



John Longman
29/01/2010 14:54

To: Phil Taylor/e/POSTOFFICE@POSTOFFICE, Jarnail A
Singh/e/POSTOFFICE@POSTOFFICE,
Warwicktford@ GRO
cc:
Subject: Andy Dunks 2nd Statement

Phil

I attach Andy's 2nd statement which deals with all the Helpline calls regarding the Horizon system. Could this please be served on the defence. I do not have a signed copy of the statement as yet as Andy has literally just finished the statement today.



A Dunks 2nd Statement.doc

Regards,

Jon Longman

Security Advisor,
Post Office Ltd, National Security Team

OFFICE ADDRESS: Post Office Investigation Dept, Watford MLO, Ascot Road, Watford, WD18 8AA

LAND LINE PHONE:

MOBILE NO: 0

GRO

john.longman@

GRO



Confidential Information: This e-mail message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact me by reply e-mail and destroy all copies of the original message.

?? Please consider the environment before printing this e-mail



Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)
and 5B, MC Rules 1981, r 70)

Statement of Andrew Paul Dunks

Age if under 18 over 18 (If over 18 insert 'over 18')

This statement (consisting of 32 pages signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 29th day of January 2010

Signature

Further to my statement of 24th June 2009, I would now like to add the following.

I have been employed by Fujitsu Services (Fujitsu), Post Office Account, since 11 March 2002 as an IT Security Analyst where I am involved in IT Security for the Post Office Account. I have a working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I make this Witness Statement from facts within my own knowledge unless otherwise stated. Any records to which I refer in my statement form part of the records relating to the business of Fujitsu. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced, since the nature of the helpdesk involves many engineers all at differing levels and any number could be involved in a particular call. As part of my duties, I have access to these records, but I was not involved with any of the technical aspects of these calls. This area is not my particular area of expertise and I make this witness statement simply to help clarify the call logs for the benefit of the Court.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

An important element of the support provided to sub-postmasters and Counter Clerks is the Horizon System Helpdesk (HSH). The HSH is the Horizon user's first 'port of call' in the event of their experiencing a problem with the Horizon system or requiring advice and guidance. If the system were to malfunction, upon discovery the Horizon users (i.e. the sub-postmaster or counter clerk) would raise a call to the HSH seeking clarification or advice. HSH is a service run by Fujitsu Services for the Post Office. I have been asked to provide information pertaining the working condition of the Horizon system. The following information constitutes the calls logged by HSH recorded during the period **June 30th 2005 to December 31st 2009** for the **West Byfleet** Post Office – Branch Code **126023**.

I have reviewed the HSH calls pertaining to the **West Byfleet** branch during the period **June 30th 2005 to January 14th 2008**. There were 135 calls from branch Code **126023** to the HSH, this equates to between 3 and 4 calls a month which is average for this size Post Office. All the calls are of a routine nature and do not fall outside the normal working parameters of the system or would affect the working order of the counters.

Call reference details and an overview of each call are given in date order below:

There are many abbreviations that the HSH use in their call details, here are many explained:

NBSC - Network Business Support Centre

PM – Post Master

CC – Counter Clerk

Bop – Back office printer

CP – Counter printer

ADSL - Asymmetric Digital Subscriber Line (network connection)

PWWDCTR - Wait While Desktop Connects To Riposte

BU – Base Unit (counter)

PMMC - Postmaster Memory Card

Ithaca – make of printer

Signature

Signature witnessed by

CS011A

Version 4.0 07/06

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

MLP – mail label print
OSP – One Shot Password
EOD – End of Day
BCR - Bar Code Reader
PMHTCC – Post master happy to close call
SSC - System Support Centre 3rd/4th line support

1. Sat 09 July 2005 11:17 **Call E-0507090180**

pm states that they cannot access training.

Resolution: Sat 09 July 2005 11:18
Call Close by Mark Outram: contact the nbsc

Outcome

Call passed to NBSC

2. Fri 29 July 2005 17:47 **Call E-0507290644**

no power to horizon

Resolution: Fri 29 July 2005 17:50
Call Close by Jason Rogers: cc states that has a frozen screen whilst doing a transaction. reboot required. ref offered

Outcome

System freeze resolved by a reboot.

3. Fri 26 August 2005 09:05 **Call E-0508260113**

pm states screen has forzen during reboot

Resolution: Fri 26 August 2005 09:08
Call Close by Holly Andrew: pm states screen has frozen during reboot advised pm to reboot

Outcome

PM advised to reboot system.

4. Thu 15 September 2005 17:44 **Call E-0509150698**

PM states that the bop is printing faintly, has changed toner and it is only a bit better

Resolution: Thu 15 September 2005 17:53
Call Close by Nicola Howe: PM states that her bop is printing faintly, advised her to get a new image drum, ref no given

Outcome

PM advised to order new part for printer.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

5. Mon 19 September 2005 10:44 Call E-0509190463

PM reports CP isn't accepting MLPs

Resolution: Tue 20 September 2005 08:46

Call Close by Russell Bull: Engineer replaced the counter printer.. Call closure code of and repair code 821

Outcome

Printer replaced.

6. Tue 20 September 2005 10:10 Call E-0509200234

BOP - makes grinding noises - red light flashes -

Resolution: Tue 20 September 2005 10:12

Call Close by Imran Hussain: BOP - makes grinding noises - red light flashes - advised change drumkit/toner - pm to order from communisis

Outcome

PM advised to change printer parts.

