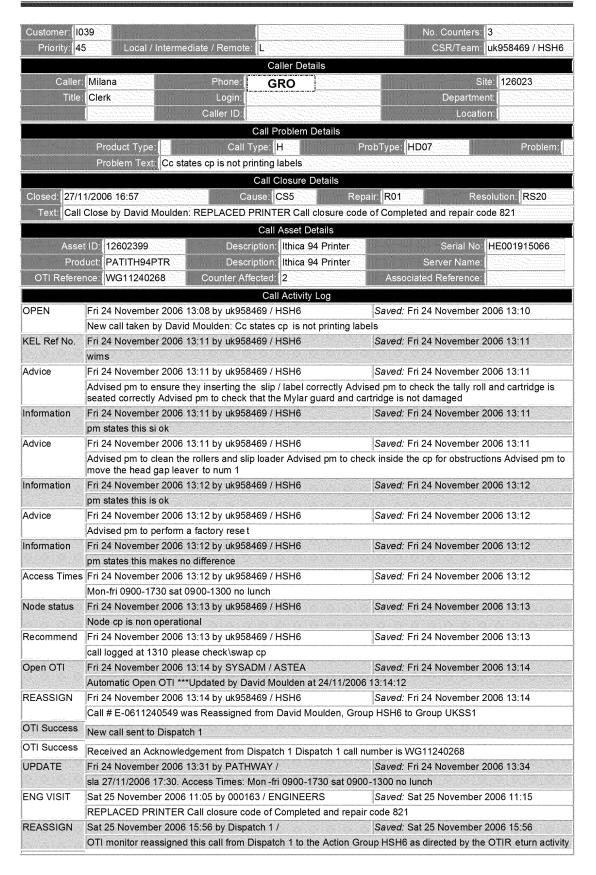




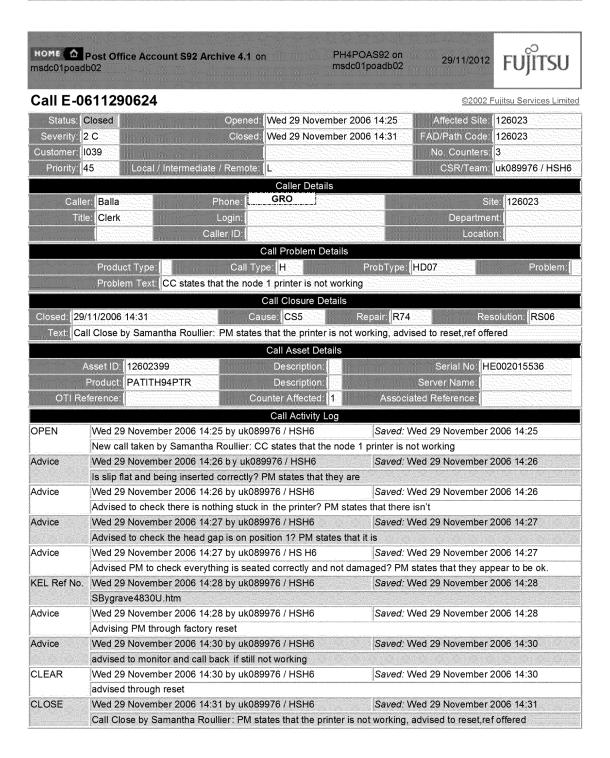
Call E-0611240549

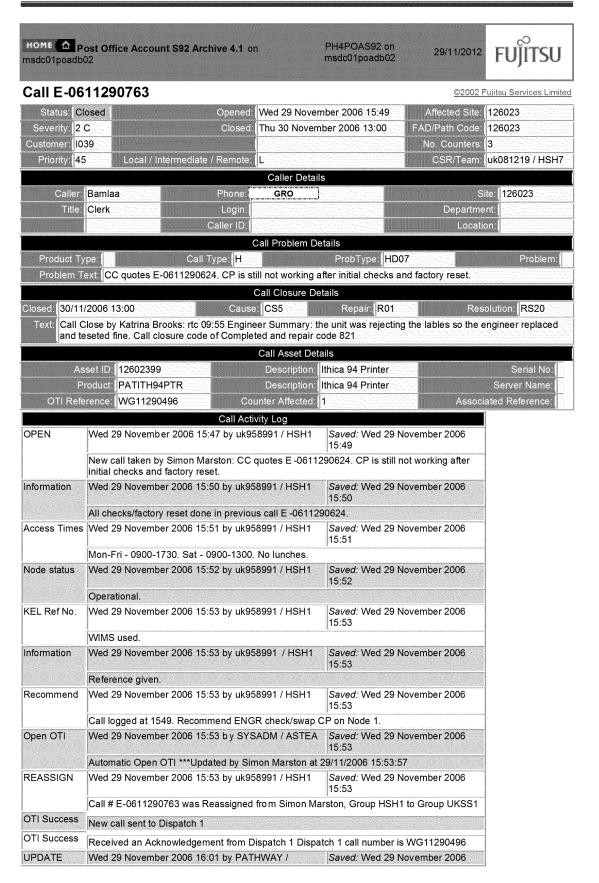
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Status: Closed Opened:	Fri 24 November 2006 13:10	Affected Site:	126023
Severity: 2 C Closed:	Mon 27 November 2006 16:57	FAD/Path Code:	126023



	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity  Received call closure from Dispatch 1				
OTI Success					
CLEAR	Sat 25 November 2006 11:15 by uk958469 / HSH6	Saved: Sat 25 November 2006 11:15			
	REPLACED PRINTER Call closure code of Completed and repair code 821				
CLOSE	Mon 27 November 2006 16:57 by uk958469 / HSH6	Saved: Mon 27 November 2006 16:57			
	Call Close by David Moulden: REPLACED PRINTER Call closure co de of Completed and repair code 821				





ENG VISIT  E  REASSIGN  OTI Success  CLEAR  T  CLOSE  T  CS  8	Mon-Fri - 0900-1730.S 80/11/2006 17:30  Thu 30 November 2000 ENGINEERS  to 09:55 Engineer Sun eseted fine. Call closur Thu 30 November 2000 DTI monitor reassigned the OTIReturn activity  OTI monitor reassigned the OTIReturn activity  Received call closure for Thu 30 November 2000 tto 09:55 Engineer Sun eseted fine. Call closure for 100 November 2000 Call Close by Katrina Eso the engineer replace 1221	anmary: the unit of recode of Common Dispatch 1 6 09:55 by uk08 mmary: the unit of recode of Common Dispatch 1 6 09:55 by uk08 mmary: the unit of recode of Common Dispatch 1 6 09:55 by uk08 mmary: the unit of recode of Common Dispatch 1 6 09:55 by uk08 mmary: the unit of recode of Common Dispatch 1 09:55 by uk08 mmary: the unit of recod	was reject ing the pleted and repair atch 1 / Dispatch 1 to the Dispatch 1 to the 1219 / HSH7 was rejecting the pleted and repair 1219 / HSH7	Saved: Thu 30 N 09:55 e lables so the engrode 821 Saved: Thu 30 N 11:03 Action Group HSh Action Group HSh Saved: Thu 30 N 09:55 e lables so the engrode 821 Saved: Thu 30 N 13:00 nary: the unit was a	lovember 2006 ineer replaced and lovember 2006 H1 as directed by H1 as directed by lovember 2006 ineer replaced and lovember 2006	
CLOSE T	to 09:55 Engineer Suneseted fine. Call closur Thu 30 November 2000 and the OTIReturn activity of Timonitor reassigned to O9:55 Engineer Suneseted fine. Call closure fine and November 2000 call Close by Katrina Estate engineer replaced the engineer replaced to the engineer replaced to the open supplied to the engineer replaced to the supplied to the supplied to the engineer replaced to the supplied to the supplied to the engineer replaced to the supplied to the engineer replaced to the supplied to the supplied to the engineer replaced to the supplied to the supplied to the engineer replaced to the supplied to the engineer replaced to the supplied to the	nmary: the unit of recode of Composition of 11:03 by Disposition of this call from Edithis call from Edithis call from Dispatch 1 6:09:55 by uk08 nmary: the unit of recode of Composition of 13:00 by uk08 grooks: rtc 09:55	was reject ing the pleted and repair atch 1 / Dispatch 1 to the Dispatch 1 to the 1219 / HSH7 was rejecting the pleted and repair 1219 / HSH7 Engineer Summ	o9:55 e lables so the engrode 821 Saved: Thu 30 N 11:03 Action Group HSh Action Group HSh Saved: Thu 30 N 09:55 e lables so the engrode 821 Saved: Thu 30 N 13:00 nary: the unit was a	ineer replaced and lovember 2006 H1 as directed by I1 as directed by I0vember 2006 Ineer replaced and I0vember 2006 Tejecting the lables	
OTI Success Cuttle CLOSE To the control of the cont	eseted fine. Call closur flu 30 November 2006  OTI monitor reassigned the OTIReturn activity of the OTIReturn activity. The OTIReturn activity of the OTIReturn activity. Received call closure for flu 30 November 2006  To 09:55 Engineer Sun eseted fine. Call closur flu 30 November 2006  Call Close by Katrina Best the engineer replaced the engineer replaced 221	re code of Com. 6 11:03 by Disp. d this call from E d this call from E d this call from Dispatch 1 6 09:55 by uk08 nmary: the unit tre code of Com. 6 13:00 by uk08 trooks: rtc 09:55	pleted and repair atch 1 / Dispatch 1 to the Dispatch 1 to the 1219 / HSH7 was rejecting the pleted and repair 1219 / HSH7	Saved: Thu 30 N 11:03 Action Group HSI Action Group HSI Saved: Thu 30 N 09:55 I lables so the enging code 821 Saved: Thu 30 N 13:00 nary: the unit was in	lovember 2006 H1 as directed by H1 as directed by lovember 2006 lineer replaced and lovember 2006 rejecting the lables	
OTI Success of the other of the	DTI monitor reassigned the OTIReturn activity DTI monitor reassigned the OTIReturn activity Received call closure for the 30 November 2000 at the 2000 call closure for 30 November 2000 call close by Katrina Best the engineer replace 321	d this call from I d this call from I from Dispatch 1 6 09:55 by uk08 mary: the unit re code of Com 6 13:00 by uk08	Dispatch 1 to the Dispatch 1 to the 1219 / HSH7 was rejecting the pleted and repair 1219 / HSH7 Engineer Summ	Action Group HSI  Action Group HSI  Saved: Thu 30 N 09:55  Itables so the enging code 821  Saved: Thu 30 N 13:00  hary: the unit was in	H1 as directed by H1 as directed by lovember 2006 ineer replaced and lovember 2006 rejecting the lables	
OTI Success CLEAR T CLEAR T CLOSE T CLOSE T CLOSE T CLOSE T CLOSE T CS S 8	he OTIReturn activity DTI monitor reassigned he OTIReturn activity Received call closure fi Thu 30 November 2000 to 09:55 Engineer Sun eseted fine. Call closu Thu 30 November 2000 Call Close by Katrina Es to the engineer replace	d this call from Drom Dispatch 1 6 09:55 by uk08 mmary: the unit or code of Com 6 13:00 by uk08 trooks: rtc 09:55	Dispatch 1 to the 1219 / HSH7 was rejecting the pleted and repair 1219 / HSH7 Engineer Summ	Saved: Thu 30 N 09:55 lables so the enging code 821 Saved: Thu 30 N 13:00	In as directed by lovember 2006 lovember 2006 lovember 2006 lovember 2006 rejecting the lables	
OTI Success F CLEAR T  CLOSE T  CLOSE T  CONTROL OF THE TENT OF TH	he OTIReturn activity Received call closure fi Thu 30 November 2000 to 09:55 Engineer Sun eseted fine. Call closu Thu 30 November 2000 Call Close by Katrina B to the engineer replace 321	rom Dispatch 1 6 09:55 by uk08 mmary: the unit of the code of Com 6 13:00 by uk08 drooks: rtc 09:55	1219 / HSH7  was rejecting the pleted and repair 1219 / HSH7  Engineer Summ	Saved: Thu 30 N 09:55 lables so the enging code 821 Saved: Thu 30 N 13:00 mary: the unit was in	lovember 2006 ineer replaced and lovember 2006 rejecting the lables	The second secon
CLEAR T	Thu 30 November 2000 to 09:55 Engineer Sun eseted fine. Call closu Thu 30 November 2000 Call Close by Katrina E so the engineer replace 321	6 09:55 by uk08 nmary: the unit ore code of Com 6 13:00 by uk08 Brooks: rtc 09:55	was rejecting the pleted and repair 1219 / HSH7 Engineer Sumn	o9:55 lables so the engine code 821 Saved: Thu 30 N 13:00 hary: the unit was in	ineer replaced and lovember 2006 rejecting the lables	
CLEAR T to the control of the contro	Thu 30 November 2000 to 09:55 Engineer Sun eseted fine. Call closu Thu 30 November 2000 Call Close by Katrina E so the engineer replace 321	6 09:55 by uk08 nmary: the unit ore code of Com 6 13:00 by uk08 Brooks: rtc 09:55	was rejecting the pleted and repair 1219 / HSH7 Engineer Sumn	o9:55 lables so the engine code 821 Saved: Thu 30 N 13:00 hary: the unit was in	ineer replaced and lovember 2006 rejecting the lables	Total Control of the
CLOSE T C S 8	eseted fine. Call closu  Thu 30 November 200  Call Close by Katrina E  to the engineer replace  21	re code of Com 6 13:00 by uk08 brooks: rtc 09:55	pleted and repair 1219 / HSH7 Engineer Sumn	r code 821  Saved: Thu 30 N 13:00  hary: the unit was i	lovember 2006	
HOME & Pos	Call Close by Katrina B so the engineer replace 321	rooks: rtc 09:55	Engineer Sumn	13:00 nary: the unit was i	rejecting the lables	
HOME (企 Pos	so the engineer replace 321					
HOME A Pos		A-A-176-1				
Call E-061	msdc01poadb02		OAS92 on 1poadb02	29/	02002	Fujitsu Services Limited
Status: Close Severity: 2 C	sed	Opened Closed		ber 2006 09:36	Affected Site: FAD/Path Code:	126023
Customer: 1039		Clused	FII 08 Decemb	Jei 2000 17.00	No. Counters:	
Priority: 45		diate / Remote	L			uk092087 / HSH1
		-	Caller Details			
	eema	Ph	one: GRO			Site: 126023
Title: Po	ostmistress	Calle	ogin:		Departn Loca	
			Call Problem De	tails		
Product T	ype: PT03		Type: H	ProbType	HD01	Problem:
	Text: Caller states that					
SC 500,457 973	ommonocatigements is	THE	Call Closure De	tails		
Closed: 08/12/2	006 17:06	Cause	e: C01	Repair: R01	Res	olution: RS20
	ose by Donna Thomas ains had low foltage, s					
		*	Call Asset Deta	ails		
Asset ID:	12602399	Description:	Standard Count Sites	ter 400 - Live PO	Serial	No: YBRE001436
Product:	PATICLX365/400C	Description:	Standard Count Sites	ter 400 - Live PO	Server Na	me:
OTI Reference:	WG12070100	Counter Affected:	3		Associa Referen	and the second s
ELECTRONIC AND A STATE OF THE S			Call Activity Lo	og		
-	hu 07 December 2006 Iew call taken by Adan				f: Thu 07 December on turning itself off d	
KEL Ref No. T	hu 07 December 2006 VIMS consulted				: Thu 07 December	
	hu 07 December 2006				f: Thu 07 December	

