



Sent to Suzanne Winters

14 Mar 05

Special Delivery

(B&H statements)

Suzanne Winters

7th Floor

Royal Mail

20 Donegall Quay

Belfast

B71 1AA

Witness Statement

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

Statement of	William Leslie Mitchell	
Age if under 18	Over 18	(If over 18 insert 'over 18')
<p>This statement (consisting of -04- pages each 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.</p>		
<p>Dated the 7th day of March 2005</p>		
Signature	GRO	
<p>I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd., since the 22nd September 2003 as Security Manager where I am responsible for audit data extractions and IT Security. I have 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 Services to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.</p>		
<p>I have been asked to provide details and information on the reports that monitor faults, polling failures, equipment failures and calls for advice and guidance logged by the Horizon System Helpdesk recorded during the period from the 9th May 2001 to 20th March 2002 for the Abbots Cross SPSO – FAD Code 247704.</p>		
<p>I have reviewed the helpdesk calls pertaining to this office and during the period 9th May 2001 to 20th March 2002 there were 11 calls from Abbots Cross Post Office – FAD Code 247704 to the Helpdesk. None of these calls relate to faults which would have had an effect on the integrity of the information held on the system. A breakdown of the root causes is as follows:</p>		
<ol style="list-style-type: none">1. Postmaster requesting help and advice on using Horizon System functions = 1.2. Software problems = 2.3. Hardware problems = 34. Printer problems = 1.5. Non Polling Issues = 2.		

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GRO

Signature witnessed by

GRO

Witness Statement

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

Continuation of statement of William Leslie Mitchell

6. Office closure = 1.
7. Office reopening = 1

Details of the calls and an overview of the calls are given below in date order below:

23rd July 2001, 1105hrs, Call Reference E-0107230632 – **Service Management Centre (SMC)** reports this FAD has not polled for 4 days since 18th July 2001 – Line fault Energis/BT to investigate, BT have advised that fault was cleared on secondary cross connection point, site is now communicating and is off the non polling list – Call Closed.

22nd August 2001, 1324hrs, Call Reference E-0108220873 – **Postmaster (PM)** reports back office printer (BOP) is printing rubbish. PM is trying to print suspense account, PM has told it to print once – Passed to **Horizon Incident Team (HIT)** for print queue deletion, PM advised to retry printing – Call Closed.

11th September 2001, 1154hrs, Call Reference E-0109110540 – PM reports he is having problems with his screen on counter 3. It is badly out of alignment and the screen has red bars down and across the middle of it. He has called before about this one (no record of earlier call found) and a reboot fixed the colours last time, but the alignment is getting worse, PM would like engineer to check the monitor – Engineer booked, recommend the engineer check the cables to the monitor, if all OK, then swap out the monitor – Call Closed.

13th September 2001, 1140hrs, Call Reference E-0109130597 – PM reports that screen goes blank periodically – Contacted PM his monitor on counter 3 keeps going blank, the green light stays on, this screen was replaced last week. PM says the screen goes blank 3 – 4 times a day they have to turn the screen off and on to get it to come back, but when it comes back the contrast level is very dark and they have to adjust it – Engineer tasked, cables reseated and loosened cable length, tested OK – Call Closed.

16th October 2001, 0929hrs, Call Reference E-0110160226 – Reported by the SMC. This FAD has not polled since 13th October 2001 – Energis/BT asked to investigate – 17th October 2001, BT have advised that fault was cleared in joint aerial cable underground – Call Closed.

30th October 2001, 1138hrs, Call Reference E-0110300536 – PM reports his screen is flickering

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Witness Statement

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

Continuation of statement of **William Leslie Mitchell**

then turning itself off – Contacted PM he says the screen keeps flickering and turns itself off, this screen was replaced a few weeks ago for the same problem – Recommended engineer to site to swap out the monitor and check cables are fixed correctly – Engineer swapped out monitor and main cable, tested OK – Call Closed.