7. Wed 21 September 2005 10:42 Call E-0509210435

Link call e-0509200234 pm has changed the image drum and toner as requested. the new image drum prints black marks as before.

Resolution:

Call Close by Mark Brown: swapped bop Call closure code of and repair code 821

Outcome

Back office printer replaced.

8. Fri 23 September 2005 17:32 Call E-0509230688

pm states her power went and is getting power company to sort out

Resolution: Fri 23 September 2005 17:35

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

Outcome

PM advising that they have had a power loss.

9. Sat 24 September 2005 09:54 Call E-0509240165

PO closed today due to flood - power will be off during this period. PO may re-open Monday 26th Sept.

Resolution: Tue 04 October 2005 13:09

Call Close by Andrew Smith: Office closed due to flood, office re-opened on 27/09

Outcome

PO closed due to flood.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

10. Mon 26 September 2005 09:11 Call E-0509260175

Counter Printer - no power

Resolution: 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

Outcome

Engineer replaced fuse in printer plug.

11. Mon 03 October 2005 11:24 Call E-0510030449

Leslie @ nbsc states that the site reopened on the 27th of september@ 0900

Resolution:

Call Close by Thomas Field: site is now open - it reopened on the 27th of September

Outcome

Call to say that site opened after flood.

12. Thu 06 October 2005 09:40 Call E-0510060251

OSP for Seema misra PM

Resolution: Thu 06 October 2005 09:54

Call Close by Darryl Johnson: OSP has been issued

Outcome

One-Shot Password supplied.

13. Fri 14 October 2005 11:40 Call E-0510140339

FAD non polling, please investigate

Resolution: Fri 14 October 2005 16:37

Call Close by Sarah Dawe: Site Communicating. EOD received

Outcome

PM states that there was a power cut, counters rebooted and network restored.

14. Mon 17 October 2005 11:05 Call E-0510170416

caller is restarting the computer and he had a blue screen but now it has gone to system busy

Resolution: Mon 17 October 2005 11:10

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

Outcome

PM advised that reboot process is ok.

15. Sat 05 November 2005 09:57 Call E-0511050159

Signature

Signature witnessed by

CS011A

Version 4.0 07/06

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

PM states touch screen is not responding

Resolution: Sat 05 November 2005 10:01

Call Close by Matthew Wilson: Touch screen not working. clean touch screen and recalibrated. screen now working

Outcome

Cleaned touch screen and recalibrated

16. Sat 05 November 2005 10:01 **Call E-0511050165**

BCR not working

Resolution: Sat 05 November 2005 10:02

Call Close by Matthew Wilson: BCR not working, cleaned lens and rebooted

Outcome

PM advised to clean BCR and reboot.

17. Wed 16 November 2005 09:20 **Call E-0511160161**

pm states he has discrepancy on system

Resolution: Wed 16 November 2005 09:21

Call Close by Akram Ali: pm states discrepancy on system advised pm to call nbsc

Outcome

Call passed to NBSC.

18. Wed 23 November 2005 10:05 **Call E-0511230280**

PM reports that CP isn't working.

Resolution: Wed 23 November 2005 10:08

Call Close by Barrie Curtin: pm reports that CP isn't working. Advised through checks. pm will continue unassisted and come back to us

Outcome

PM advised to carry out checks on the printer.

19. Fri 25 November 2005 16:47 **Call E-0511250758**

Clerk states CP is not printing mail labels

Resolution: Mon 28 November 2005 12:12

Call Close by David Dawe: Engineer replaced the counter printer. Call closure code of and repair code 821

Outcome

Printer replaced.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

20. Fri 25 November 2005 16:53 Call E-0511250761

Clerk states touch screen is not responding

Resolution: Fri 25 November 2005 16:57

Call Close by Matthew Wilson: Touch screen not responding. Cleaned screen and failed recalibration. Advised reboot. ref no given

Outcome

Clerk advised to reboot after recalibration of screen failed.

21. Mon 05 December 2005 18:17 Call E-0512051031

pm did a cash declaration. the machine started to make a noise.

Resolution: Tue 06 December 2005 12:05

Call Close by Mark Brown: @@CHARGE no fault found. Call closure code of and repair code 819

Outcome

Counter replaced and events checked, no errors.

22. Tue 06 December 2005 09:54 Call E-0512060215

Node 3 is non-polling, please investigate.

Resolution: Tue 06 December 2005 11:59

Call Close by Sarah Dawe: Site Communicating. EOD received

Outcome

No Fault appears to be found, connection back up after 2hrs.

23. Sat 17 December 2005 10:26 Call E-0512170158

swiss francs given to colleague - trying to transfer ands not in dropdown list

Resolution: Sat 17 December 2005 10:28

Call Close by Imran Hussain: Swiss francs given to colleague - trying to transfer ands not in dropdown list - advised reboot - pm to reboot unassisted

Outcome

PM advised to reboot to fix problem.

24. Tue 10 January 2006 09:03 Call E-0601100096

the online services are down.

Resolution: Tue 10 January 2006 09:27

Call Close by Anthony Vasse: pm has rebooted to clear a network failure.

Outcome

Pm advised to reboot to restore online services.

25. Mon 20 February 2006 10:42 Call E-0602200350

pm states that showing £ 6000 down from balance..

