

FSL-23-0000000186

HSD RMGA Incident Export

173358

Ref 173358
Last Name 097005
Logged By David Moulden
Address GRO
Category None

Opened 20/03/2008 13:42:00
Resolve Date 11/04/2008 15:20:00
Closed 14/04/2008 07:48:00

Summary Engineer has swapped A base but did not swap over mirror dis...

Description Engineer has swapped A base but did not swap over mirror disk. Engineer reported that there was a £1000 error in the balance.

Activities

Activity Timestamp	Type	Creator	Last Name
Activity Modified	Action		
14/04/2008 07:48:00	zneut_en_rmg	David Moulden	097005
14/04/2008 07:48:00	Transfer Notification		
	Transfer Notification		
14/04/2008 07:48:00	zneuc_en_rmg	David Moulden	097005
14/04/2008 07:48:00	Closure Notification		
	Closure Notification		
14/04/2008 07:47:00	CL	David Moulden	097005
14/04/2008 07:48:00	close request/incident/problem/change/issue		
	SSC recovered transactions		
11/04/2008 17:29:00	TR	Mary Rainbow	097005
11/04/2008 17:29:00	Transfer 'group' from 'PEAK' to 'Desk Non Polling' A;		
	Transfer 'group' from 'PEAK' to 'Desk Non Polling' A;		
11/04/2008 17:29:00	zneut_en_rmg	Mary Rainbow	097005
11/04/2008 17:29:00	Transfer Notification		
	Transfer Notification		
11/04/2008 15:20:00	SLADELAY	01 POWebservice	097005
11/04/2008 15:20:00	The Service Type(s) on a ticket were delayed		
	The Service Type(s) on a ticket were delayed		
11/04/2008 15:20:00	zneur_en_rmg	01 POWebservice	097005
11/04/2008 15:20:00	Resolution Notification		
	Resolution Notification		

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11/04/2008 15:20:00	RE	01 POWebService	097005
11/04/2008 15:20:00	Status changed from 'New' to 'Resolved'		
Status changed from 'New' to 'Resolved'			
11/04/2008 15:20:00	OTIRES	OTI	097005
11/04/2008 15:20:00	OTI SRS Message		
Provider Ref: PC0156078 A;Resolution Details: Update by John Charlton:Category 95 -- Final -- Advice after Investigation:Called PM who confirms the TP roll has gone through OK. Closing call.			
08/04/2008 14:32:00	OTISTU	OTI	097005
08/04/2008 14:32:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Spoke to PM who confirms all appears to be OK now. He will be rolling the TP on Thursday, agreed to call on Friday to confirm call closure.			
08/04/2008 14:01:00	OTISTU	OTI	097005
08/04/2008 14:01:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Called PM, a modem/fax machine answered. Try again later.			
04/04/2008 14:16:00	OTISTU	OTI	097005
04/04/2008 14:16:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Phoned and discussed with PM. A; A;Agreed to contact him again Tuesday next week to check whether the problem with the pouch is resolved. A; A;If the PM calls again rega			
04/04/2008 13:25:00	OTISTU	OTI	097005
04/04/2008 13:25:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Now that the messages have been reinserted the financial details for the pouch should be harvested and sent to POLFS tonight. A; A;Called PM to discuss, no answer.			
04/04/2008 11:23:00	OTISTU	OTI	097005
04/04/2008 11:23:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Discussed with PM, actioned OCR and reinserted transactions. A; A;PM has a query ref a currency pouch done on 18/03 - am looking into this. A; A;Will contact PM with a			