6th January 2002, 0428hrs, Call Reference E-0201060008 – SMC reported Critical counter event received for node H24770400101 "corrupt storage unit was detected on volume 1 with LPN 2128, unit type 0" @ 0339. No evt on TEC. Unloading event log – Event received on TEC: corrupt sub-source = RIPOSTE TRAINING, call can be closed – Call Closed.

8th February 2002, 1214hrs, Call Reference E-0202080430 – Office is closed due to robbery, possibly reopening on Monday – SMC notified – Call Closed.

11th February 2002, 1238hrs, Call Reference E-0202110950 – Julie @ National Business Support Centre (NBSC) says that the office has reopened after a robbery – Admin Call – Call Closed.

23rd February 2002, 0411hrs, Call Reference E-0202230004 – SMC reported critical NT event received on 23rd February 2002 @0340, a fatal error has occurred, a corrupt storage unit was detected on volume..... LPNUnit Type (0xC105003F). The message store will be shut down abnormally. Known Error Log (KEL) Ref: pcarroll909z states check the sub_source of the event on the TEC, or by retrieving an event log. If error is in the Training Message Store – Ignore the event – Training Message Stores deleted – Call Closed.

19th March 2002, 1203hrs, Call Reference E-0203190462 – Clerk reports that she suspended a transaction (customer not enough money) SWAP icon is flashing, unsure how to clear – Advised clerk to press home and swap, clerk is happy with advice – Call Closed.

At various times on the 23rd February 2005 hardcopy printouts of the 11 calls detailing the information recorded on the helpdesk database for the required date period were produced. I now produce the hardcopy printouts as Exhibit WLM/14.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. 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

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GRO

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Witness Statement

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

Continuation of statement of **William Leslie Mitchell**

information or cannot be traced. As part of my normal duties, I have access to these records.

Signature
CS011A

GRO

Signature witnessed by

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NOTE: This side B to be completed only when the original statement is overleaf. When this form is used to make a copy of a statement side B is to be left blank.

Address Security Manager, Post Office Account, Fujitsu Services

GRO

Mobile Tel No:

GRO

Business telephone No:

GRO

Occupation: **Security Manager**

Date and place of birth:

GRO

Maiden name.: **N/A**

Identity
code:

Dates to be avoided. Delete dates of non availability of witness

January 2005							February 2005							March 2005							April 2005														
M	T	U	W	TH	F	S	S	U	M	T	U	W	TH	F	S	S	U	M	T	U	W	TH	F	S	S	U	M	T	U	W	TH	F	S	S	U
31					1	2			1	2	3	4	5	6			1	2	3	4	5	6			1	2	3	4	5	6	7	8	9	10	
1	2	3	4	5	6	7	8	9	7	8	9	10	11	12	13		7	8	9	10	11	12	13		14	15	16	17	18	19	20	21	22	23	
10	11	12	13	14	15	16			14	15	16	17	18	19	20		14	15	16	17	18	19	20		11	12	13	14	15	16	17	18	19	20	
17	18	19	20	21	22	23			21	22	23	24	25	26	27		21	22	23	24	25	26	27		18	19	20	21	22	23	24	25	26	27	
24	25	26	27	28	29	30			28								28	29	30	31					25	26	27	28	29	30					
May 2005							June 2005							July 2005							August 2005														
M	T	U	W	TH	F	S	S	U	M	T	U	W	TH	F	S	S	U	M	T	U	W	TH	F	S	S	U	M	T	U	W	TH	F	S	S	U
30	31					1			1	2	3	4	5				1	2	3			1	2	3		1	2	3	4	5	6	7			
1	2	3	4	5	6	7	8		6	7	8	9	10	11	12		4	5	6	7	8	9	10		8	9	10	11	12	13	14				
9	10	11	12	13	14	15			13	14	15	16	17	18	19		11	12	13	14	15	16	17		15	16	17	18	19	20	21				
16	17	18	19	20	21	22			20	21	22	23	24	25	26		18	19	20	21	22	23	24		22	23	24	25	26	27	28				
23	24	25	26	27	28	29			27	28	29	30					25	26	27	28	29	30	31		29	30	31								