Information	Thu 07 December 2006 09:39 by UK955762 / HSH1	Saved: Thu 07 December 2006 09:39				
	PM states that yesterday she was serving a customer doing	postage - today was doing a second class stamp				
Advice	Thu 07 December 2006 09:40 by UK955762 / HSH1	Saved: Thu 07 December 2006 09:40				
	advice PM to visually check the cables	3				
Access Times	Thu 07 December 2006 09:40 by UK955762 / HSH1	Saved: Thu 07 December 2006 09:40				
	Mon - Fri: 0900 - 1730 Sat: 0900 - 1300 no lunch					
Node status	Thu 07 December 2006 09:40 by UK9557 62 / HSH1	Saved: Thu 07 December 2006 09:40				
	Node is operational intermittently					
Recommend	Thu 07 December 2006 09:41 by UK955762 / HSH1	Saved: Thu 07 December 2006 09:41				
	Call logged on 07/12/06 at 09:36 recommend to check/swap commencing box swap to have the VPN on the LAN cleared	Base Unit Call HORIZON on 01438 758447 prior to				
Open OTI	Thu 07 December 2006 09:42 by SYSADM / ASTEA	Saved: Thu 07 December 2006 09:42				
	Automatic Open OTI ***Updated by Adam Robertson at 07/1	2/2006 09:42:34				
REASSIGN	Thu 07 December 2006 09:42 by UK955762 / HSH1	Saved: Thu 07 December 2006 09:42				
	Call # E-0612070206 was Reassigned from Adam Robertso	n, Group HSH1 to Group UKSS1				
OTI Success	New call sent to Dispatch 1					
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG12070100					
UPDATE	Thu 07 December 2006 09:58 by PATHWAY / Saved: Thu 07 December 2006 09:59					
	Mon - Fri: 0900 - 1730 Sat: 0900 - 1300 no lunch PLEASE C	CHECK SWAP BU SLA 08/12/2006 17:30				
UPDATE	Thu 07 December 2006 19:05 by Dispatch 1 /	Saved: Thu 07 December 2006 19:07				
	Job Assigned with ETA Eng: 000290 ETA: Call Being Progressed					
UPDATE	Fri 08 December 2006 08:42 by Dispatch 1 /	Saved: Fri 08 December 2006 08:45				
	Job Assigned with ETA Eng: 000217 ETA: Call Being Progre	essed				
Repeat Call	Fri 08 December 2006 10:01 by uk957307 / HSH7	Saved: Fri 08 December 2006 10:01				
	pm called for eta					
Advice	Fri 08 December 2006 10:01 by uk957307 / HSH7	Saved: Fri 08 December 2006 10:01				
	advised pm that there is no ETA yet but there should be an e	engineer out today.				
Eng Support	Fri 08 December 2006 14:23 by uk953334 / HSH8	Saved: Fri 08 December 2006 14:23				
	engineer needs meet to clear the LAN					
Information	Fri 08 December 2006 14:23 by uk953334 / HSH8	Saved: Fri 08 December 2006 14:23				
	cleared LAN					
ENG VISIT	Fri 08 December 2006 14:20 by 000217 / ENGINEERS	Saved: Fri 08 December 2006 15:30				
	Job Completed: 08/12/2006 15:30:00 Engineer Summary: C foltage, swapped part tested ok RTC Call closure code of Co					
REASSIGN	Fri 08 December 2006 15:55 by Dispatch 1 /	Saved: Fri 08 December 2006 15:55				
	OTI monitor reassigned this call from Dispatch 1 to the Action	n Group HSH1 as directed by the OTIR eturn activity				
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action	n Group HSH1 as directed by the OTIReturn activity				
OTI Success	Received call closure from Dispatch 1					
Information	Fri 08 December 2006 17:05 by uk092087 / HSH1	Saved: Fri 08 December 2006 17:05				
	rollout event showing 08.12.06 @ 15:21					
CLEAR	Fri 08 December 2006 15:21 by uk092087 / HSH1	Saved: Fri 08 December 2006 15:21				
	Job Completed: 08/12/2006 15:30:00 Engineer Summary: C foltage, swapped part tested ok RTC Call closure code of Co	base would cut out, and CTX m ains had low ompleted and repair code 821				
CLOSE	Fri 08 December 2006 17:06 by uk092087 / HSH1	Saved: Fri 08 December 2006 17:06				
	Call Close by Donna Thomas: Job Completed: 08/12/2006 15 and CTX mains had low foltage, swapped part tested ok RTC 821					

HOME Post Office Account S92 Archive 4.1 on msdc01poadb02

PH4POAS92 on msdc01poadb02

29/11/2012

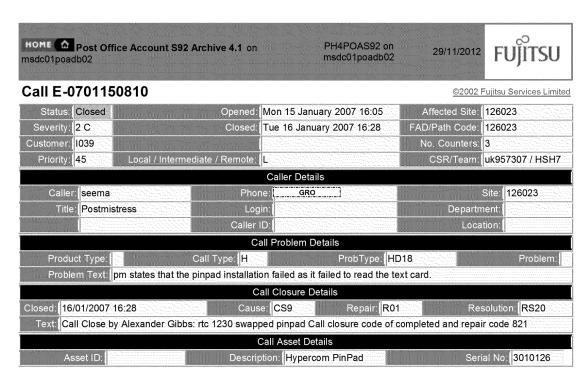


Call E-0701150667

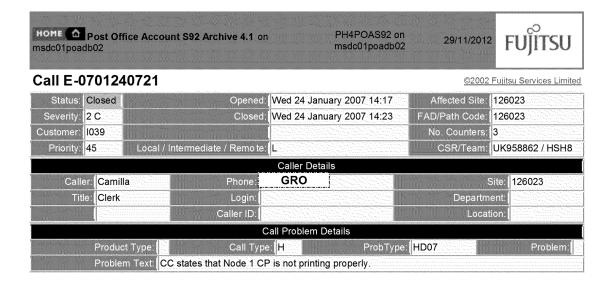
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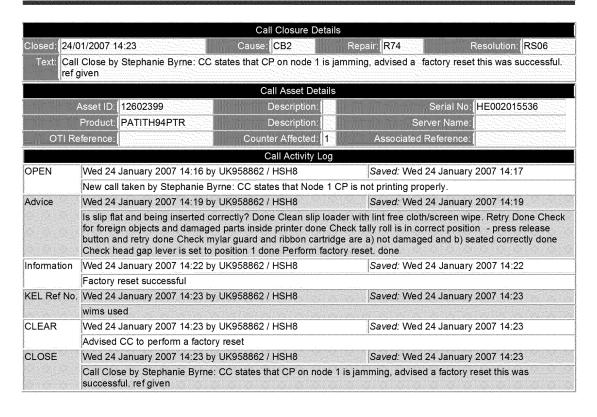
Affected Site: 126023

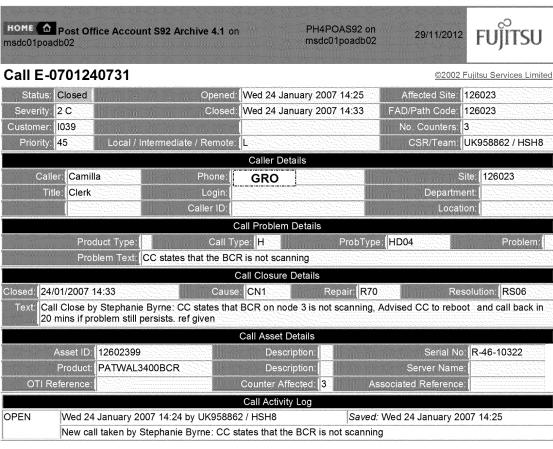
Severity:	2 C		Closed: Mon	15 January	2007 16:02	FAD/Path Co	ode: 1260	23
Customer:	1039					No. Count	ers: 3	
Priority:	45	Local / Intermediate	e / Remote: L			CSR/Te	am: UK95	8646 / HSH2
			Cal	er Details		AMERICAN A A CORRESPONDE A ACCORDENCE DO SE A CONTRACTOR A ACCORDENCE A ACCORDENCE A ACCORDENCE A ACCORDENCE A		
Calle	r: seema mi	sra	Phone:	GRO			Site:	126023
Title	Postmistre	ess	Login:			De	partment:	
			Caller ID:				Location:	
			Call Pro	oblem Detai	ls			
1.98.°\$2\$	Product	:Туре:	Call Type: H		ProbTyp	e: HD18		Problem:
	Problen	n Text: pm states th	nat her pinpad is n	ot reading o	ards			,
		2000	Call Cl	osure Detail	S		ektorilorita kan kepite tian Korlik Linci kepite tian Korlik Linci kepite ti	
Closed: 15	01/2007 16:	02	Cause: C08	3	Repair: R7	4.	Resolution	n: RS06
		samantha Bowden:   o this unassisted	om states that her	pinpad is n	ot accepting c	ards, advised re	-installatio	on of pinpad,
occupants and a second of the			Call A	sset Details				
	Asset ID:	12602399		escription:		S	erial No: 3	3010126
	Product:	PATPINPAD		escription:		Serve	r Name:	
ОТІ	Reference:		Counte	er Affected:	2	Associated Re	ference:	
			Call	Activity Log	2 ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( ( (			
OPEN	Mon 15 Jan	uary 2007 14:21 by	UK958646 / HSH	12	Saved	d: Mon 15 Janua	ry 2007 14	:22
	New call tak	ken by Samantha B	owden: pm states	that her pin	pad is not read	ding cards		
Advice	Mon 15 Jan	uary 2007 14:23 by	UK958646 / HSF	12	Saved	Saved: Mon 15 January 2007 14:23		
Same Same Same	advised re-i	installation of the pi	npad					
Information	Mon 15 Jan	uary 2007 14:31 by	UK958646 / HSH	12	Saved	<i>l</i> : Mon 15 Janua	ry 2007 14	:31
	pm happy to	o do this unassisted						
CLEAR	Mon 15 Jan	uary 2007 14:31 by	UK958646 / HSH	12	Saved	f: Mon 15 Janua	ry 2007 14	:31
	pm states th	nat her pinpad is no	t accepting cards,	advised re-	-installation of	pinpad, pm hap	py to do th	is unassisted
CLOSE	Mon 15 Jan	uary 2007 16:02 by	UK958646 / HSH	12	Saved	<i>i:</i> Mon 15 Janua	ry 2007 16	5:02
		by Samantha Bowde happy to do this un		her pinpad	is not acceptir	ng cards, advised	d re -instal	llation of