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Resolution: Mon 20 February 2006 10:44

Call Close by Joanne Rowland: pm states that showing £ 6000 down from balance. advised nbsc issue

Outcome

Call passed to NBSC

26. Mon 20 February 2006 10:45 Call E-0602200355

pm states that showing £ 6000 down from balance..advised nbsc issue pm stated she was talking to the nbsc and got cut off

Resolution: Mon 20 February 2006 10:48

Call Close by Laura Sutton: pm states that showing £ 6000 down from balance..advised nbsc issue pm stated she was talking to the nbsc and got cut off i advised pm i would put her through pm was happy with this .pmhtcc

Outcome

PM call passed through NBSC.

27. Mon 20 February 2006 15:40 Call E-0602200818

Pm states that her system is showing difference values for certain products.

Resolution: Mon 20 February 2006 15:42

Call Close by Matthew Fry: Pm states that her system is showing incorrect values. Pm transferred.

Outcome

Call passed to NBSC.

28. Tue 21 February 2006 12:45 Call E-0602210464

PM states that the last couple of weeks they have had problems with the horizon kit and it is always showing that they are down in money

Resolution: Tue 21 February 2006 12:54

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

Outcome

Advised to follow NBSC instructions.

29. Thu 23 February 2006 08:59 Call E-0602230104

annetee nbsc - pm states that she has losses every week in two stock units

Resolution: Fri 03 March 2006 13:55

Call Close by David Dave: pm was getting discrepancy's ssc have investigated and advised that the NBSC take a 2nd look at this as the office stock units appear to be in a mess.

Outcome

SSC team advice that call be passed back to NBSC for further investigation.

30. Sat 04 March 2006 10:40 Call E-0603040153

Pm states that her cp is not feeding.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Resolution: Sat 04 March 2006 14:27

Call Close by Stephen Ashby: ** [Engineer 000163 allocated]. Call closure code of and repair code 821

Outcome

Printer replaced.

31. Wed 15 March 2006 09:13 Call E-0603150177

pm states that the system are slowing during transaction

Resolution:

Call Close by Rhian Shirley: pm states they have a slow counter. after checking event advise pm to keep a record for future calls as there is no fault. pm happy

Outcome

No fault found, PM advised to keep records of any future slow counters.

32. Wed 15 March 2006 13:36 Call E-0603150530

PM states nvl and A&L are declining

Resolution:

Call Close by Kenneth Hudson: ** [No Remark entered.] Call closure code of FAILURE and repair code 821

Outcome

PinPad not reading cards,,, PinPad replaced by engineer.

33. Wed 15 March 2006 13:42 Call E-0603150536

PM states no cards are being taken on the pinpad

Resolution:

Call Close by Kenneth Hudson: engineer swapped pinpad. tested ok. Call closure code of and repair code 821

Outcome

Faulty pinpad replaced

34. Fri 24 March 2006 09:51 Call E-0603240249

Pm states that the cps on nodes 1+3 are not printing labels and keep rejecting them.

Resolution: Fri 24 March 2006 14:09

Call Close by Darren Budge: swapped Printer, tested ok Call closure code of and repair code 821

Outcome

Counter printers replaced.

35. Fri 24 March 2006 10:04 Call E-0603240273

Pm states that the cp on node 1 is not printing labels.

Resolution:

Call Close by Darren Budge: swapped printer, tested ok Call closure code of and repair code 821

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Outcome

Printer replaced.

36. Fri 24 March 2006 17:26 Call E-0603240820

'Nothing that can be settled or refund with the method of payment' using card on Bureau transaction.

Resolution: Fri 24 March 2006 17:30

Call Close by Ricki Law: error on bureau transaction. advised this is nbsc issue, pm transferred

Outcome

Call transferred to NBSC

37. Wed 19 April 2006 12:10 Call E-0604190327

pm states cp is not printing mlps

Resolution: Wed 19 April 2006 12:10

Call Close by Sarah Dawe: engineer replaced ithaca tested ok Call closure code of and repair code 821

Outcome

Printer replaced.

38. Tue 02 May 2006 05:02 Call E-0605020017

Critical Alert Received on H12602300101 on 02/05/2006 at 03:45:10. Event Description: A fatal error has occurred. A corrupt storage unit was detected on volume %1 with LPN %2. UnitType %3 (0xC105003F). The message store will be shut down abnormally

Resolution: Tue 02 May 2006 10:07

Call Close by Mary Rainbow: engineer call raised on fad/fad call - this call can be closed

Outcome

Subsequent call raised e-0605020278, where engineer replaced ADSL cable and tested ok.

39. Tue 02 May 2006 08:56 Call E-0605020144

PM states that she has no entry signs on all icons.

Resolution: 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.

Outcome

PM advised to reboot..

40. Tue 02 May 2006 09:39 Call E-0605020278

PM states that she still keeps getting message please wait while desktop connects to riposte

Resolution: Tue 02 May 2006 13:19

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Call Close by Kenneth Hudson: engineer swapped adsl cable. tested ok. Call closure code of and repair code 824

Outcome

This call raised in conjunction with Call E-0605020017, cable replaced and tested ok.

41. Tue 02 May 2006 18:20 Call E-0605021966

Critical NT event at 18:05:51 02/05/06 on H -12602300101 KMRX: Riposte Error 1722. server is unavailable. (0x6BA) Riposte Close Message Port

Resolution: Wed 03 May 2006 12:37

Call Close by Darren Dutton: Reboot event received at 12:27:00. No further events to report

Outcome

This is a known error and a reboot is suggested, there were no further events to report. Repeat call E-0605030184.