Shaded dates = unavailable

Contact point, if different from above: Security Manager, Post Office Account, Fujitsu Services

Address:

GRO

Telephone No:
Mobile No:

GRO

Fax No:

GRO

STATEMENT TAKEN BY (print name) N/A

Office N/A

Call E-0107230632

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Status:	Closed	Opened:	Mon 23 July 2001 11:05	Site:	247704
Severity:	4 A	Closed:	Thu 26 July 2001 07:50	Customer:	I039
Priority:	95			CSR/Team:	GB083923 / SMC4
Caller Details					
Caller:	claire boughton	Phone:	GRO	Site:	247704
Title:	smc	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	N	ProbType:	ND08
Problem Text: This FAD has not polled for 4 days since 18/07/01					
Call Closure Details					
Closed:	26/07/2001 07:50	Cause:	C31	Repair:	R24
Text: Call Close by Kevin John Ashley: Site communicating & off the Non Polled report (msu)					
Call Asset Details					
Asset ID:		Description:		Serial No:	
Product:	Unknown Product	Description:	Unknown Product	Network ID:	
Call SLA Details					
SLA:	4 Hour / Clear call within 4 hours	Contract SLA?:	N	Coverage Plan:	0800-2000
SLA Met?:	N	SLA Time (mins):	3174	Non-SLA Time (mins):	0
1: CLOSE (Clear call)	Met: N	Target:	23/07/2001 15:06	Done:	26/07/2001 07:50
Call Activity Log					
OPEN	Mon 23 July 2001 11:05 by uk084584 / SMC4	Saved: Mon 23 July 2001 11:05			
	New call taken by Claire Boughton: This FAD has not polled for 4 days since 18/07/01				
REASSIGN	Mon 23 July 2001 11:06 by uk084584 / SMC4	Saved: Mon 23 July 2001 11:06			
	Call # E-0107230632 was Reassigned from Claire Boughton, Group SMC4 to Group smc4				
Information	Mon 23 July 2001 12:42 by uk084584 / SMC4	Saved: Mon 23 July 2001 12:42			
	Open Calls - None Health Check - Failed Kit On / Off - On ISDN Light - no light box2e ISDN Test - Failed Reboot - Access Times - mon,tue,thur,fri 9.00-17.30 wed 9.00-13.00 sat 9.1230				
REASSIGN	Mon 23 July 2001 12:44 by uk084584 / SMC4	Saved: Mon 23 July 2001 12:44			
	Call # E-0107230632 was Reassigned from Group smc4 to Group CFM3 ISDN Problems (No Light) - Passing call to CFM3 for further investigation.				
Information	Mon 23 July 2001 12:46 by uk058837 / CFM3	Saved: Mon 23 July 2001 12:46			
	We are unable to ping this site can Energis please investigate. ISDN no :02890859146, FAD code:-247704, Call clearing code:- '0x849B 'Destination out of order' Thanks AL@cfm				
REASSIGN	Mon 23 July 2001 12:48 by uk058837 / CFM3	Saved: Mon 23 July 2001 12:48			
	Call # E-0107230632 was Reassigned from Group CFM3 to Group CFM4				
Information	Mon 23 July 2001 13:38 by eng004 / CFM4	Saved: Mon 23 July 2001 13:38			
	Energis Update: BT to investigate, will update.				
REASSIGN	Mon 23 July 2001 13:39 by eng004 / CFM4	Saved: Mon 23 July 2001 13:39			
	Call # E-0107230632 was Reassigned from Group CFM4 to Group cfm4-Private				
Information	Tue 24 July 2001 11:59 by uk084584 / SMC4	Saved: Tue 24 July 2001 11:59			
	This site is Health Checking OK. Awaiting Non-Polling report tomorrow.				
Information	Tue 24 July 2001 15:26 by eng004 / CFM4	Saved: Tue 24 July 2001 15:26			
	Energis Update: BT have advised fault was cleared on secondary cross connection point. See previous update site is health checking ok.				
REASSIGN	Tue 24 July 2001 15:26 by eng004 / CFM4	Saved: Tue 24 July 2001 15:27			
	Call # E-0107230632 was Reassigned from Group cfm4-Private to Group CFM3				
Information	Tue 24 July 2001 15:27 by uk058837 / CFM3	Saved: Tue 24 July 2001 15:27			
	Can now confirm comms to counter are successful. Thanks AL				
REASSIGN	Tue 24 July 2001 15:28 by uk058837 / CFM3	Saved: Tue 24 July 2001 15:28			
	Call # E-0107230632 was Reassigned from Group CFM3 to Group SMC4				
CLEAR	Thu 26 July 2001 07:50 by GB083923 / SMC4	Saved: Thu 26 July 2001 07:50			
	Site communicating & off the Non Polled report (msu)				
CLOSE	Thu 26 July 2001 07:50 by GB083923 / SMC4	Saved: Thu 26 July 2001 07:50			