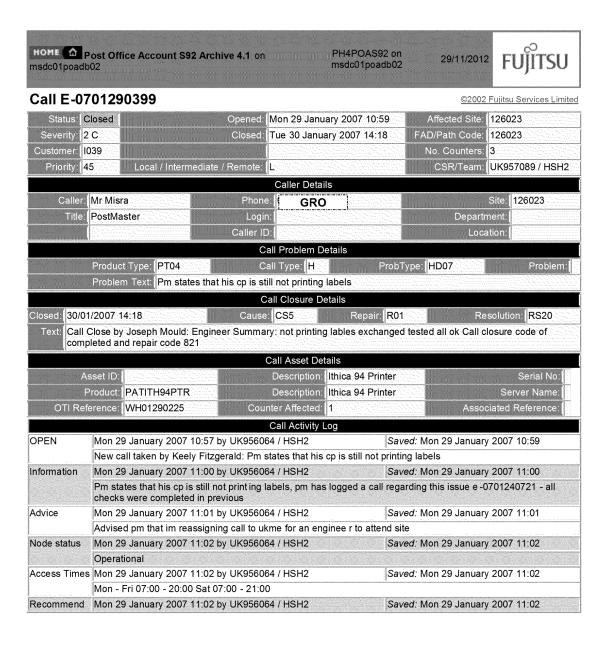
	duct: PATPINPAD Description: Hypercom PinPad	Server Name:				
OTI Refere	nce: WH01150504 Counter Affected: 2	Associated Reference:				
A	Call Activity Log					
OPEN	Mon 15 January 2007 16:03 by uk952683 / HSH7	Saved: Mon 15 January 2007 16:05				
	New call taken by Simon Hopperton: pm states that the pin pad installation failed as it failed to read the text card.					
Information	Mon 15 January 2007 16:08 by uk952683 / HSH7	Saved: Mon 15 January 2007 16:08				
	checked previous call E-0701150667 this shows that she has already been advised to re -install the pinpad.					
Access Times	Mon 15 January 2007 16:08 by uk952683 / HSH7	Saved: Mon 15 January 2007 16:08				
	mon - fri 09.00 - 17.30 sat 09.00 - 13.00					
Recommend	Mon 15 January 2007 16:09 by uk952683 / HSH7	Saved: Mon 15 January 2007 16:09				
	pm states that the pinpad installation failed as it failed to read the te	st card.				
Access Times	Mon 15 January 2007 16:09 by uk952683 / HSH7	Saved: Mon 15 January 2007 16:09				
	mon - fri 09.00 - 17.30 sat 09.00 - 13.00					
Recommend	Mon 15 January 2007 16:10 by uk952683 / HSH7	Saved: Mon 15 January 2007 16:10				
A Charles	call logged at 16.05 please check/swap pinpad.					
Open OTI	Mon 15 January 2007 16:11 by SYSADM / ASTEA	Saved: Mon 15 January 2007 16:11				
	Automatic Open OTI ***Updated by Simon Hopperton at 15/01/2007 16:11:08					
REASSIGN	Mon 15 January 2007 16:11 by uk952683 / HSH7	Saved: Mon 15 January 2007 16:11				
	Call # E-0701150810 was Reassigned from Simon Hopperton, Group HSH7 to Group UKSS1					
OTI Success	New call sent to Dispatch 1					
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH01150504					
UPDATE	Mon 15 January 2007 16:15 by PATHWAY /	Saved: Mon 15 January 2007 16:17				
	sla 16/01/2007 17:30 access mon -fri 0900-1730 sat 0900-1300					
UPDATE	Mon 15 January 2007 19:15 by Dispatch 1 /	Saved: Mon 15 January 2007 19:18				
	Job Assigned with ETA Eng: 000314 ETA: Call Being Progressed					
ENG VISIT	Tue 16 January 2007 12:00 by 000314 / ENGINEERS	Saved: Tue 16 January 2007 12:30				
	rtc 1230 swapped pinpad Call closure code of completed and repair	code 821				
REASSIGN	Tue 16 January 2007 15:54 by Dispatch 1 /	Saved: Tue 16 January 2007 15:54				
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH7 as directed by the OTIReturn activity					
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Grou	p HSH7 as directed by the OTIReturn activity				
OTI Success	Received call closure from Dispatch 1					
CLEAR	Tue 16 January 2007 12:30 by uk957307 / HSH7	Saved: Tue 16 January 2007 12:30				
	rtc 1230 swapped pinpad Ca II closure code of completed and repair					
CLOSE	Tue 16 January 2007 16:28 by uk957307 / HSH7	Saved: Tue 16 January 2007 16:28				
	Call Close by Alexander Gibbs: rtc 1230 swapped pinpad Call closu	- BOARD TO THE TOTAL OF THE TOT				



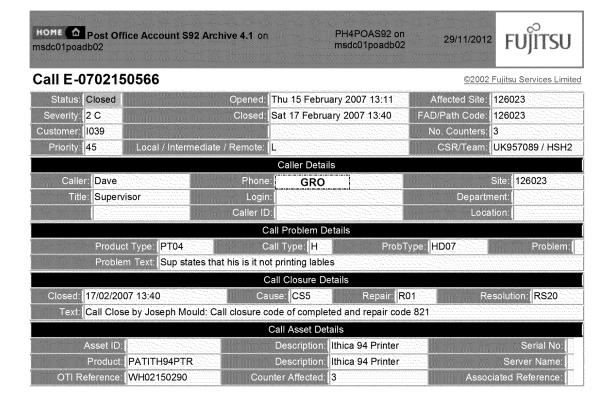




Advice	Wed 24 January 2007 14:27 by UK958862 / HSH8	Saved: Wed 24 January 2007 14:27				
	If barcode is not damaged, does BCR beep/have red light? Record in call has red light Check PM is scanning correctly '6' away and at a 45 degree angle to barcode done If BCR beeps and lights up, clean lens with screen wipe or lint free cloth. Retry no Check lens for scratches. If scratched reassign for engineer visit no scratches Visually check cable all in place Log out/in. Retry done					
Advice	Wed 24 January 2007 14:30 by UK958862 / HSH8	Saved: Wed 24 January 2007 14:30				
	Checked events					
Advice	Wed 24 January 2007 14:30 by UK958862 / HSH8	Saved: Wed 24 January 2007 14:30				
	Advise pm to retry after reboot and call back if problem persists					
KEL Ref No.	Wed 24 January 2007 14:32 by UK958862 / HSH8	Saved: Wed 24 January 2007 14:32				
	wims used					
CLEAR	Wed 24 January 2007 14:33 by UK958862 / HSH8	Saved: Wed 24 January 2007 14:33				
	Advised to reboot					
CLOSE	Wed 24 January 2007 14:33 by UK958862 / HSH8	Saved: Wed 24 January 2007 14:33				
	Call Close by Stephanie Byrne: CC states that BCR on node 3 is not scanning, Advised CC to reboot and call back in 20 mins if problem still persists, refigiven					

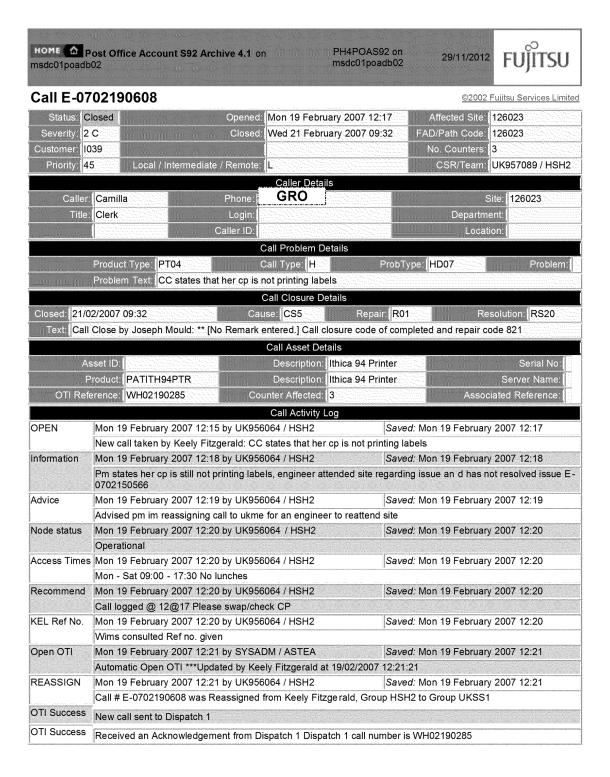


	Call logged @ 10:59 Please swap/check CP					
KEL Ref No.	Mon 29 January 2007 11:03 by UK956064 / HSH2	Saved: Mon 29 January 2007 11:03				
	Wims consulted Ref no, given					
Open OTI	Mon 29 January 2007 11:04 by SYSADM / ASTEA	Saved: Mon 29 January 2007 11:04				
	Automatic Open OTI ***Updated by Keely Fitzgerald at 29/0	1/2007 11:04:00				
REASSIGN	Mon 29 January 2007 11:03 by UK956064 / HSH2	Saved: Mon 29 January 2007 11:04				
	Call # E-0701290399 was Reassigned from Keely Fitzgerald	d, Group HSH2 to Group UKSS1				
OTI Success	New call sent to Dispatch 1					
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1	call number is WH01290225				
UPDATE	Mon 29 January 2007 11:14 by PATHWAY /	Saved: Mon 29 January 2007 11:14				
	** [No Remark entered.]					
UPDATE	Mon 29 January 2007 11:17 by PATHWAY /	Saved: Mon 29 January 2007 11:18				
	Call Accepted by Provider: Ref 203975					
UPDATE	Mon 29 January 2007 19:04 by Dispatch 1 /	Saved: Mon 29 January 2007 19:07				
	Job Assigned with ETA Eng: 000358 ETA: Call Being Progressed					
ENG VISIT	Tue 30 January 2007 13:20 by 000358 / ENGINEERS	Saved: Tue 30 January 2007 13:35				
	Engineer Summary: not printing lables exchanged tested all ok Call closure code of completed and repair code 821					
REASSIGN	Tue 30 January 2007 13:56 by Dispatch 1 /	Saved: Tue 30 January 2007 13:56				
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIRetur n activity					
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity					
OTI Success	Received call closure from Dispatch 1					
CLEAR	Tue 30 January 2007 13:35 by UK957089 / HSH2	Saved: Tue 30 January 2007 13:35				
	Engineer Summary: not printing lables exchanged tested all ok Call closure code of completed and repair code 821					
CLOSE	Tue 30 January 2007 14:18 by UK957089 / HSH2	Saved: Tue 30 January 2007 14:18				
	Call Close by Joseph Mould: Engineer Summary: not printing lables exchanged tested all ok Call closure code of completed and repair code 821					

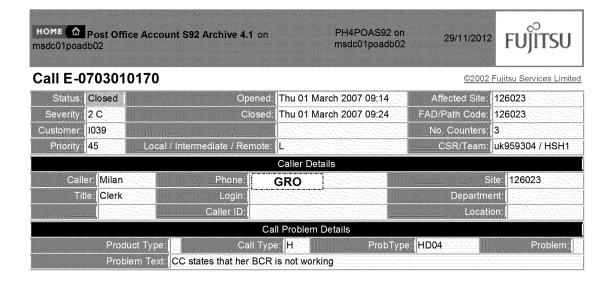


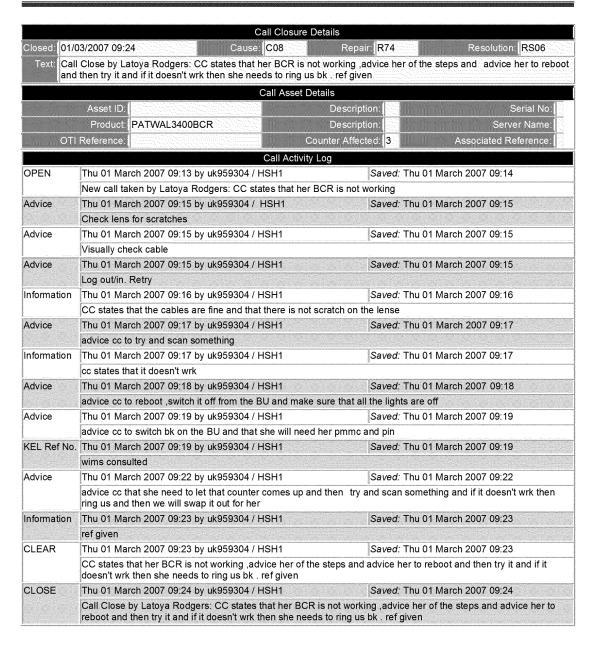
	Call Activity Log	
OPEN	Thu 15 February 2007 13:10 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:11
	New call taken by Latoya Rodgers: Sup states that his is it	t not printing lables
Advice	Thu 15 February 2007 13:13 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:13
	tally roll in the right position mylar guard ribbon damage pareset	arts or foreign objects head gap lever set to 1 factory
Information	Thu 15 February 2007 13:15 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:15
	sup states that the ribbon was changed last wk	
Information	Thu 15 February 2007 13:16 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:16
	factory reset done	
Advice	Thu 15 February 2007 13:16 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:16
	advice pm to do a test slip	
KEL Ref No.	Thu 15 February 2007 13:16 by uk959304 / HSH1 wims	Saved: Thu 15 February 2007 13:16
Information	Thu 15 February 2007 13:17 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:17
	sup states that it is still not working	- Y
Advice	Thu 15 February 2007 13:17 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:17
	Advise the PM that you will be reassigning their call over to local area to be allocated.	o our engineering department for an engineer in their
Advice	Thu 15 February 2007 13:17 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:17
	advice sup that due to a shortage of CP the SLA will be nex	78
Node status	Thu 15 February 2007 13:19 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:19
	CP is non operational everything else is fine	
Recommend	Thu 15 February 2007 13:19 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:19
	pls chech/swap CP call logged@ 13:11	
Access Times	Thu 15 February 2007 13:19 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:19
. 100000   111100	mon fri 0900:1730 no lunch sat 0900:1300	200 (a) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c
Open OTI	Thu 15 February 2007 13:20 by SYSADM / ASTEA	Saved: Thu 15 February 2007 13:20
Open 0 11	Automatic Open OTI ***Updated by Latoya Rodgers at 15/	
REASSIGN	Thu 15 February 2007 13:20 by uk959304 / HSH1	Saved: Thu 15 February 2007 13:20
112/100/014	Call # E-0702150566 was Reassigned from Latoya Rodge	
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch	1 call number is WH02150290
UPDATE	Thu 15 February 2007 13:24 by PATHWAY /	Saved: Thu 15 February 2007 13:26
OI BITTE	sla 16/02/2007 17:30 access mon -fri 0900-1730 sat 0900-	
UPDATE	Thu 15 February 2007 13:26 by PATHWAY /	Saved: Thu 15 February 2007 13:29
OI BATE	Call Accepted by Provider: Ref 211773	Gaved: The 131 emeany 2007 13:29
UPDATE	Thu 15 February 2007 18:31 by Dispatch 1 /	Saved: Thu 15 February 2007 18:35
OFDATE		16
REASSIGN	Job Assigned with ETA Eng: 000163 ETA: Call Being Prog	
REASSIGN	Fri 16 February 2007 08:27 by Dispatch 1 / The projected arrival date for engineer 000163 is 16 -02-20	Saved: Fri 16 February 2007 08:29 007 15:00:00 Job Assigned with ETA Eng: 000163
ENIO VIOLE	ETA: 16/02/2007 15:00:00 Call Being Progressed	Council Ed 46 Feb 0007 45:05
ENG VISIT	Fri 16 February 2007 15:15 by 000163 / ENGINEERS	Saved: Fri 16 February 2007 15:35
	Technician Information: Location: Eng: 000163 Arrival Tim-15:35:00 Repair Code: 821 Cause Code: completed Signa Requested Collected (Old) Items: Serial: HE002210719 Mc (New) ITems: Serial: HE002226896 Model: PATITH94PTF printer failure. all swapped and tested and working ok. INF ** PARTS USAGE VALIDATION INFORMATION ** INFO: Spares usage information found. INFO: Line 1: Old Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: >HE002226896< not found on equip file - so its OK. INFO serialised. INFO: Line 2: New Unit part no. is BLANK - not >126023<, Old Unit Model >PATITH94PTR<, Serial >HE0 USAGE VALIDATION INFORMATION ** INFO: Cause Co Repair Code 821 is known to D1 - AND updated OTI Auto completed and repair code 821	ature: Status: C - Delivery Complete Reason: As odel: PATITH94PTR Fault: BAD Notes: Delivered R Fault: GOOD Notes: Engineer S ummary: label O: CSR Code 000163 is known to D1 - AND updated: The number of OTI spares records found is 2. INFO: art no. is BLANK - not processed. INFO: Line 1: New : New Unit part no. >PATITH94PTR<, Serial :: Line 2: Old Unit part no. >PATITH94PTR<, is t processed. INFO: Line 2: This call is for Site 002210719
REASSIGN	Fri 16 February 2007 18:11 by Dispatch 1 /	Saved: Fri 16 February 2007 18:11