42. Wed 03 May 2006 08:59 Call E-0605030155

pm states PWWDCTR

Resolution: Wed 03 May 2006 09:01

Call Close by Stephen Ashby: pm states pwwdctr. reboot required. ref no offered

Outcome

This is a known error and a reboot is suggested

43. Wed 03 May 2006 09:07 Call E-0605030184

PM states the " on line services unavailable "

Resolution: Wed 03 May 2006 09:11

Call Close by Melanie Connolly: PM states " server unavailable,.. advised reboot, ref offered

Outcome

This is a known error, call in conjunction with Call E-0605021966, advised to reboot.

44. Wed 03 May 2006 09:34 Call E-0605030277

pm states that she has message frozen on screen pwwdctr (Please Wait While Desktop Connects To Riposte).

Resolution: Wed 03 May 2006 14:08

Call Close by Katrina Brooks: swapped b-base, tested ok

Outcome

Base Unit replaced, reboots for calls Call E-0605030184, Call E-0605030155 and Call E-0605021966 failed to rectify problem so the counter was replaced and tested ok.

45. Sat 17 June 2006 09:19 Call E-0606170102

The online services are down. pm has pwwdctr on the gateway.

Resolution: Sat 17 June 2006 09:21

Call Close by Anthony Vasse: pm is rebooting to clear pwwdctr.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Outcome

PM advised to reboot to fix.

46. Mon 03 July 2006 16:27 Call E-0607031108

caller states he is doing a capo card transaction and is getting message card cannot be processed by the pinpad

Resolution: Mon 03 July 2006 16:30

Call Close by Patricia Clegg: card not going through on 2 counters, fault with card

Outcome

Problem with the credit card.

47. Sat 08 July 2006 13:54 Call E-0607080339

Caller states that the counter has frozen

Resolution: Sat 08 July 2006 13:56

Call Close by Adam Robertson: Reboot required

Outcome

PM advised to reboot.

48. Wed 12 July 2006 13:46 Call E-0607120645

no power to horizon

Resolution: Wed 12 July 2006 13:48

Call Close by Imran Hussain -: no power to horizon - referred to local electrician

Outcome

Electrical problem - referred to local electrician

49. Wed 12 July 2006 13:59 Call E-0607120672

pm states there is no power to horizon system.

Resolution: - Wed 12 July 2006 14:03

Call Close by Keely Butler: pm states there is no power to horizon system. transf to nbsc.

Outcome

Call passed to NBSC.

50. .Wed 12 July 2006 14:04 Call E-0607120680

PM states that the power has gone down on all of the counters - have checked the trip switch to the horizon counters and it is fine and an electrician has had a look at the fuses - all appears to be fine

Resolution: Wed 12 July 2006 14:12

Call Close by Adam Robertson -: No fault found - Trip switch had not been checked

Outcome

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

No Fault found, PM happy to close call.

51. Fri 21 July 2006 09:09 Call E-0607210115

Pm states that touch screen is faulty

Resolution: - Fri 21 July 2006 09:13

Call Close by Melissa Delamaine: touch screen fault, recalibrated, now fine, ref no given

Outcome

Touch screen reset.

52. Tue 25 July 2006 09:57 Call E-0607250218

caller states that the touch screen is not working, the arrow does not follow your finger

Resolution: - Thu 27 July 2006 17:03

Call Close by Samantha Roullier: engineer replaced touch screen tested ok Job Completed: 27/07/2006 14:55:00 Call closure code of Completed and repair code 821

Outcome

Touch screen replaced by engineer.

53. Mon 14 August 2006 11:52 Call E-0608140565

FAD non polling, please investigate

Resolution: - Tue 15 August 2006 09:05

Call Close by Leanne Hudson: Site Communicating. EOD received

Outcome

PM stated that the electrician who was fitting the Air con unit cut the power off yesterday.

54. Fri 22 September 2006 09:37 Call E-0609220246

caller states that the counter printer on node 2 is not printing the receipt. there is no power to the printer.

Resolution: - Tue 26 September 2006 10:37

Call Close by Kenneth Hudson: Engineer Summary: poor & cuts out exchange & tested ok rtc 1009 Call closure code of Completed and repair code 821

Outcome

Printer replaced by engineer

55. Mon 25 September 2006 16:03 Call E-0609250857

clerk states that cp is not working and is only printing half receipt

Resolution: Tue 26 September 2006 11:33

Call Close by David Dawe -: Engineer Summary: exchange & tested ok Call closure code of Completed and repair code 821

Outcome

Printer replaced by engineer

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

56. Fri 29 September 2006 13:28 Call E-0609290473

PM states that her CP was replaced last week and keeps jamming.

Resolution: - Sat 30 September 2006 17:53

Call Close by Ricki Law: ** [No Remark entered.] Call closure code of Completed and repair code 821

Outcome

Counter Printer repaired.

57. Thu 05 October 2006 11:59 Call E-0610050525

Caller states that node 2 touch screen is not working

Resolution:

Call Close by Adam Robertson: replaced touch screen and mains adaptor Call closure code of Completed and repair code 821

Outcome

Touch screen replaced by engineer.

58. Wed 08 November 2006 16:40 Call E-0611080875

the scanner is not working properly.

Resolution:

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

Outcome

Counter rebooted to clear scanner problem.

59. Thu 09 November 2006 09:57 Call E-0611090270

pm states bcr not working

Resolution: - Thu 09 November 2006 09:59

Call Close by Akram Ali: pm states system is stuck in loop, advised reboot pmhtcc

Outcome

PM happy to close call after reboot of counter to resolve Bar Code Ready (BCR) problem.