Call Close by Kevin John Ashley: Site communicating & off the Non Polled report (msu)

Call E-0108220873

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Status:	Closed	Opened:	Wed 22 August 2001 13:24	Site:	247704
Severity:	3 B	Closed:	Wed 22 August 2001 13:32	Customer:	I039
Priority:	0			CSR/Team:	GB082965 / HSH1

Caller Details

Caller:	Rodger Henry Adams	Phone:	GRO	Site:	247704
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:		Call Type:	S	ProbType:	SD13	Problem:	
Problem Text:	PM rpeorts BOP is printing rubbish. pm is trying to print suspense account pm has told it to print once.						

Call Closure Details

Closed:	22/08/2001 13:32	Cause:	C21	Repair:	R82	Resolution:	RS08
Text:	Call Close by Rizwan Namaji: pmhtcc.						

Call Asset Details

Asset ID:	2477044	Description:		Serial No:	AGM0001541
Product:	PATEPS200PTR	Description:		Network ID:	

Call SLA Details

SLA:	14 Day / Clear call within 14 days	Contract SLA?:	N	Coverage Plan:	
SLA Met?:	Y	SLA Time (mins):	7	Non-SLA Time (mins):	0
1. CLOSE (Clear call)	Met: Y	Target:	05/09/2001 00:00	Done:	22/08/2001 13:31

Call Activity Log

OPEN	Wed 22 August 2001 13:19 by GB082965 / HSH1	Saved: Wed 22 August 2001 13:24
	New call taken by Rizwan Namaji: PM rpeorts BOP is printing rubbish. pm is trying to print suspense account pm has told it to print once.	
Advice	Wed 22 August 2001 13:28 by GB082965 / HSH1	Saved: Wed 22 August 2001 13:28
	voiced thru to HIT for print que deletion adv pm to retry printing.	
CLEAR	Wed 22 August 2001 13:31 by GB082965 / HSH1	Saved: Wed 22 August 2001 13:31
	pmhtcc.	
CLOSE	Wed 22 August 2001 13:32 by GB082965 / HSH1	Saved: Wed 22 August 2001 13:32
	Call Close by Rizwan Namaji: pmhtcc.	

HOME Post Office Account CI4 Archive4.0 on
hshpowermart1PH4PatCI4 on
MSDC01POADB02