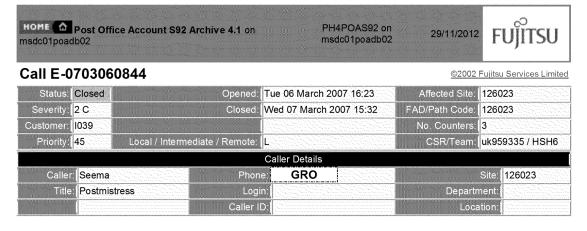
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity				
	Received call closure from Dispatch 1				
CLEAR	Fri 16 February 2007 15:35 by UK957089 / HSH2	Saved: Fri 16 February 2007 15:35			
	Call closure code of completed and repair code 821				
CLOSE	Sat 17 February 2007 13:40 by UK957089 / HSH2	Saved: Sat 17 February 2007 13:40			
	Call Close by Joseph Mould: Call closure code of completed and repair code 821				



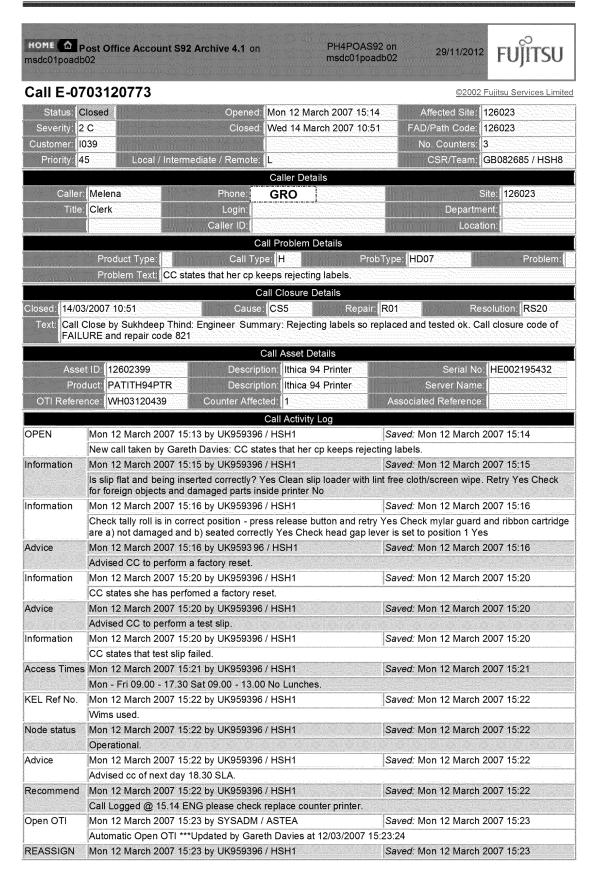
UPDATE	Mon 19 February 2007 12:41 by PATHWAY /	Saved: Mon 19 February 2007 12:43
	Access Times: Mon - Sat 09:00 - 17:30 No lunches SLA 20/	02/2007 1730
UPDATE	Mon 19 February 2007 12:43 by PATHWAY /	Saved: Mon 19 February 2007 12:47
	Call Accepted by Provider: Ref 212970	
UPDATE	Mon 19 February 2007 13:02 by PATHWAY /	Saved: Mon 19 February 2007 13:04
	UpdateFrom Touch: Schedule Updated Update Details: Sch Changed to: 20/02/2007 17:30:00 Call Being Progressed	edule Changed to: 20/02/2007 17:30:00 SLA
JPDATE	Mon 19 February 2007 19:00 by Dispatch 1 /	Saved: Mon 19 February 2007 19:03
	Job Assigned with ETA Eng: 000314 ETA: Call Being Progre	essed
JPDATE	Tue 20 February 2007 09:05 by PATHWAY /	Saved: Tue 20 February 2007 09:06
	Job Assigned with ETA Eng: ETA: Call Being Progressed	
UPDATE	Tue 20 February 2007 10:09 by Dispatch 1 /	Saved: Tue 20 February 2007 10:13
	Job Assigned with ETA Eng: 000171 ETA: Call Being Progre	essed
REASSIGN	Tue 20 February 2007 12:31 by Dispatch 1 /	Saved: Tue 20 February 2007 12:34
	The projected arrival date for engineer 000171 is 20-02-200 ETA: 20/02/2007 16:00:00 Call Being Progressed	7 16:00:00 Job Assigned with ETA Eng: 000171
ENG VISIT		
ENG VISIT	Tue 20 February 2007 14:00 by 000171 / ENGINEERS Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu	re: Status: C - Delivery Complete Reason: As
ENG VISIT	Technician Information: Location: Eng: 000171 Arrival Ti me	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 tre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was R Code 000171 is known to D1 - AND updated ** enumber of OTI spares records found is 2. INFO: no. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023<. ** END OF PARTS e completed is known to D1 - AND updated INFO:
	Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu Requested Collected (Old) Items: Serial: HE002226896 Moc (New) ITems: Serial: HE002195432 Model: PATITH94PTR I not printing labels, swapped printer and tested ok INFO: CSI PARTS USAGE VALIDATION INFORMATION ** INFO: The Spares usage information found. INFO: Line 1: Old Unit part Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: N >HE002195432< not found on equip file - so its OK. INFO: Liserialised. INFO: Line 2: New Unit part no. is BLANK - not p >126023<, Old Unit Model >PATITH94PTR<, Serial >HE002 USAGE VALIDATION INFORMATION ** INFO: Cause Code Repair Code 821 is known to D1 - AND updated OTI Auto Code Serial	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 tre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was R Code 000171 is known to D1 - AND updated ** enumber of OTI spares records found is 2. INFO: no. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023<. ** END OF PARTS e completed is known to D1 - AND updated INFO:
	Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu Requested Collected (Old) Items: Serial: HE002226896 Moc (New) ITems: Serial: HE002195432 Model: PATITH94PTR I not printing labels, swapped printer and tested ok INFO: CSI PARTS USAGE VALIDATION INFORMATION ** INFO: The Spares usage information found. INFO: Line 1: Old Unit part Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: N > HE002195432< not found on equip file - so its OK. INFO: Line 2: New Unit part no. is BLANK - not p > 126023<, Old Unit Model > PATITH94PTR<, Serial > HE002 USAGE VALIDATION INFORMATION ** INFO: Cause Code Repair Code 821 is known to D1 - AND updated OTI Auto Completed and repair code 821	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 tre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was R Code 000171 is known to D1 - AND updated ** e number of OTI spares records found is 2. INFO: no. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023<. ** END OF PARTS be completed is known to D1 - AND updated INFO: Closing this call to CM. Call closure code of Saved: Tue 20 February 2007 15:20
REASSIGN OTI Success	Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu Requested Collected (Old) Items: Serial: HE002226896 Moc (New) ITems: Serial: HE002195432 Model: PATITH94PTR I not printing labels, swapped printer and tested ok INFO: CSI PARTS USAGE VALIDATION INFORMATION ** INFO: The Spares usage information found. INFO: Line 1: Old Unit part Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: N > HE002195432< not found on equip file - so its OK. INFO: L serialised. INFO: Line 2: New Unit part no. is BLANK - not p > 126023<, Old Unit Model >PATITH94PTR<, Serial > HE00: USAGE VALIDATION INFORMATION ** INFO: Cause Code Repair Code 821 is known to D1 - AND updated OTI Auto C completed and repair co de 821  Tue 20 February 2007 15:20 by Dispatch 1 /	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 Irre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was R Code 000171 is known to D1 - AND updated ** enumber of OTI spares records found is 2. INFO: ono. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023           2226896         , is on Site >126023         ** END OF PARTS del completed is known to D1 - AND updated INFO: Closing this call to CM. Call closure code of Saved: Tue 20 February 2007 15:20 and Group HSH2 as directed by the OTIReturn activity.
REASSIGN DTI Success	Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu Requested Collected (Old) Items: Serial: HE002226896 Moc (New) ITems: Serial: HE002195432 Model: PATITH94PTR I not printing labels, swapped printer and tested ok INFO: CSI PARTS USAGE VALIDATION INFORMATION ** INFO: The Spares usage information found. INFO: Line 1: Old Unit part Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: N > HE002195432< not found on equip file - so its OK. INFO: Line 1: N > 126023<, Old Unit Model > PATITH94PTR<, Serial > HE002 USAGE VALIDATION INFORMATION ** INFO: Cause Code Repair Code 821 is known to D1 - AND updated OTI Auto Completed and repair co de 821  Tue 20 February 2007 15:20 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Actic	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 Irre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was R Code 000171 is known to D1 - AND updated ** enumber of OTI spares records found is 2. INFO: ono. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023           2226896         , is on Site >126023         ** END OF PARTS del completed is known to D1 - AND updated INFO: Closing this call to CM. Call closure code of Saved: Tue 20 February 2007 15:20 and Group HSH2 as directed by the OTIReturn activity.
REASSIGN OTI Success OTI Success	Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu Requested Collected (Old) Items: Serial: HE002226896 Moc (New) ITems: Serial: HE002195432 Model: PATITH94PTR I not printing labels, swapped printer and tested ok INFO: CSI PARTS USAGE VALIDATION INFORMATION ** INFO: The Spares usage information found. INFO: Line 1: Old Unit part Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: N > HE002195432< not found on equip file - so its OK. INFO: Line 1: N > 126023<, Old Unit Model > PATITH94PTR<, Serial > HE002USAGE VALIDATION INFORMATION ** INFO: Cause Code Repair Code 821 is known to D1 - AND updated OTI Auto Completed and repair co de 821  Tue 20 February 2007 15:20 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Actic Received call closure from Dispatch 1	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 tre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was Read to the Code 000171 is known to D1 - AND updated *** e number of OTI spares records found is 2. INFO: no. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023<. ** END OF PARTS be completed is known to D1 - AND updated INFO: Closing this call to CM. Call closure code of Saved: Tue 20 February 2007 15:20 and Group HSH2 as directed by the OTIReturn activity on Group HSH2 as directed by the OTIReturn activity
REASSIGN DTI Success DTI Success	Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu Requested Collected (Old) Items: Serial: HE002226896 Moc (New) ITems: Serial: HE002195432 Model: PATITH94PTR I not printing labels, swapped printer and tested ok INFO: CSI PARTS USAGE VALIDATION INFORMATION ** INFO: The Spares usage information found. INFO: Line 1: Old Unit part Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: N > HE002195432< not found on equip file - so its OK. INFO: Is serialised. INFO: Line 2: New Unit part no. is BLANK - not p > 126023<, Old Unit Model >PATITH94PTR<, Serial > HE002 USAGE VALIDATION INFORMATION ** INFO: Cause Code Repair Code 821 is known to D1 - AND updated OTI Auto Completed and repair co de 821  Tue 20 February 2007 15:20 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Actic Received call closure from Dispatch 1  Tue 20 February 2007 14:10 by UK957089 / HSH2	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 tre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was R Code 000171 is known to D1 - AND updated ** e number of OTI spares records found is 2. INFO: no. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023<. ** END OF PARTS be completed is known to D1 - AND updated INFO: Closing this call to CM. Call closure code of Saved: Tue 20 February 2007 15:20 on Group HSH2 as directed by the OTIReturn activity on Group HSH2 as directed by the OTIReturn activity
REASSIGN DTI Success	Technician Information: Location: Eng: 000171 Arrival Ti me 14:10:00 Repair Code: 821 Cause Code: completed Signatu Requested Collected (Old) Items: Serial: HE002226896 Moc (New) ITems: Serial: HE002195432 Model: PATITH94PTR I not printing labels, swapped printer and tested ok INFO: CSI PARTS USAGE VALIDATION INFORMATION ** INFO: The Spares usage information found. INFO: Line 1: Old Unit part Unit part no. >PATITH94PTR<, is serialised. INFO: Line 1: N > HE002195432< not found on equip file - so its OK. INFO: Line 1: N > 126023<, Old Unit Model > PATITH94PTR<, Serial > HE002USAGE VALIDATION INFORMATION ** INFO: Cause Code Repair Code 821 is known to D1 - AND updated OTI Auto Completed and repair co de 821  Tue 20 February 2007 15:20 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Actic Received call closure from Dispatch 1	: 20/02/2007 14:00:00 Job Completed: 20/02/2007 tre: Status: C - Delivery Complete Reason: As del: PATITH94PTR Fault: BAD Notes: Delivered Fault: GOOD Notes: Engineer Summary: printer was R Code 000171 is known to D1 - AND updated ** e number of OTI spares records found is 2. INFO: no. is BLANK - not processed. INFO: Line 1: New New Unit part no. >PATITH94PTR<, Serial Line 2: Old Unit part no. >PATITH94PTR<, is processed. INFO: Line 2: This call is for Site 2226896<, is on Site >126023<. ** END OF PARTS be completed is known to D1 - AND updated INFO: Closing this call to CM. Call closure code of Saved: Tue 20 February 2007 15:20 on Group HSH2 as directed by the OTIReturn activity on Group HSH2 as directed by the OTIReturn activity