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04/04/2008 09:40:00	zCCC	Perry Hale	097005
04/04/2008 09:41:00	End User Update		
ENG phoned up about the problem he has and how he needs it sorted			
04/04/2008 09:40:00	OTISTU	OTI	097005
04/04/2008 09:40:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Called PM again, line engaged.			
04/04/2008 09:16:00	OTISTU	OTI	097005
04/04/2008 09:16:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Called PM - line engaged			
04/04/2008 08:41:00	OTISTU	OTI	097005
04/04/2008 08:41:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Raised OCR 18618 to reinsert transactions. File to import attached as evidence.			
03/04/2008 16:46:00	OTISTU	OTI	097005
03/04/2008 16:46:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Test import has now been carried out successfully.			
02/04/2008 16:55:00	OTISTU	OTI	097005
02/04/2008 16:55:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Work on this is still ongoing			
02/04/2008 09:56:00	OTISTU	OTI	097005
02/04/2008 09:56:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Ready to do a test import on a non-live counter to validate data. Hoping to do this today.			
01/04/2008 13:17:00	OTISTU	OTI	097005
01/04/2008 13:17:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Called PM. He has just started to get customers querying APS transactions over the last day or two. PM confirms he has not re-entered any of the marooned transactions an			

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01/04/2008 10:19:00	OTISTU	OTI	097005
01/04/2008 10:19:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Called again - line engaged			
01/04/2008 09:27:00	OTISTU	OTI	097005
01/04/2008 09:27:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Called PM to discuss issue - line engaged.			
31/03/2008 14:34:00	OTISTU	OTI	097005
31/03/2008 14:34:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Have identified and extracted just under 8000 messages which were marooned on the counter dating from March 13th to March 20th. Preparing and checking them for processin			
31/03/2008 13:34:00	OTISTU	OTI	097005
31/03/2008 13:34:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Have accessed the MessageStore - continuing investigation into transaction recovery.			
28/03/2008 14:17:00	OTISTU	OTI	097005
28/03/2008 14:17:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Counter has now arrived.			
28/03/2008 13:21:00	OTISTU	OTI	097005
28/03/2008 13:21:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Counter has not yet arrived at the SSC.			
26/03/2008 09:31:00	OTISTU	OTI	097005
26/03/2008 09:31:00	OTI STU Message		
Detail:Update by John Charlton:Category 40 -- Pending -- Incident Under Investigation:Cannot progress call without the counter, currently waiting for it to be delivered.			
25/03/2008 16:29:00	zCCC	Dave Taylor	097005
25/03/2008 16:29:00	End User Update		
Annette called from NBSC to query site non polling gave ref H15907018			

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Closed 14/04/2008 07:48:00

20/03/2008 14:18:00	OTISTU	OTI	097005
20/03/2008 14:18:00	OTI STU Message		
Detail:Update by Lorraine Elliott:Call routed to Team:EDSC Member:John Charlton			
20/03/2008 13:48:00	OTIACKINFO	OTI	097005
20/03/2008 13:48:00	OTI ACK Message		
Provider Ref: PC0156078			
20/03/2008 13:51:00	zneut_en_rmg	David Moulden	097005
20/03/2008 13:51:00	Transfer Notification		
Transfer Notification			
20/03/2008 13:50:00	TR	David Moulden	097005
20/03/2008 13:51:00	Generated from ESC screen		
Engineer to return base unit to SSC			
20/03/2008 13:50:00	LOG	David Moulden	097005
20/03/2008 13:50:00	log a user comment		
Call originally raised for an online services issue. Have voiced Chris at SSC.			
20/03/2008 13:47:00	LOG	David Moulden	097005
20/03/2008 13:48:00	log a user comment		
Kit was swapped in TFS incident 161338			
20/03/2008 13:47:00	zneut_en_rmg	David Moulden	097005
20/03/2008 13:47:00	Transfer Notification		
Transfer Notification			
20/03/2008 13:47:00	zneun_en_rmg	David Moulden	097005
20/03/2008 13:47:00	Open Notification		
Open Notification			

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20/03/2008 13:42:00	INIT	David Moulden	097005
20/03/2008 13:47:00	create a new request/incident/problem/change/issue		
	create a new request/incident/problem/change/issue		

Attachments