23/02/2005



Call E-0109110540

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Status:	Closed	Opened:	Tue 11 September 2001 11:54		Site:	247704	
Severity:	3 B	Closed:	Tue 11 September 2001 15:40		Customer:	I039	
Priority:	0				CSR/Team:	uk081125 / HSH1	
Caller Details							
Caller:	Rodger Henry Adams		Phone:	GRO	Site:	247704	
Title:	PostMaster		Login:		Department:		
			Caller ID:		Location:		
Call Problem Details							
Product Type:	Call Type:	H	ProbType:	HD11	Problem:		
Problem Text:	PM reports that he is having problems with his screen on counter 3. It is badly out of alignment and the screen has red bars done and across the middle of it. He has called b4 about this one and a reboot fixed the colours last time but the alignment is getting worse						
Call Closure Details							
Closed:	11/09/2001 15:40	Cause:	C01	Repair:	R01	Resolution:	RS10
Text: Call Close by Carl hunt: ** [No Remark entered.] Call closure code of failure and repair code 821							
Call Asset Details							
Asset ID:	2477044	Description:	CTX Flatscreen - Live PO Sites		Serial No:	X547918T3110695	
Product:	PATCTXFLAT	Description:	CTX Flatscreen - Live PO Sites		Network ID:		
Call SLA Details							
SLA:	8 Hour / Clear call within 8 hours		Contract SLA?:	N	Coverage Plan:		0800-2000
SLA Met?:	Y		SLA Time (mins):	225	Non-SLA Time (mins):		0
1: CLOSE (Clear call)	Met:	Y	Target:	11/09/2001 19:55	Done:	11/09/2001 14:40	Completed
Call Activity Log							
OPEN	Tue 11 September 2001 11:48 by GB082305 / HSH1						Saved: Tue 11 September 2001 11:54
	New call taken by Simon Brooks: PM reports that he is having problems with his screen on counter 3. It is badly out of alignment and the screen has red bars done and across the middle of it. He has called b4 about this one and a reboot fixed the colours last time but the alignment is getting worse						
Advice	Tue 11 September 2001 12:00 by GB082305 / HSH1						Saved: Tue 11 September 2001 12:00
	Advised the PM to go thru the calibration process which made no difference, as expected. Also got him to turn it off and back on again, with no change. He says that this is getting worse all the time and he has reported this b4. Recommend a site visit for possible swap of monitor						
Access Times	Tue 11 September 2001 12:01 by GB082305 / HSH1						Saved: Tue 11 September 2001 12:01
	Mon - Fri 9.00 - 5.30 No Lunches. Except Wed Wed 9.00 - 1.00 Sat 9.00- 12.30						
REASSIGN	Tue 11 September 2001 12:03 by GB082305 / HSH1						Saved: Tue 11 September 2001 12:03
	Call # E-0109110540 was Reassigned from Simon Brooks, Group HSH1 to Group HSH5 Reassigned to HSH5						
REASSIGN	Tue 11 September 2001 12:04 by GB082760 / HSH1						Saved: Tue 11 September 2001 12:04
	Call # E-0109110540 was Reassigned from Group HSH5 to Robert Congerton, Group HSH1						
Contacted	Tue 11 September 2001 12:06 by GB082760 / HSH1						Saved: Tue 11 September 2001 12:06
	Call logged at 11:54am Contacted the PM.						
Information	Tue 11 September 2001 12:10 by GB082760 / HSH1						Saved: Tue 11 September 2001 12:10
	PM reports that the red line's seem to be getting worse over the last few days. PM would like a engineer to check the monitor						
Access Times	Tue 11 September 2001 12:11 by GB082760 / HSH1						Saved: Tue 11 September 2001 12:11
	Access Times confirmed.						
Recommend	Tue 11 September 2001 12:12 by GB082760 / HSH1						Saved: Tue 11 September 2001 12:12
	Recommend the engineer check the cables to the monitor. If all ok, then swap out the monitor.						
REASSIGN	Tue 11 September 2001 12:12 by GB082760 / HSH1						Saved: Tue 11 September 2001 12:13
	Call # E-0109110540 was Reassigned from Robert Congerton, Group HSH1 to Group UKSS1 Re - assign for engineer visit						
UPDATE	Tue 11 September 2001 14:13 by Dispatch 1 /						Saved: Tue 11 September 2001 14:14
	Engineer 079638 despatched to site at 12-09-2001 12:39:00 Engineer 079638 allocated						
ENG VISIT	Tue 11 September 2001 14:30 by 079638 / ENGINEERS						Saved: Tue 11 September 2001 14:40
	** [No Remark entered.] Call closure code of failure and repair code 821						
REASSIGN	Tue 11 September 2001 15:23 by Dispatch 1 /						Saved: Tue 11 September 2001 15:23

OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity		
REASSIGN	Tue 11 September 2001 15:36 by uk081220 / HSH1	Saved: Tue 11 September 2001 15:36
	Call # E-0109110540 was Reassigned from Group HSH1 to Group HSH5 reassigned for closure	
CLEAR	Tue 11 September 2001 14:40 by uk081125 / HSH1	Saved: Tue 11 September 2001 14:40
	** [No Remark entered.] Call closure code of failure and repair code 821	
CLOSE	Tue 11 September 2001 15:40 by uk081125 / HSH1	Saved: Tue 11 September 2001 15:40
	Call Close by Carl hunt: ** [No Remark entered.] Call closure code of failure and repair code 821	

Call E-0109130597

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Status:	Closed	Opened:	Thu 13 September 2001 11:40	Site:	247704
Severity:	3 B	Closed:	Thu 13 September 2001 16:46	Customer:	I039
Priority:	0			CSR/Team:	uk081125 / HSH1
Caller Details					
Caller:	Rodger Henry Adams	Phone:	GRO	Site:	247704
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:		Call Type:	H	ProbType:	HD11
Problem Text:	Screen goes blank periodically.				
Call Closure Details					
Closed:	13/09/2001 16:46	Cause:	C04	Repair:	R03
Text:	Call Close by Carl hunt: Reseated cables and loosened cable lengths and tested OK. Call closure code of Cable and repair code 824				
Call Asset Details					
Asset ID:	2477044	Description:	CTX Flatscreen - Live PO Sites	Serial No:	X547918T3110699
Product:	PATCTXFLAT	Description:	CTX Flatscreen - Live PO Sites	Network ID:	
Call SLA Details					
SLA:	8 Hour / Clear call within 8 hours	Contract SLA?:	N	Coverage Plan:	0800-2000
SLA Met?:	Y	SLA Time (mins):	305	Non-SLA Time (mins):	0
1: CLOSE (Clear call)	Met: Y	Target:	13/09/2001 19:41	Done:	13/09/2001 16:28
				Completed	
				Mandatory	
Call Activity Log					
OPEN	Thu 13 September 2001 11:39 by GB083126 / HSH1	Saved: Thu 13 September 2001 11:40			
	New call taken by Frazer Cooke: Screen goes blank periodically.				
Advice	Thu 13 September 2001 11:42 by GB083126 / HSH1	Saved: Thu 13 September 2001 11:42			
	Light remains green but screen is black. PM has to switch monitor off/on to get it working. Screen was replaced Tuesday. Cables are secure.				
Access Times	Thu 13 September 2001 11:43 by GB083126 / HSH1	Saved: Thu 13 September 2001 11:43			
	Thurs, Fri 0900-1730 Sat 0900-1230 No lunches				
REASSIGN	Thu 13 September 2001 11:44 by GB083126 / HSH1	Saved: Thu 13 September 2001 11:44			
	Call # E-0109130597 was Reassigned from Frazer Cooke, Group HSH1 to Group hsh5 reassigned				
REASSIGN	Thu 13 September 2001 11:46 by uk081610 / HSH5	Saved: Thu 13 September 2001 11:46			
	Call # E-0109130597 was Reassigned from Group hsh5 to Tina Wigens, Group HSH5				
Contacted	Thu 13 September 2001 11:48 by uk081610 / HSH5	Saved: Thu 13 September 2001 11:48			
	Contacted Po spoke to PM his monitor on position 3 keeps going blank the green light stays on, this screen was replaced last week pm says the screen goes blank 3-4 times a day they have to turn the screen off/on to get it to come back, but when it comes back the contrast level is very dark and they then have to adjust it.				
Information	Thu 13 September 2001 11:50 by uk081610 / HSH5	Saved: Thu 13 September 2001 11:50			
	Call logged at 11:40 Monitor fault screen keeps going blank with green light on it.				
Access Times	Thu 13 September 2001 11:53 by uk081610 / HSH5	Saved: Thu 13 September 2001 11:53			
	Access times given by PM. Thurs, Fri 0900-1730 Sat 0900-1230 No lunches				
Recommend	Thu 13 September 2001 11:53 by uk081610 / HSH5	Saved: Thu 13 September 2001 11:53			
	Recommend engineer to site to swap out the monitor on node 3 as it keeps going blank.				
REASSIGN	Thu 13 September 2001 11:54 by uk081610 / HSH5	Saved: Thu 13 September 2001 11:54			
	Call # E-0109130597 was Reassigned from Tina Wigens, Group HSH5 to Group UKSS1				
REASSIGN	Thu 13 September 2001 13:35 by Dispatch 1 /	Saved: Thu 13 September 2001 13:40			
	The projected arrival date for engineer 059666 is 13-09-2001 15:30:00 Engineer 059666 allocated				
UPDATE	Thu 13 September 2001 15:35 by Dispatch 1 /	Saved: Thu 13 September 2001 15:38			
	Engineer 059666 despatched to site at 13-09-2001 15:32:00 ** [No Remark entered.]				
UPDATE	Thu 13 September 2001 16:15 by Dispatch 1 /	Saved: Thu 13 September 2001 16:19			
	Engineer 059666 arrived on site at 13-09-2001 16:07:00 ** [Engineer 059666 Logged On.]				
UPDATE	Thu 13 September 2001 16:35 by Dispatch 1 /	Saved: Thu 13 September 2001 16:39			
	** [No Remark entered.]				
UPDATE	Thu 13 September 2001 16:35 by Dispatch 1 /	Saved: Thu 13 September 2001 16:39			