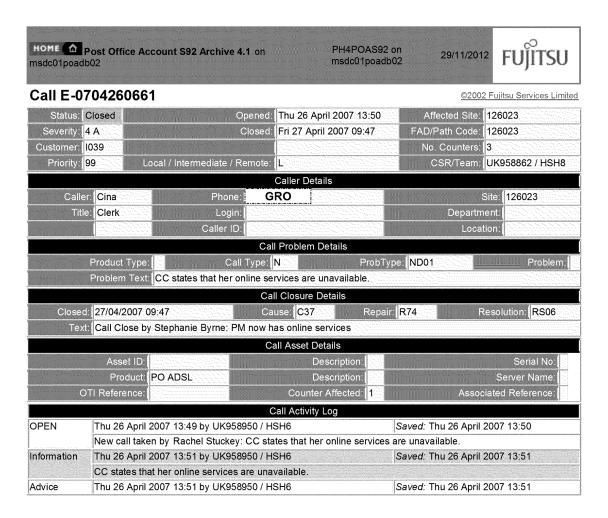




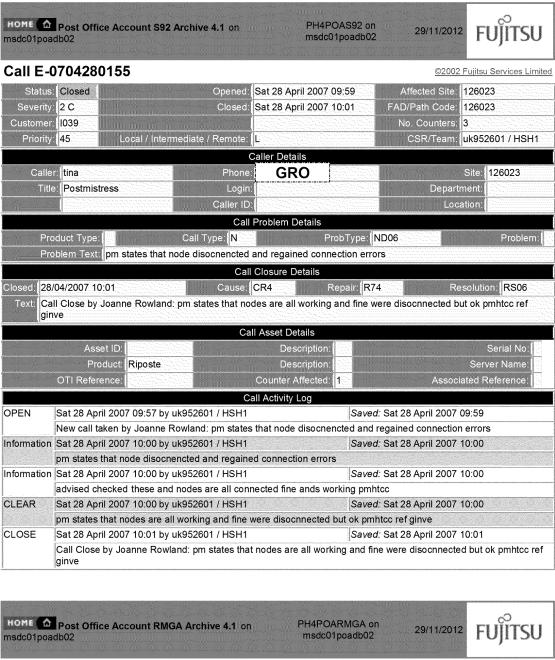
		Call Problem Details		
	Product Type:	Call Type: H	ProbType: HD07	Problem:
	Problem Text: pm states cp			
		Call Closure Details		
Closed: 07/0	03/2007 15:32	Cause: CS5	Repair: R01	Resolution: RS20
Text: Call	Close by Tracy Scott: Enginee	r Summary: not print slips or la		ed all ok
emelocaticismi etimorticalistationessi il		Call Asset Details		
As	set ID: 12602399	Description: Ithica	94 Printer	Serial No:
P	roduct: PATITH94PTR	Description: Ithica	minore dimensional designation of the second	Server Name:
	erence: WH03060418	Counter Affected: 2		Associated Reference:
		Call Activity Log	A CONTRACTOR OF THE CONTRACTOR	18 11
OPEN	Tue 06 March 2007 16:22 by U		Saved: Tue 06	6 March 2007 16:23
OI LIV	New call taken by Sam Clarke	***************************************	: <u>\$</u>	Water 2007 To.20
Advice	Tue 06 March 2007 16:24 by U			March 2007 16:24
	advised pm to leave printer, ar			
Node status	Tue 06 March 2007 16:25 by L		Saved: Tue 06	March 2007 16:25
	operationaol		- E	
Access Times	Tue 06 March 2007 16:25 by U	JK958861 / HSH6	Saved: Tue 06	March 2007 16:25
	mon-fri-0900-1730 sat-0900-1	300		
Recommend	Tue 06 March 2007 16:25 by U	JK958861 / HSH6	Saved: Tue 06	March 2007 16:25
	please check/swap cp call logg	ged at 16:23		
Open OTI	Tue 06 March 2007 16:25 by S	SYSADM / ASTEA	Saved: Tue 06	March 2007 16:25
	Automatic Open OTI ***Update	ed by Sam Clarke at 06/03/200	7 16:25:42	
REASSIGN	Tue 06 March 2007 16:25 by U	JK958861 / HSH6	Saved: Tue 06	March 2007 16:25
	Call # E-0703060844 was Rea	issigned from Sam Clarke, Gro	oup HSH6 to Group UK	SS1
OTI Success	New call sent to Dispatch 1			
OTI Success	Received an Acknowledgeme	nt from Dispatch 1 Dispatch 1	call number is WH03060	1418
UPDATE	Tue 06 March 2007 16:55 by F			March 2007 16:58
	mon-fri-0900-1730 sat-0900-1			
UPDATE	Tue 06 March 2007 16:57 by F			6 March 2007 16:59
	Call Accepted by Provider: Re		3 : E	
UPDATE	Tue 06 March 2007 18:54 by E	Dispatch 1 /	Saved: Tue 06	March 2007 18:55
	Job Assigned with ETA Eng: 0	00314 ETA: Call Being Progre	ssed	
ENG VISIT	Wed 07 March 2007 12:00 by	000314 / ENGINEERS	Saved: Wed 0	7 March 2007 12:15
	Technician Information: Location 12:15:00 Repair Code: 821 Carequested Collected (Old) Iter (New) ITems: Serial: HE00216 Slips or lables, exchanged & te USAGE VALIDATION INFORMUS usage information found. INFORMUS and on equip file with custom PATITH94PTR<, is serial found on equip file with custom PATITH94PTR<, is serial found on File Parts USAGE VALUP OF PARTS USAGE VALUP OF PARTS USAGE VALUP AUD OF PARTS USAGE VALUP OF CODE SCOOL OF COMPLETE OF CODE SCOOL OF	TUSE CODE: completed Signatures: Serial: HE002163062 Model: PATITH94PTR Fested all ok INFO: CSR Code (MATION ** INFO: The number D: Line 1: Old Unit part no. is Blised. INFO: Line 1: New Unit part number >: INHOUSE< - so d. INFO: Line 2: New Unit part Not INFO: Line AND Upda	re: Status: C - Delivery el: PATITH94PTR Fault Fault: GOOD Notes: End 000314 is known to D1 of OTI spares records f LANK - not processed. Dart no. >PATITH94PTR its OK. INFO: Line 2: O no. is BLANK - not proc Serial >HE002163062<, NFO: Cause Code comp	Complete Reason: As: BAD Notes: Delivered ineer Summary: not print - AND updated ** PARTS ound is 2. INFO: Spares INFO: Line 1: New Unit part <<, Serial >HE002167799 < Id Unit part no. sessed. INFO: Line 2: This is on Site >126023 <. ** leted is known to D1 - AND
REASSIGN	Wed 07 March 2007 15:30 by Dispatch 1 / Saved: Wed 07 March 2007 15:30  OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity			
OTI Success	OTI monitor reassigned this ca	•		
OTI Success	-	•	ii Gioup Hono as uirect	ed by the OTHReturn activity
	Received call closure from Dis	A		
CLEAR	Wed 07 March 2007 12:15 by	***************************************	.3	7 March 2007 12:15
	Engineer Summary: not print s	····	sted all ok.821	
CLOSE	Wed 07 March 2007 15:32 by		0	7 March 2007 15:32



	Call # E-0703120773 was Reassigned from Gareth Davies, Group HSH1 to Group UKSS1			
OTI Success	New call sent to Dispatch 1			
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH03120439			
UPDATE	Mon 12 March 2007 15:27 by PATHWAY /	Saved: Mon 12 March 2007 16:09		
	Mon - Fri 09.00 - 17.30 Sat 09.00 - 13.00 No Lunches. sla	a 13/03/2007 17:30		
UPDATE	Mon 12 March 2007 15:29 by PATHWAY /	Saved: Mon 12 March 2007 16:21		
	Call Accepted by Provider: Ref 236320			
UPDATE	Mon 12 March 2007 19:33 by Dispatch 1 /	Saved: Mon 12 March 2007 19:35		
	Job Assigned with ETA Eng: 000314 ETA: Call Being Pro-	gressed		
ENG VISIT	Tue 13 March 2007 13:00 by 000314 / ENGINEERS	Saved: Tue 13 March 2007 13:10		
	Engineer Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821			
REASSIGN	Wed 14 March 2007 10:28 by Dispatch 1 /	Saved: Wed 14 March 2007 10:28		
	OTI monitor reassigned this call from Dispatch 1 to the Act ion Group HSH1 as directed by the OTIReturn activity			
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity			
OTI Success	Received call closure from Dispatch 1			
CLEAR	Tue 13 March 2007 13:10 by GB082685 / HSH8	Saved: Tue 13 March 2007 13:10		
	Engineer Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821			
CLOSE	Wed 14 March 2007 10:51 by GB082685 / HSH8	Saved: Wed 14 March 2007 10:51		
	Call Close by Sukhdeep Thind: Engineer Summary: Rejecting labels so replaced and tested ok. Call closure code of FAILURE and repair code 821			