60. Sat 11 November 2006 11:04 Call E-0611110242

pm states that the bcr is still not working

Resolution: - Mon 13 November 2006 13:01

Call Close by Nicola Whitehead: ** [No Remark entered.] Call closure code of Completed and repair code 821

Outcome

Part replaced.

61. Fri 24 November 2006 13:10 Call E-0611240549

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Cc states cp is not printing labels

Resolution:

Call Close by David Moulden: REPLACED PRINTER Call closure code of Completed and repair code 821

Outcome

Part replaced.

62. Wed 29 November 2006 14:25 Call E-0611290624

CC states that the node 1 printer is not working

Resolution: - Wed 29 November 2006 14:31

Call Close by Samantha Roullier: PM states that the printer is not working, advised to reset, ref offered

Outcome

PM advised how to perform factory reset of the printer.

63. Wed 29 November 2006 15:49 Call E-0611290763

CC quotes E-0611290624. CP is still not working after initial checks and factory reset.

Resolution: Thu 30 November 2006 13:00

Call Close by Katrina Brooks - rtc 09:55 Engineer Summary: the unit was rejecting the labels so the engineer replaced and tested fine. Call closure code of Completed and repair code 821

Outcome

Printer replaced.

64. Thu 07 December 2006 09:36 Call E-0612070206

Caller states that the counter keeps on turning itself off during transaction

Resolution: - Fri 08 December 2006 17:06

Call Close by Donna Thomas: Job Completed: 08/12/2006 15:30:00 Engineer Summary: counter would cut out, and CTX mains had low voltage, swapped part tested ok Call closure code of Completed and repair code 821

Outcome

Base Unit (counter) replaced by engineer.

65. Mon 15 January 2007 14:22 Call E-0701150667

pm states that her pinpad is not reading cards

Resolution: - Mon 15 January 2007 16:02

Call Close by Samantha Bowden: pm states that her pinpad is not accepting cards, advised re-installation of pinpad, pm happy to do this unassisted

Outcome

PM advised to re-install pinpad.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

66. Mon 15 January 2007 16:05 Call E-0701150810

pm states that the pinpad installation failed as it failed to read the text card.

Resolution:

Call Close by Alexander Gibbs: swapped pinpad Call closure code of completed and repair code 821

Outcome

PinPad replaced by engineer.

67. Wed 24 January 2007 14:17 Call E-0701240721

CC states that Node 1 CP is not printing properly.

Resolution:

Call Close by Stephanie Byrne: CC states that CP on node 1 is jamming, advised a factory reset this was successful. ref given

Outcome

PM advised to reset printer, which cleared problem.

68. Wed 24 January 2007 14:25 Call E-0701240731

CC states that the BCR is not scanning

Resolution: - 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. ref given

Outcome

Counter Clerk rebooted BCR.

69. Mon 29 January 2007 10:59 Call E-0701290399

Pm states that his cp is still not printing labels

Resolution: Tue 30 January 2007 14:18

Call Close by Joseph Mould: Engineer Summary: not printing labels exchanged tested all ok Call closure code of completed and repair code 821

Outcome

Printer replaced.

70. Thu 15 February 2007 13:11 Call E-0702150566

Sup states that his is it not printing lables

Resolution: Sat 17 February 2007 13:40

Call Close by Joseph Mould: Call closure code of completed and repair code 821

Outcome

Printer replaced.

71. Mon 19 February 2007 12:17 Call E-0702190608

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

CC states that her cp is not printing labels

Resolution: Wed 21 February 2007 09:32

Call Close by Joseph Mould: ** [No Remark entered.] Call closure code of completed and repair code 821

Outcome

Counter printer replaced.

72. Thu 01 March 2007 09:14 **Call E-0703010170**

CC states that her BCR is not working

Resolution: Thu 01 March 2007 09:24

Call Close by Latoya Rodgers: CC states that her BCR is not working ,advice her of the steps and advice her to reboot and then try it and if it doesn't wrk then she needs to ring us back . ref given

Outcome

PM advised to reboot and try again.

73. Tue 06 March 2007 16:23 **Call E-0703060844**

pm states cp started smoking

Resolution: Wed 07 March 2007 15:32

Call Close by Tracy Scott: Engineer Summary: not print slips or labels, exchanged & tested all ok

Outcome

Counter printer replaced

74. Mon 12 March 2007 15:14 **Call E-0703120773**

CC states that her cp keeps rejecting labels.

Resolution: 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

Outcome

Printer replaced.

75. Thu 26 April 2007 13:50 **Call E-0704260661**

CC states that her online services are unavailable.

Resolution: Fri 27 April 2007 09:47

Call Close by Stephanie Byrne: PM now has online services

Outcome

Loss of network connectivity, connection restored after reboot.

76. Sat 28 April 2007 09:59 **Call E-0704280155**

pm states that node disconnected and regained connection errors

Resolution: Sat 28 April 2007 10:01

Call Close by Joanne Rowland: pm states that nodes are all working and fine were disconnected but ok pmhtcc ref given

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Outcome

Brief loss of network connectivity.

77. Thu 03 May 2007 12:01 Call E-0705030652

CC states that her cp on node 3 has no power.

Resolution: Thu 03 May 2007 14:16

Call Close by Sukhdeep Thind: pm called. can we cancel the engineer visit. the printer is now working.

Outcome

Printer problem.

78. Wed 20 June 2007 14:42 Call E-0706200766

Counter clerk states the cp is not working

Resolution: 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

Outcome

Printer problem.