	advised network test x2	
Information	Thu 26 April 2007 13:51 by UK958950 / HSH6	Saved: Thu 26 April 2007 13:51
	network test failed	
Advice	Thu 26 April 2007 13:54 by UK958950 / HSH6	Saved: Thu 26 April 2007 13:54
	advised that i will healthcheck x2 and CC will be on hold	
nformation	Thu 26 April 2007 13:55 by UK958950 / HSH6	Saved: Thu 26 April 2007 13:55
	CC hung up	
Contacted	Thu 26 April 2007 13:55 by UK958950 / HSH6	Saved: Thu 26 April 2007 13:55
	contacting po	
Information	Thu 26 April 2007 13:55 by UK958950 / HSH6	Saved: Thu 26 April 2007 13:55
	engaged	
Information	Thu 26 April 2007 13:55 by uk952601 / HSH1	Saved: Thu 26 April 2007 13:55
	advised pm called to reboto gw node now talked through calling	g back in 20 mins
Repeat Call	Thu 26 April 2007 14:35 by uk959667 / HSH8	- Saved: Thu 26 April 2007 14:35
	Pm calling regarding this issue	
Information	Thu 26 April 2007 14:38 by uk959667 / HSH8	Saved: Thu 26 April 2007 14:38
	Health Checks 1. 100% packet loss 2. 100% packet loss	
Information	Thu 26 April 2007 14:40 by uk959667 / HSH8	Saved: Thu 26 April 2007 14:40
	Network tests 1. Cannot contact server 2. Cannot contact server	
Information	Thu 26 April 2007 14:42 by uk959667 / HSH8	Saved: Thu 26 April 2007 14:42
	ADSL (UNSET) PSTN: 01932 354066	3
Access Times	Thu 26 April 2007 14:43 by uk959667 / HSH8	Saved: Thu 26 April 2007 14:43
. 100000 7 111100	Mon - Fri: 09;00 - 17;30 Sat: 09;00 - 13:00	earea, ma zer pin zeer i me
Information	Thu 26 April 2007 14:43 by uk959667 / HSH8	Saved: Thu 26 April 2007 14:43
	1. Does PM see any error codes? 00000111 2. Are all counter correctly? Checked 4. Is the telephone line working? (if NO oblinoise / interferance on the line? - if yes advise PM to log a call	tain a contact number) This works 5. Is there any
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Information Repeat Call Advice REASSIGN Contacted Information	correctly? Checked 4. Is the telephone line working? (if NO obinoise / interferance on the line? - if yes advise PM to log a call equipment None. 6. Have any changes taken place on site? (R any external or Fujitsu engineer attended site? - if yes what wa Has any external work taken place? (Road works, BT engineer changes to the telephone line? (Change of service provider / n got on this telephone number? Site has 2 lines. 11. What is ins SKY, E-Top up, pay station, lottery terminal Telephone and fax phones on the extensions? Yes, 1. 13. Are there any other BT barring?) No. 14. Have ROMEC attended site or advised of an anything been identified that coincides with the time of communiphone is being used, other equipment being used? No. If PM h Thu 26 April 2007 14:50 by uk959667 / HSH8  Call # E-0704260661 was Reassigned from Rachel Stuckey, Call # E-0704260661 was Reassigned from Group DESK COM Fri 27 April 2007 15:40 by UK959245 / HSH5  Advised CC issue is still under investgation  Fri 27 April 2007 08:34 by UK957089 / Desk Comms  Call # E-0704260661 was Reassigned from Group DESK COM Fri 27 April 2007 09:33 by uk959331 / HSH8  contacted PO  Fri 27 April 2007 09:34 by uk959331 / HSH8  no answer	tain a contact number) This works 5. Is there any I with BT but ensure they have ruled out there own tefurbishment, new equipment, etc.) None. 7. Has as the purpose and what was the outcome? No. 8. rs, water works) None. 9. Have there been any umber) No. 10. How many extensions has the PM stalled on these extensions? IE: FAX, Telephone, or run on same line 12. Are there any cordless ser vices on this telephone line? (call divert? Call y issues with the alarm service? No. 15. Has nication failures? i.e. pattern of time e ach day, has additional extensions    Saved: Thu 26 April 2007 14:50     Saved: Thu 26 April 2007 14:51     Saved: Thu 26 April 2007 15:38     Saved: Thu 26 April 2007 15:40     Saved: Fri 27 April 2007 09:33     Saved: Fri 27 April 2007 09:33     Saved: Fri 27 April 2007 09:34
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Information Repeat Call Advice REASSIGN Contacted Information Contacted	correctly? Checked 4. Is the telephone line working? (if NO obinoise / interferance on the line? - if yes advise PM to log a call equipment None. 6. Have any changes taken place on site? (R any external or Fujitsu engineer attended site? - if yes what wa Has any external work taken place? (Road works, BT engineer changes to the telephone line? (Change of service provider / n got on this telephone number? Site has 2 lines. 11. What is ins SKY, E-Top up, pay station, lottery terminal Telephone and fax phones on the extensions? Yes, 1. 13. Are there any other BT barring?) No. 14. Have ROMEC attended site or advised of an anything been identified that coincides with the time of communiphone is being used, other equipment being used? No. If PM h Thu 26 April 2007 14:50 by uk959667 / HSH8  Call # E-0704260661 was Reassigned from Rachel Stuckey, C Thu 26 April 2007 14:51 by uk959667 / HSH8  Voiced jerome at CMT  Thu 26 April 2007 15:38 by UK959245 / HSH5  CC has called for an update  Thu 26 April 2007 15:40 by UK959245 / HSH5  Advised CC issue is stil under investgation  Fri 27 April 2007 08:34 by UK957089 / Desk Comms  Call # E-0704260661 was Reassigned from Group DESK COM  Fri 27 April 2007 09:33 by uk959331 / HSH8  contacted PO  Fri 27 April 2007 09:34 by uk959862 / HSH8  no answer  Fri 27 April 2007 09:47 by UK958862 / HSH8  contacting PM PM states Online Services are now available	tain a contact number) This works 5. Is there any I with BT but ensure they have ruled out there own tefurbishment, new equipment, etc.) None. 7. Has as the purpose and what was the outcome? No. 8. rs, water works) None. 9. Have there been any umber) No. 10. How many extensions has the PM stalled on these extensions? IE: FAX, Telephone, r run on same line 12. Are there any cordless ser vices on this telephone line? (call divert? Call y issues with the alarm service? No. 15. Has nication failures? i.e. pattern of time e ach day, has additional extensions    Saved: Thu 26 April 2007 14:50     Saved: Thu 26 April 2007 14:51     Saved: Thu 26 April 2007 15:38     Saved: Thu 26 April 2007 15:40     Saved: Fri 27 April 2007 09:34     Saved: Fri 27 April 2007 09:34     Saved: Fri 27 April 2007 09:47
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Information Repeat Call Advice REASSIGN Contacted Information Contacted CLEAR	correctly? Checked 4. Is the telephone line working? (if NO obinoise / interferance on the line? - if yes advise PM to log a call equipment None. 6. Have any changes taken place on site? (R any external or Fujitsu engineer attended site? - if yes what wa Has any external work taken place? (Road works, BT engineer changes to the telephone line? (Change of service provider / n got on this telephone number? Site has 2 lines. 11. What is ins SKY, E-Top up, pay station, lottery terminal Telephone and fax phones on the extensions? Yes, 1. 13. Are there any other BT barring?) No. 14. Have ROMEC attended site or advised of an anything been identified that coincides with the time of communiphone is being used, other equipment being used? No. If PM in Thu 26 April 2007 14:50 by uk959667 / HSH8  Call # E-0704260661 was Reassigned from Rachel Stuckey, Communication of the provided from the pro	tain a contact number) This works 5. Is there any I with BT but ensure they have ruled out there own tefurbishment, new equipment, etc.) None. 7. Has as the purpose and what was the outcome? No. 8. rs, water works) None. 9. Have there been any umber) No. 10. How many extensions has the PM stalled on these extensions? IE: FAX, Telephone, r run on same line 12. Are there any cordless ser vices on this telephone line? (call divert? Call y issues with the alarm service? No. 15. Has nication failures? i.e. pattern of time e ach day, ias additional extensions    Saved: Thu 26 April 2007 14:50
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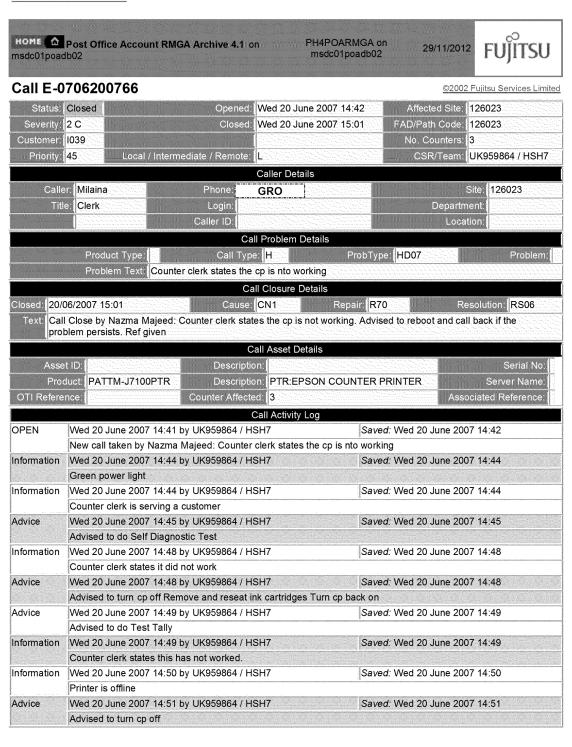




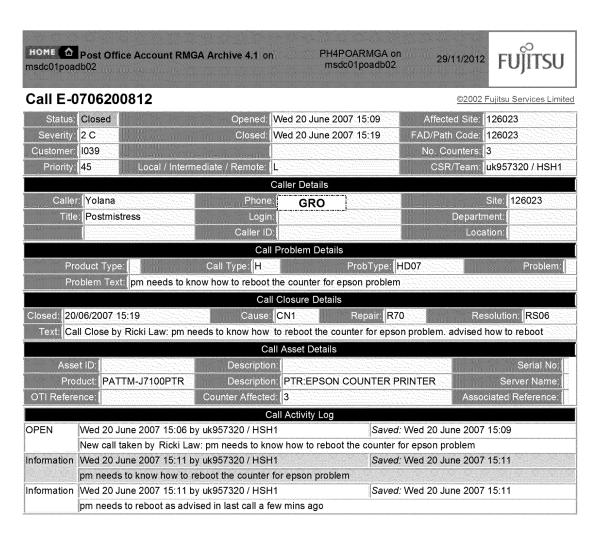
	Problem Text: CC states t	hat her cp on node 3 has no power.		
		Call Closure Details		
Closed: 03/0	5/2007 14:16	Cause: C08	air: RC9	Resolution: RS27
Text: Call	Close by Sukhdeep Thind: p	om called. can we cancel the engineer	visit. the printer is now	working.
		Call Asset Details		
Asset	t ID: 12602399	Description: Ithica 94 Printer	Seria	No: HE002015536
Prod	luct: PATITH94PTR	Description: Ithica 94 Printer	Server Na	ame:
OTI Referer	nce: WH05030173	Counter Affected: 3	Associated Refere	nce:
	And distribution	Call Activity Log		
OPEN	Thu 03 May 2007 12:00 by	UK959396 / HSH1	Saved: Thu 03 Ma	ay 2007 12:01
	New call taken by Gareth D	vavies: CC states that her cp on node 3	3 has no power.	
Advice	Thu 03 May 2007 12:02 by	UK959396 / HSH1	Saved: Thu 03 Ma	ay 2007 12:02
	Is printer powered on? No	Visually check cables Yes all ok.		
Access Times	Thu 03 May 2007 12:02 by	UK959396 / HSH1	Saved: Thu 03 Ma	ay 2007 12:02
	Mon - Fri 09.00 - 17.30 Sat	09.00 - 13.00 No Lunch		**************************************
KEL Ref No.	Thu 03 May 2007 12:03 by	UK959396 / HSH1	Saved: Thu 03 Ma	ay 2007 12:03
	Wims used.			
Node status	Thu 03 May 2007 12:03 by	UK959396 / HSH1	Saved: Thu 03 Ma	ay 2007 12:03
	Operational;		3	
Advice	Thu 03 May 2007 12:03 by	UK959396 / HSH1	Saved: Thu 03 Ma	ay 2007 12:03
	Advised CC of next day 18.		1	
Recommend	Thu 03 May 2007 12:03 by		Saved: Thu 03 Ma	av 2007 12:03
	**************************************	please check/replace counter printer.	3	,
Open OTI	Thu 03 May 2007 12:04 by		Saved: Thu 03 Ma	av 2007 12:04
		dated by Gareth Davies at 03/05/2007		
REASSIGN	Thu 03 May 2007 12:04 by		Saved: Thu 03 Ma	av 2007 12:04
	<u> </u>	Reassigned from Gareth Davies, Grou		
OTI Success		,,	r	- •
	New call sent to Dispatch 1			
OTI Success	Received an Acknowledger	ment from Dispatch 1 Dispatch 1 call n	umber is WH05030173	
UPDATE	Thu 03 May 2007 12:08 by	PATHWAY /	Saved: Thu 03 Ma	ay 2007 12:10
	Call Accepted by Provider:	Ref 256585		
Repeat Call	Thu 03 May 2007 12:18 by	GB082227 / HSH1	Saved: Thu 03 Ma	ay 2007 12:18
	pm called. can we cancel th	ne engineer visit. the printer is now wo	rking.	
OTI Success	An add has been sent to Di	spatch 1		
Escalate	Thu 03 May 2007 12:19 by	GB082227 / HSH1	Saved: Thu 03 Ma	ay 2007 12:19
	voiced cancellation to fms.		-3	
OTI Success	An add has been sent to Di	snatch 1		
nformation	Thu 03 May 2007 12:27 by		Saved: Thu 03 Ma	av 2007 12:27
monnation	voiced cancellation to louise		Joaved. The Collins	29 2001 12.21
OTI Success				
4.5.00 (0.00)	An add has been sent to Di			
JPDATE	Thu 03 May 2007 12:31 by	•	Saved: Thu 03 Ma	ay 2007 12:33
	Programme and the second secon	g: 000165 ETA: Call Being Progressed		
ENG VISIT	Thu 03 May 2007 12:25 by	n interestatura en espera de la companya de la comp	Saved: Thu 03 Ma	
	12:25:00 Repair Code: 821 (Cancel By Phone) Collecte MICHELLE FROM FJ INFO INFORMATION ** INFO: N OF PARTS USAGE VALID	cation: Eng. 000165 Arrival Time: 03/0 Cause Code: completed Signature: Sed (Old) Items: Delivered (New) ITems D: CSR Code 000165 is known to D1 - o valid spares usage data found. INFO ATION INFORMATION ** INFO: Caus e 821 is known to D1 - AND updated (approache)	tatus: C - Delivery Con :: Engineer Summary: C - AND updated ** PART D: No spares usage data se Code completed is ki	nplete Reason: CBP CALL CANCELLED BY S USAGE VALIDATION a was provided. ** END nown to D1 - AND
REASSIGN	Thu 03 May 2007 12:33 by		Saved: Thu 03 Ma	av 2007 12:33
/.001014	E	s call from Dispatch 1 to the Action Gro		
OTI Success	•	• •	•	
O I I Ouddead	OII monitor reassigned this	s call from Dispatch 1 to the Action Gro	oup HSH1 as directed b	y the OTIReturn activity

	Received call closure from Dispatch 1		
CLEAR	Thu 03 May 2007 12:25 by GB082685 / HSH1	Saved: Thu 03 May 2007 12:25	
	pm called. can we cancel the engineer visit. the printer is now working.		
CLOSE	Thu 03 May 2007 14:16 by GB082685 / HSH1	Saved: Thu 03 May 2007 14:16	
	Call Close by Sukhdeep Thind: pm called. can we cancel the engineer visit. the printer is now working.		

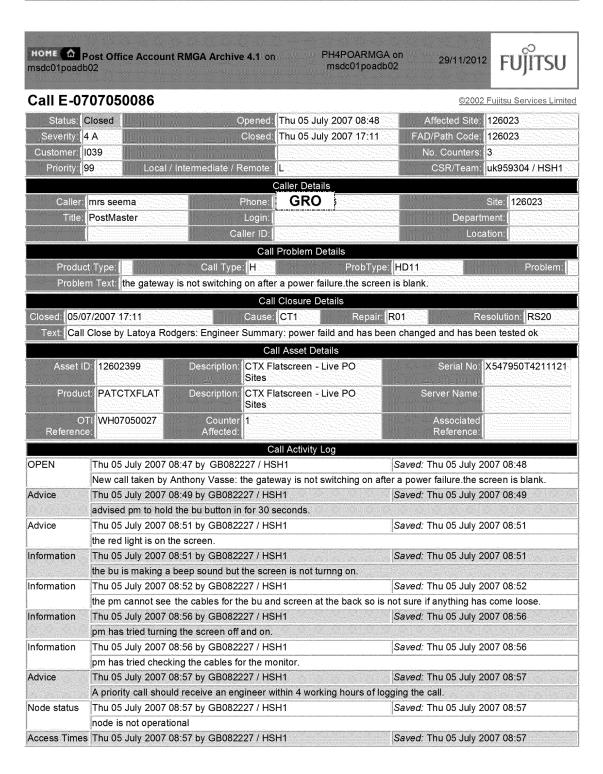
#### This call has remarks



Advice	Wed 20 June 2007 14:51 by UK959864 / HSH7	Saved: Wed 20 June 2007 14:51		
	Advised to visually check the cables			
Information	Wed 20 June 2007 14:51 by UK959864 / HSH7	Saved: Wed 20 June 2007 14:51		
	Counter clerk states they are fine			
Advice	Wed 20 June 2007 14:52 by UK959864 / HSH7	Saved: Wed 20 June 2007 14:52		
	Advised to turn the cp on Test Tally			
Information	Wed 20 June 2007 14:53 by UK959864 / HSH7	Saved: Wed 20 June 2007 14:53		
	Counter clerk states the printer is still offline.			
Information	Wed 20 June 2007 14:57 by UK959864 / HSH7	Saved: Wed 20 June 2007 14:57		
	SERIAL NUMBER: JVVG019608 LOT NUMBER: POH2511			
Advice	Wed 20 June 2007 14:59 by UK959864 / HSH7	Saved: Wed 20 June 2007 14:59		
	Advised to reboot			
Information	Wed 20 June 2007 15:00 by UK959864 / HSH7	Saved: Wed 20 June 2007 15:00		
	Counter clerk happy to do this			
KEL Ref No.	Wed 20 June 2007 15:00 by UK959864 / HSH7	Saved: Wed 20 June 2007 15:00		
	wims used PSE Andrew			
CLEAR	Wed 20 June 2007 15:00 by UK959864 / HSH7	Saved: Wed 20 June 2007 15:00		
	Advised to reboot and call back if the problem persists.			
CLOSE	Wed 20 June 2007 15:01 by UK959864 / HSH7	Saved: Wed 20 June 2007 15:01		
	Call Close by Nazma Majeed: Counter clerk states the cp is not working. Advised to reboot and call back if the problem persists. Ref given			



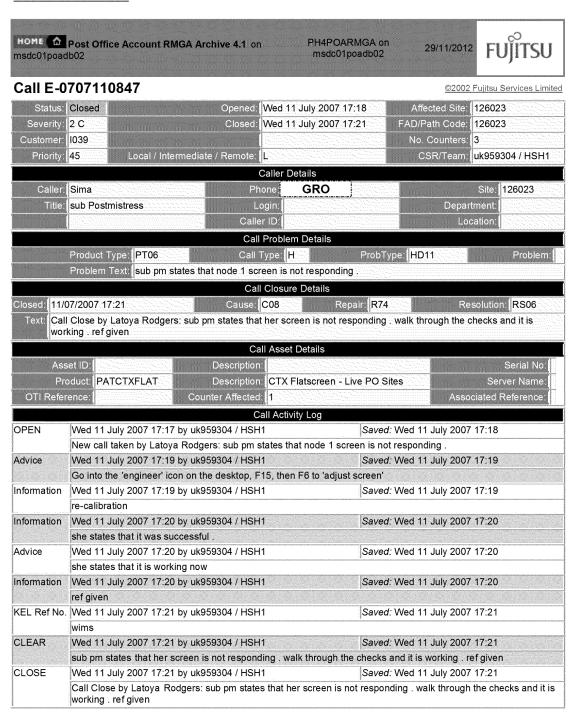
Advice	Wed 20 June 2007 15:19 by uk957320 / HSH1	Saved: Wed 20 June 2007 15:19		
	advised how to reboot			
CLEAR	Wed 20 June 2007 15:19 by uk957320 / HSH1 Saved: Wed 20 June 2007 15:19			
	pm needs to know how to reboot the counter for epson problem. advised how to reboot			
CLOSE	Wed 20 June 2007 15:19 by uk957320 / HSH1	Saved: Wed 20 June 2007 15:19		
	Call Close by Ricki Law: pm needs to know how to reboot the counter for epson problem. advised how to reboot			

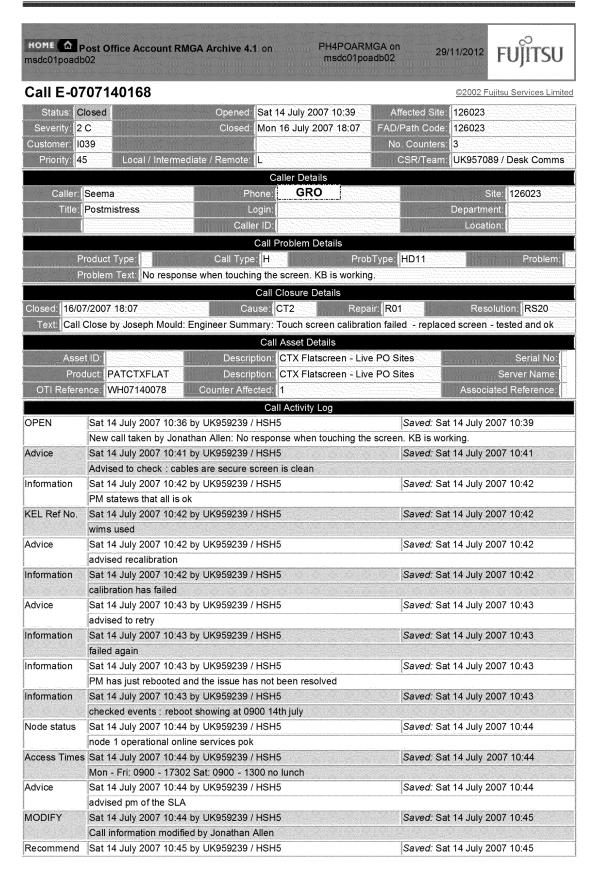


	confirmed access times mon to fri 0900 -1730 sat 0900 -	1300 access during lunch periods
Recommend	Thu 05 July 2007 08:57 by GB082227 / HSH1	Saved: Thu 05 July 2007 08:57
	call logged at 08.48 recommend an engineer chk/swap th	e gateway bu.
MODIFY	Thu 05 July 2007 09:00 by GB082227 / HSH1	Saved: Thu 05 July 2007 09:01
	Call information modified by Anthony Vasse Call Type: fro 'Riposte' to 'PATCTXFLAT' Serial #: to 'X547950T421112	
Information	Thu 05 July 2007 09:01 by GB082227 / HSH1	Saved: Thu 05 July 2007 09:01
	checked by pse. the online services are down for this office	ce. the health check failed twice.
Information	Thu 05 July 2007 09:03 by GB082227 / HSH1	Saved: Thu 05 July 2007 09:03
	the keyboard light is on green. nothing is touching the key	board.
Node status	Thu 05 July 2007 09:04 by GB082227 / HSH1	Saved: Thu 05 July 2007 09:04
	node is not operational	
Access Times	Thu 05 July 2007 09:04 by GB082227 / HSH1	Saved: Thu 05 July 2007 09:04
	confirmed access times mon to fri 0900 -1730 sat 0900 -	1300 access during lunch periods
Recommend	Thu 05 July 2007 09:04 by GB082227 / HSH1	Saved: Thu 05 July 2007 09:04
	call logged at 08.48 recommend an engineer chk/swap the	e gateway bu.
Open OTI	Thu 05 July 2007 09:05 by SYSADM / ASTEA	Saved: Thu 05 July 2007 09:05
	Automatic Open OTI ***Updated by Anthony Vasse at 05/	07/2007 09:05:01
REASSIGN	Thu 05 July 2007 09:04 by GB082227 / HSH1	Saved: Thu 05 July 2007 09:05
	Call # E-0707050086 was Reassigned from Anthony Vas	se, Group HSH1 to Group UKSS1
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch	1 call number is WH07050027
UPDATE	Thu 05 July 2007 09:08 by PATHWAY /	Saved: Thu 05 July 2007 09:11
	D1 Calculated SLA is 05/07/07 at 13:00	
UPDATE	Thu 05 July 2007 09:11 by PATHWAY /	Saved: Thu 05 July 2007 09:14
	Call Accepted by Provider: Ref 281883	
Information	Thu 05 July 2007 09:40 by 091017 / UKSS2	Saved: Thu 05 July 2007 09:40
	EMAILED TO SIMON WITH SLA OF 1248	
OTI Success	An add has been sent to Dispatch 1	
UPDATE	Thu 05 July 2007 09:53 by PATHWAY /	Saved: Thu 05 July 2007 09:56
	UpdateFrom Touch: Interim Update Update Details: sla ul 12:48:00 SLA Changed to: 05/07/2007 12:48:00 Call Bein	odated by sarah at fj Schedule Changed to: 05/07/2007
UPDATE	Thu 05 July 2007 10:42 by Dispatch 1 /	Saved: Thu 05 July 2007 10:44
	Job Assigned with ETA Eng: 000208 ETA: Call Being Pro	/k =
REASSIGN	Thu 05 July 2007 10:45 by Dispatch 1 /	Saved: Thu 05 July 2007 10:47
	The projected arrival date for engineer 000208 is 05-07-2 ETA: 05/07/2007 11:30:00 Call Being Progressed	
Information	Thu 05 July 2007 14:14 by 091017 / UKSS2	Saved: Thu 05 July 2007 14:14
	KIM AT TOUCH ADVISES CALL COMPLETED AWAITIN	IG CLOSURES
OTI Success	An add has been sent to Dispatch 1	
ENG VISIT	Thu 05 July 2007 12:25 by 000208 / ENGINEERS	Saved: Thu 05 July 2007 12:35
LING VIOIT	Technician Information: Location: Eng: 000208 Arrival Tin	
	12:35:00 Repair Code: 821 Cause Code: completed Sign. Requested Collected (Old) Items: Serial: NA Model: PATC (New) ITems: Serial: NA Model: PATCTX-MAINS-ADAPT faild and has been changed and has been tested ok INFO PARTS USAGE VALIDATION INFORMATION ** INFO: TSPATES usage information found. INFO: Line 1: Old Unit p Unit part no. >PATCTX-MAINS-ADAPTOR<, is not seriall ADAPTOR<, is not serialised. INFO: Line 2: New Unit part exchange equipment were found - all items discarded. ** INFORMATION ** INFO: Cause Code completed is know known to D1 - AND updated OTI Auto Closing this call to 821	ature: Status: C - Delivery Complete Reason: As CTX -MAINS-ADAPTOR Fault: BAD Notes: Delivered FOR Fault: GOOD Notes: Engineer Summary: power CSR Code 000208 is known to D1 - AND updated ** The number of OTI spares records found is 2. INFO: art no. is BLANK - not processed. INFO: Line 1: New ised. INFO: Line 2: Old Unit part no. >PATCTX-MAINS-t no. is BLANK - not processed. INFO: No pairs of END OF PARTS USAGE VALIDATION in to D1 - AND updated INFO: Repair Code 821 is
REASSIGN	Thu 05 July 2007 14:40 by Dispatch 1 /	Saved: Thu 05 July 2007 14:40
	OTI monitor reassigned this call from Dispatch 1 to the Ac	ction Group HSH1 as directed by the OTIReturn activity
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Ac	tion Group HSH1 as directed by the OTIReturn activity
	e i i incintor i caccignoù ano can nom Biopator. I to are i te	and the control of th

CLEAR	Thu 05 July 2007 12:35 by uk959304 / HSH1	Saved: Thu 05 July 2007 12:35
	Engineer Summary: power faild and has been changed an	d has been tested ok
CLOSE	Thu 05 July 2007 17:11 by uk959304 / HSH1	Saved: Thu 05 July 2007 17:11
	Call Close by Latoya Rodgers: Engineer Summary: power faild and has been changed and has been tested ok	