79. Wed 20 June 2007 15:09 Call E-0706200812

pm needs to know how to reboot the counter for epson printer problem

Resolution: Thu 03 May 2007 14:16

Call Close by Ricki Law: pm needs to know how to reboot the counter for epson problem. advised how to reboot

Outcome

Printer problem.

80. Thu 05 July 2007 08:48 Call E-0707050086

the gateway is not switching on after a power failure.the screen is blank.

Resolution: Thu 05 July 2007 17:11

Call Close by Latoya Rodgers: Engineer Summary: power failed and has been changed and has been tested ok

Outcome

Base unit replaced by engineer.

81. Wed 11 July 2007 17:18 Call E-0707110847

sub pm states that node 1 screen is not responding .

Resolution: Wed 11 July 2007 17:21

Call Close by Latoya Rodgers: sub pm states that her screen is not responding . walk through the checks and it is working . ref given

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Outcome

Walked through checks and tested ok.

82. Sat 14 July 2007 10:39 Call E-0707140168

No response when touching the screen. KB is working.

Resolution: Mon 16 July 2007 18:07

Call Close by Joseph Mould: Engineer Summary: Touch screen calibration failed - replaced screen - tested and ok

Outcome

Screen replaced by engineer.

83. Thu 19 July 2007 11:14 Call E-0707190374

Pm states on node 2 touch screen is not responding at all 3910000056
MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000 3920000056
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3930000056
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000 3940000056
MON1730TUE1730WED1730THU1730FRI1730SAT1300SUN0000BNK0000

Resolution: Thu 19 July 2007 11:18

Call Close by Kam Seshadri: Pm had a problem with the touch screen, advised calibration, calibration ok and found touch screen seemed to be working fine

Outcome

Touch screen problem, fixed by re-calibration.

84. Wed 01 August 2007 14:30 Call E-0708010603

Supervisor states that the system frozen

Resolution: Wed 01 August 2007 14:37

Call Close by Thomas Kane: screen freeze.. advised reboot.. ref given

Outcome

Screen freeze fixed by re-boot

85. Thu 23 August 2007 11:01 Call E-0708230383

Clerk reports her cp is printing blank receipts on node 1.

Resolution: 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.

Outcome

Printer problem.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

86. Tue 28 August 2007 15:18 Call E-0708280851

CC states CP is not printing receipts

Resolution: Tue 28 August 2007 15:23

Call Close by Deepak Nerr: CP not printing receipts, advised to replace red ink cartridge, issue resolved. Ref Given.

Outcome

Printer problem.

The following calls are in a different format due to the helpdesk software changing in October 2007.

87.

Incident: 10293 13/09/2007 09:29:18

Description:

PM states he has an epson CP that is printing blank

Fawthrop, Kyle 13/09/2007 09:35:50 Resolved

Desc: PM states he has an epson CP that is printing blank, cleaned the print heads and resolved the issue.

88.

Incident: 11370 14/09/2007 11:42:17

Description:

PM stated green flashing. Error and Red Light. Slip light.

Asghar, Rameez 14/09/2007 11:56:31 Resolved

Desc: PM stated that error red ink and tally roll were on. Advised reboot. REF GIVEN.

89. **Incident: 12252** 17/09/2007 09:31:03

Description:

CP is not printing receipts

Nerr, Deepak 17/09/2007 09:40:49 Close

Desc: CP not printing receipts, advised checks - issue resolved. Ref Given.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

90. **Incident: 14215** 18/09/2007 16:37:46

Description: bop printing blank.

Majeed, Nazma 19/09/2007 17:18:11 Close

Desc: Engineer Summary: refit print drum, all tested ok
Call closure code 826

91. **Incident: 14468** 19/09/2007 09:32:47

Description: PM states that his CP is not working

Giles, Ricky 19/09/2007 09:38:09 Close

Desc: PM states that his CP is not responding, advised to change black cart

92. **Incident: 41686** 30/10/2007 10:04:46

Description: Counter clerk states that the cp is printing blank receipts

Majeed, Nazma 30/10/2007 10:10:45 Close

Desc: Advised self cleaning test x3 and this solved the problem. The cp is printing fine now

93. **Incident: 47888** 08/11/2007 10:59:04

Description: PM states that she has had a power cut and she has gone into the lost pin screen

Description: PM states that she has had a power cut and she has gone into the lost pin screen

94. **Incident: 48100** 08/11/2007 12:59:53

Description: FAD requires the Security keys updated - Contact the PM to request controlled restart and acceptance of new security data on all counters beginning with the Gateway counter. Ensure the network door

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

is open for "Key Change" for the Gateway restart

Agar, Charlene 09/11/2007 11:14:49 Close
Desc: key update complete

95. Incident: 48610 09/11/2007 09:39:11

Description: Pm states cp printing nothing at all

Hickman, Nick 09/11/2007 09:52:11 Close
Desc: PM states cp not printing, when trying to print re3ceipt, screen froze, advised reboot will call back later, ref given

96. Incident: 50596 12/11/2007 12:14:03

Description: PM states that she is having problems with her Moneygram

Giles, Ricky 12/11/2007 12:15:35 Close
Desc: NBSC Issue

97. Incident: 56758 20/11/2007 11:22:26

Description: Clerk states on node 1 scanner is not scanning

Seshadri, Kam 20/11/2007 11:27:04 Close
Desc: Pm had a problem with the bcr, advised pm to clean the lens found bcr seemed to be working fine

98. Incident: 56771 20/11/2007 11:28:39

Description: Pm states that her bcr is still not working ref from call 56758

Thind, Sukhdeep 22/11/2007 Close

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

09:35:47

Desc: engineer replaced BCR.