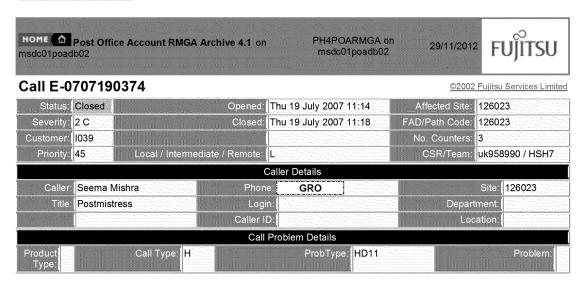
#### This call has remarks



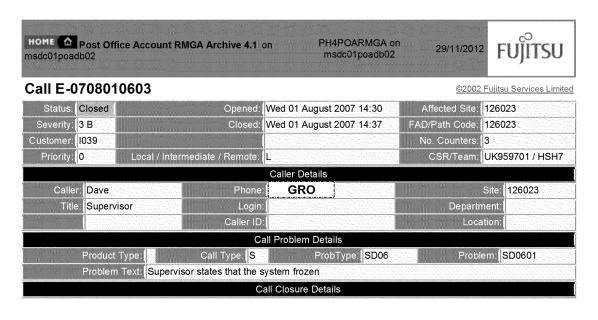


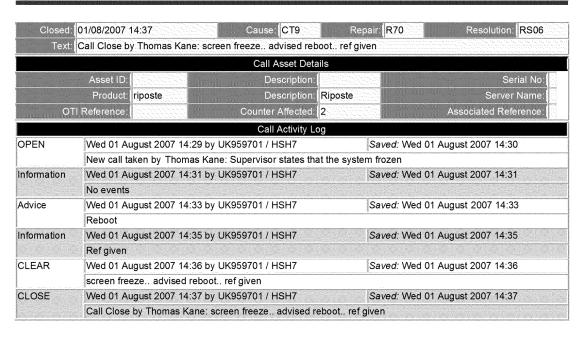
	call logged at 10:39 +++++++++++++++++++++ENGI	R to check /swap the CTX monitor		
Open OTI	Sat 14 July 2007 10:47 by SYSADM / ASTEA	Saved: Sat 14 July 2007 10:47		
	Automatic Open OTI ***Updated by Jonathan Allen at 14	/07/2007 10:47:22		
REASSIGN	Sat 14 July 2007 10:47 by UK959239 / HSH5	Saved: Sat 14 July 2007 10:47		
	Call # E-0707140168 was Reassigned from Jonathan Allen, Group HSH5 to Group UKSS1			
OTI Success	New call sent to Dispatch 1			
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatc	h 1 call number is WH07140078		
JPDATE	Sat 14 July 2007 10:49 by PATHWAY /	Saved: Sat 14 July 2007 10:52		
	D1 Calculated SLA is 16/07/07 at 17:30			
JPDATE	Sat 14 July 2007 10:51 by PATHWAY /	Saved: Sat 14 July 2007 10:55		
	Call Accepted by Provider: Ref 285784			
UPDATE	Sun 15 July 2007 12:14 by Dispatch 1 /	Saved: Sun 15 July 2007 12:17		
	Job Assigned with ETA Eng: 000162 ETA: Call Being Pr	ogressed		
ENG VISIT	Mon 16 July 2007 15:15 by 000162 / ENGINEERS	Saved: Mon 16 July 2007 15:30		
	(New) ITems: Serial: X547935T4210412 Model: PATCT: screen calibration failed - replaced screen - tested and cupdated ** PARTS USAGE VALIDATION INFORMATIO 2. INFO: Spares usage information found. INFO: Line 1: 1: New Unit part no. >PATCTXFLAT<, is serialised. INFO: x547935T4210412< not found on equip file - so its OK serialised. INFO: Line 2: New Unit part no. is BLANK - n >126023<, Old Unit Model >PATCTXFLAT<, Serial >X5.	k INFO: CSR Code 000162 is known to D1 - AND N ** INFO: The number of OTI spares records found is Old Unit part no. is BLA NK - not processed. INFO: Lin D: Line 1: New Unit part no. >PATCTXFLAT<, Serial . INFO: Line 2: Old Unit part no. >PATCTXFLAT<, is		
	INFO: Repair Code 821 is known to D1 - AND updated completed and repair code 821	17918T3110819<, is on Site >126023<, ** END OF Cause Code completed is know n to D1 - AND updated		
REASSIGN	INFO: Repair Code 821 is known to D1 - AND updated (completed and repair code 821  Mon 16 July 2007 17:35 by Dispatch 1 /	17918T3110819<, is on Site >126023<. ** END OF Cause Code completed is know n to D1 - AND updated DTI Auto Closing this call to CM. Call closure code of Saved: Mon 16 July 2007 17:35		
REASSIGN	INFO: Repair Code 821 is known to D1 - AND updated completed and repair code 821	17918T3110819<, is on Site >126023<. ** END OF Cause Code completed is know n to D1 - AND updated DTI Auto Closing this call to CM. Call closure code of Saved: Mon 16 July 2007 17:35		
	INFO: Repair Code 821 is known to D1 - AND updated (completed and repair code 821  Mon 16 July 2007 17:35 by Dispatch 1 /	17918T3110819<, is on Site >126023<. ** END OF Cause Code completed is know n to D1 - AND updated DTI Auto Closing this call to CM. Call closure code of Saved: Mon 16 July 2007 17:35 ction Group HSH5 as directed by the OTIReturn activity		
OTI Success	INFO: Repair Code 821 is known to D1 - AND updated of completed and repair code 821  Mon 16 July 2007 17:35 by Dispatch 1 /  OTI monitor reassigned this call from Dispatch 1 to the A	17918T3110819<, is on Site >126023<. ** END OF Cause Code completed is know n to D1 - AND updated DTI Auto Closing this call to CM. Call closure code of Saved: Mon 16 July 2007 17:35 ction Group HSH5 as directed by the OTIReturn activity		
OTI Success	INFO: Repair Code 821 is known to D1 - AND updated of completed and repair code 821  Mon 16 July 2007 17:35 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the A	17918T3110819<, is on Site >126023<. ** END OF Cause Code completed is know n to D1 - AND updated DTI Auto Closing this call to CM. Call closure code of Saved: Mon 16 July 2007 17:35 ction Group HSH5 as directed by the OTIReturn activity		
OTI Success	INFO: Repair Code 821 is known to D1 - AND updated of completed and repair code 821  Mon 16 July 2007 17:35 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the A  OTI monitor reassigned this call from Dispatch 1 to the A  Received call closure from Dispatch 1	17918T3110819<, is on Site >126023<. ** END OF Cause Code completed is known to D1 - AND updated DTI Auto Closing this call to CM. Call closure code of  Saved: Mon 16 July 2007 17:35  ction Group HSH5 as directed by the OTIReturn activity ction Group HSH5 as directed by the OTIReturn activity  Saved: Mon 16 July 2007 15:30		
REASSIGN OTI Success OTI Success CLEAR CLOSE	INFO: Repair Code 821 is known to D1 - AND updated of completed and repair code 821  Mon 16 July 2007 17:35 by Dispatch 1 /  OTI monitor reassigned this call from Dispatch 1 to the A  OTI monitor reassigned this call from Dispatch 1 to the A  Received call closure from Dispatch 1  Mon 16 July 2007 15:30 by UK957089 / Desk Comms	17918T3110819<, is on Site >126023<. ** END OF Cause Code completed is known to D1 - AND updated DTI Auto Closing this call to CM. Call closure code of    Saved: Mon 16 July 2007 17:35		

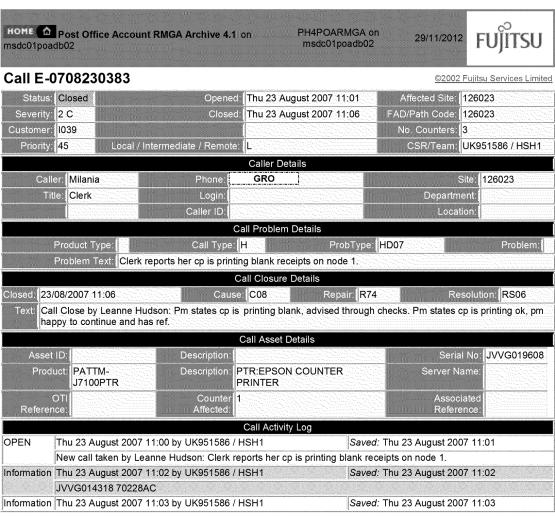
#### This call has remarks



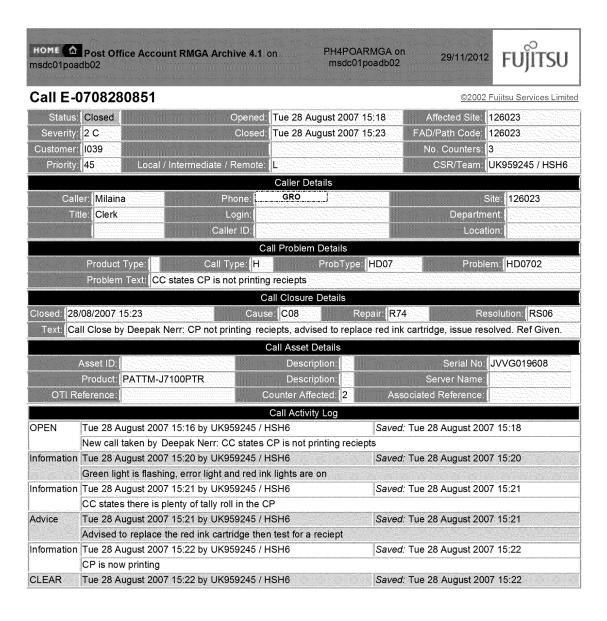
Text: MO MO MO	DN0000TUE0000WED0000T	HU0900FRI0900SAT0900SI HU0000FRI0000SAT0000SI HU0000FRI0000SAT0000SI	JN0000BNK0000 3920000056 JN0000BNK0000 3930000056 JN0000BN K0000 394000005	
		Call Closure De	tails	
Closed: 19/0	07/2007 11:18	Cause: CT1	Repair: R74	Resolution: RS06
Text: Call touc	Close by Kam Seshadri: Pm h screen seemed to be worki	had a problem with the touching fine	n screen, advised calibration, o	calibration ok and found
		Call Asset Deta	nils	
A	sset ID: 12602399	Description:	Serial No:	X547950T4211121
	Product: PATCTXFLAT	Description:	Server Name:	
OTI Ref	erence:	Counter Affected: 2	Associated Reference:	
		Call Activity Lo	DQ	
OPEN	Thu 19 July 2007 11:12 by u		Saved: Thu 19 Jul	y 2007 11:14
	MON0900TUE0900WED090 MON0000TUE0000WED000 MON0000TUE0000WED000 MON1730TUE1730WED173	00THU0900FR10900SAT090 00THU0000FR10000SAT000 00THU0000FR10000SAT000 30THU1730FR11730SAT130		056 0056 056
KEL Ref No.	Thu 19 July 2007 11:16 by u	k958990 / HSH7	Saved: Thu 19 Jul	y 2007 11:16
	wims consulted			
Advice	Thu 19 July 2007 11:16 by u	k958990 / HSH7	Saved: Thu 19 Jul	y 2007 11:16
	Advised pm to visually check	the cables		
Advice	Thu 19 July 2007 11:17 by u	k958990 / HSH7	Saved: Thu 19 July	/ 2007 11:17
	Advised pm to clean the mor	nitor		
nformation	Thu 19 July 2007 11:17 by u	k958990 / HSH7	Saved: Thu 19 Jul	y 2007 11:17
	Pm cleaned and tried but still not working			
Advice	Thu 19 July 2007 11:17 by u	oy uk958990 / HSH7 Saved: Thu 19 July 2007 11:17		/ 2007 11:17
	Advised calibration			
nformation	Thu 19 July 2007 11:17 by u	k958990 / HSH7	Saved: Thu 19 Jul	y 2007 11:17
	Calibration ok and found tou	ch screen seemed to be worl	king fine	
CLEAR	Thu 19 July 2007 11:18 by u	k958990 / HSH7	Saved: Thu 19 July	/ 2007 11:18
	Calibration ok and found tou	ch screen seemed to be world	king fine	
CLOSE	Thu 19 July 2007 11:18 by u	k958990 / HSH7	Saved: Thu 19 Jul	y 2007 11:18
***************************************	Call Close by Kam Seshadri found touch screen seemed		touch screen, advised calibrat	ion, calibration ok and







	Confirmed no flashing lights on cp. Pm has reseated cartridges. Pm states no ink leaks.		
Advice	Thu 23 August 2007 11:03 by UK951586 / HSH1	Saved: Thu 23 August 2007 11:03	
	Advised pm to perform 3 x self cleaning tests.		
Information	Thu 23 August 2007 11:03 by UK951586 / HSH1	Saved: Thu 23 August 2007 11:03	
	Pm is doing this.		
Information	Thu 23 August 2007 11:05 by UK951586 / HSH1	Saved: Thu 23 August 2007 11:05	
	Pm has performed 3 self cleaning tests.		
Advice	Thu 23 August 2007 11:05 by UK951586 / HSH1	Saved: Thu 23 August 2007 11:05	
	Advised pm to try printing.		
Information	Thu 23 August 2007 11:05 by UK951586 / HSH1	Saved: Thu 23 August 2007 11:05	
	Pm states cp is printing ok, pm happy to continue and has ref.		
CLEAR	Thu 23 August 2007 11:06 by UK951586 / HSH1	Saved: Thu 23 August 2007 11:06	
	Pm states cp is printing ok, pm happy to continue and has ref.		
CLOSE	Thu 23 August 2007 11:06 by UK951586 / HSH1	Saved: Thu 23 August 2007 11:06	
	Call Close by Leanne Hudson: Pm states cp is printing blank, advised through checks. Pm states cp is printing ok pm happy to continue and has ref.		



6	CP not printing reciepts, advised to replace red ink cartridge, issue resolved. Ref Given.		
CLOSE	Tue 28 August 2007 15:23 by UK959245 / HSH6	Saved: Tue 28 August 2007 15:23	
	Call Close by Deepak Nerr: CP not printing reciepts, advised to replace red ink cartridge, issue resolved. Ref Given.		