99. **Incident: 56802** 20/11/2007 11:50:05

Description: PM states that her base unit wont turn on

Griffiths, Jamie 20/11/2007 11:56:23 Close

Desc: PM states that while i was checking events she got the base unit to turn on and has put in her PMMC card, gave a REF no. and told to call back if any more problems occur.

100. Incident: 59389 23/11/2007 12:43:23

Description: Pin number - appears as mistyped

Nerr, Deepak 23/11/2007 13:20:25 Close

Desc: Lost PIN, new PIN generated and accepted, POLO complete - starting services.

101. Incident: 59509 23/11/2007 14:30:00

Description: pm states that they had to reboot node three and now the keyboard will not accept the pmmc card the keyboard does not recognise it

Singh, Lucvinder 23/11/2007 14:37:51 [Close](#)

Desc: pm has logged on now and services are starting, pm happy to continue and will call back if she has any more problems, ref given

102. Incident: 63912 29/11/2007 13:11:19

Description: CP is not printing.

Law, Carla 01/12/2007 Close
08:20:34

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Desc: Engineer Summary: ink spill in printer exchanged printer test ok

103. Incident: 71603 07/12/2007 14:20:45

Description: PM states she has red light

Willis, Emma 07/12/2007 14:24:28 Close

Desc: PM states she has red light, Advised PM to change Black Ink cartridge, Issue Resolved

104. Incident: 72363 10/12/2007 09:01:22

Description: Pm states that her system is frozen on the message " Please wait while receipt is printing"

Asghar, Rameez 10/12/2007 09:05:55 Close

Desc: Pm states that her system is frozen on the message " Please wait while receipt is printing" Advised pm to reboot the counter and call back if the problem persists. Ref given

105. Incident: 79146 17/12/2007 10:44:49

Description: PM states CP on node 02 is not working

Brooks, Katrina 20/12/2007 Close
09:44:14

Desc: cleaned printer test ok INFO: CSR Code 000314 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: No valid spares usage data found. INFO: No spares usage data was provided. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM.

Actual Visit:

Engineer: 000314

Arrival: 2007-12-18 14:40:00

Handed Back: 2007-12-18 15:00:00

106. Incident: 98279 14/01/2008 09:15:44

Description: OSP authorised by NSBC for Auditor - Keith Noverre.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Norsworthy, Dean 14/01/2008
09:39:51

Close

Desc: OSP authorised. Contacted Auditor, issued OSP. OSP issued successfully.

107. Incident: 100180 15/01/2008 12:56:03

Description: alan @ NBSC states site is closed due to an audit

Signature

Signature witnessed by

CS011A

Version 4.0 07/06

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Thind, Sukhdeep 23/01/2008 16:09:09 Close
Desc: 0900 ... 15.01.08 po reopened.

108. **Incident: 116574** 04/02/2008 06:05:04

Description: Critical event received for node H12602300101 on the 02-04-08 @ 03:47:29. Classification = NT_Error, Source = Disk, NTID = 7. Event text reads, 'The device, \Device\Hddisk0\Partition1, has a bad block.'

Thind, Kaljinder 04/02/2008 09:44:35 Close
Desc: B Base Unit call raised - 116835

109. Incident: 116835 04/02/2008 09:37:05

Description: p/m states he has error message pwwdctr

Nerr, Deepak 04/02/2008 Close
16:56:00

Desc: Replaced b base unit.

110. Incident: 117569 04/02/2008 13:32:39

Description: PM wanted help with a transaction.

Fawthrop, Kyle 04/02/2008 13:36:21 Close

Desc: PM called in for transaction help, i have done checks and transferred to NBSC.

111. Incident: 117613 04/02/2008 13:53:46

Description: Can CLI be removed from this site to enable authentication

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Tidman, Erica 04/02/2008 17:29:06 Close
Desc: cli re-enabled

112. **Incident: 132384** 20/02/2008 09:32:28

Description: PM states he needs to do an AP reversal.

Fawthrop, Kyle 20/02/2008 09:35:42 Close
Desc: PM needed help with an AP reversal. transferred to NBSC.

113. Incident: 138233 26/02/2008 13:19:25

Description: itchica printier has an error 94

Leavesley, Carley 26/02/2008 13:28:42 [Close](#)

Desc: RMGA.H Hardware.HD07 Counter printer fault.CX6 Print Quality issue

114. Incident: 143395 03/03/2008 11:01:13

Description: PM states that his CP is printing white lines between the text.

millman, emma 03/03/2008 11:04:54 [Close](#)

Desc: PM states that his CP is printing white lines between the text. Advised to do 3 self clean tests, printing fine now. REF offered

115. Incident: 299321 05/06/2008 09:26:43

Description: CP is not printing due to red ink out light is on

Nerr, Deepak 05/06/2008 09:29:27 Close

Desc: Advised to replace the red ink cartridge.

116. Incident: 388611 24/07/2008 15:06:27

Description: Manager states online services unavailable

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Seshadri, Kam 24/07/2008 15:09:08

Close

Desc: Pm had a problem with the online services, advised network test pinged, Advised pm that the online services are back up and running

117. Incident: 388735 24/07/2008 15:41:33

Description: pm states hes got the message
Disconnected node

Poulton, Claire 24/07/2008 15:47:11

Close

Desc: checked events - nodes 2 and 3 are showing Disconnected

advised pm to reboot both counters - gave incident

118. Incident: 391119 25/07/2008 16:31:20

Description: pm advises that he has no line online services and 1 counter: Disconnected.

Sharma, Devan 25/07/2008 16:50:05

Close

Desc: Successfully Pinged.

Counter has been connected.

Advised pm to test a card transaction..

pm advises that card transaction works.

pm would like an engineer.

Advised that i can send call to networks team but need to do a reboot.

pm advises he is busy all the time.

Advised when he is free if he can do a reboot.

pm advises this has happened twice yesterday reference 388735 and 388611.

pm would like to know which counter was disconnected.

Health Check Node1-25%, Node2-0% and Node3-0%

Advised pm Health Check Node1-25%, Node2-0% and Node3-0%

Offered Reference.

119. Incident: 391460 26/07/2008 08:11:20

Description: *****VOICEMAIL CALL
V260708001*****

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

NBSC ISSUE
One Stock Unit is showing £1.000 loss
unable to find where it has disappeared to.

Leavesley, Carley 26/07/2008 Close
09:04:13

Desc: Advised to call the NBSC

120. Incident: 393412 28/07/2008 11:42:11

Description: When printing receipt it says "printer error" and the screen seems to be frozen

Goad, Daniel 28/07/2008 12:41:50 Close

Desc: system now working fine after reboot to counter

121. Incident: 399282 30/07/2008 13:21:57

Description: pm states that counter has froze on node 2

Daly, Amanda 30/07/2008 13:27:51 [Close](#)

Desc: checked events all ok advised reboot ref given

122. Incident: 433532 15/08/2008 14:38:00

Description: pm states no OLS

Field, Sarah 15/08/2008 Close
Jane 14:49:44

Desc: advised a reboot

123. Incident: 433735 15/08/2008 15:43:56

Description: PM states that nodes 2 and 3 are disconnected

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Sahota, Omkar 15/08/2008 16:03:57

Close

Desc: Advised reboot

124. Incident: 433925 15/08/2008 16:52:30

Description:

PM states following clal references 433735 and 433735, nodes 2 & 3 are still disconnected

Sharma, Devan 18/08/2008
14:54:10

Close

Desc: Engineer Summary: Plugged in 8 port hub adaptor, tested ok

125. Incident: 435728 18/08/2008 10:20:58

Description:

PM need guidance on an AP reversal transaction

Cooper, Jordan 18/08/2008 10:25:44

Close

Desc: Offered to transfer PM back to NBSC, however his office is too busy and he call them later

126. Incident: 724071 09/12/2008 11:29:38

Description:

Caller states CP is not printing labels.

Sahota, Gagandeep 11/12/2008
11:41:00

Close

Desc: Engineer Summary: changed as no print changed tested working all ok

127. Incident: 728050 10/12/2008 12:23:45

Description:

pm has message onscreen. you are losing until the branch is rolled into the next tp. stock unit bb rolled into the current tp 42 days ago.

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Vasse, Anthony 10/12/2008 Close
12:53:13

Desc: pm had a su roll over error to do with trans archiving. spoke to the nbsc. no fault found with software. nbsc think the pm has rolled a stock unit early system is saying that some trans have already been archived.

128. Incident: 761289 23/12/2008 14:16:21

Description: Node 3 BCR will not work.
Intermittent.

Law, Carla 23/12/2008 14:21:31 Close

Desc: Advised.

129. Incident: 841614 26/01/2009 13:07:26

Description: Back office printer, is making a grinding sound and jamming paper.

Abdul, Hamid 27/01/2009 Close
11:15:03

Desc: Job Completed: 27/01/2009 11:00:00 Repair Code: 821 Cause Code: completed Signature: Nil Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: 0CJ33032119K Model: PATOKI8P-PTR Fault: BAD Notes: Delivered (New) ITems: Serial: 08J33029611K Model: PATOKI8P-PTR Fault: GOOD Notes: Engineer Summary: swapped oki advised pm to order new image drum

130. Incident: 854143 29/01/2009 13:54:38

Description: PM has a transaction problem - sent to NBSC

Hale, Perry 29/01/2009 13:55:52 Close

Desc: PM has a transaction problem - sent to NBSC

131. Incident: 1493231 26/08/2009 14:30:34

Description: KMAEXP 15/10/09 Branch requires Security keys updated - Contact the PM to request controlled restarts and acceptance

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

of new security data for nodes

Leavesley, Carley 21/09/2009 Close
13:44:57

Desc: RMGA.S Software.SD17 Key refresh.CG9 Scheduled security data update

132. Incident: 1621289 06/10/2009 13:07:58

Description: OLS are down

Briggs , Lisa 09/10/2009 Close
11:56:03

Desc: ADSL card replaced by engr. Comms ok since. PM happy to close call.

133. Incident: 1621846 06/10/2009 14:33:54

Description: OSP for PM Lisa Hothersall

Spang, Perry 06/10/2009 15:07:39 Close

Desc: Called Post office... they said that they haven't requested a OSP at all today

134. Incident: 1622327 06/10/2009 15:45:43

Description: PM said that her online services is running fine but says that it goes down every now and again

Spang, Perry 06/10/2009 15:48:51 Close

Desc: PM said that her online services is running fine but says that it goes down every now and again

Advised PM to call back when it next happens

135. **Incident: 1658567** 17/10/2009 09:29:25

Description: Caller states that she has message saying "this counter has disconnected from the network"

Signature

Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Andy Dunks

Badenhorst, Jean 17/10/2009
Paul 10:26:13

Close

Desc: Advised pm to reboot.

Signature

Signature witnessed by