UPDATE	Reseated cables and loosened cable lengths and test OK. Thu 13 September 2001 16:35 by Dispatch 1 / Work completed	Saved: Thu 13 September 2001 16:39
ENG VISIT	Thu 13 September 2001 16:07 by 059666 / ENGINEERS Reseated cables and loosened cable lengths and test OK. Call closure code of Cable and repair code 824	Saved: Thu 13 September 2001 16:28
REASSIGN	Thu 13 September 2001 16:39 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTI Return activity	Saved: Thu 13 September 2001 16:39
REASSIGN	Thu 13 September 2001 16:45 by GB082760 / HSH1 Call # E-0109130597 was Reassigned from Group HSH5 to Robert Congerton, Group HSH1	Saved: Thu 13 September 2001 16:45
CLEAR	Thu 13 September 2001 16:28 by uk081125 / HSH1	Saved: Thu 13 September 2001 16:28
CLOSE	Thu 13 September 2001 16:46 by uk081125 / HSH1 Call Close by Carl hunt: Reseated cables and loosened cable lengths and test OK. Call closure code of Cable and repair code 824	Saved: Thu 13 September 2001 16:46

HOME Post Office Account S10 Archive4.0 on
hshpowermart1PH4PatS10 on
MSDC01POADB02

23/02/2005



Call E-0110160226

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Status:	Closed	Opened:	Tue 16 October 2001 09:29		Site:	247704	
Severity:	4 A	Closed:	Wed 17 October 2001 15:13		Customer:	PATHWAY	
Priority:	95				CSR/Team:	uk084206 / SMC4	
Caller Details							
Caller:	Claire Boughton		Phone:	GRO	Site:	247704	
Title:	CMS		Login:		Department:		
			Caller ID:		Location:		
Call Problem Details							
Product Type:		Call Type:	P	ProbType:	PN01	Problem:	
Problem Text: This FAD has not polled since 13/10/01							
Call Closure Details							
Closed:	17/10/2001 15:13	Cause:	CF9	Repair:	R75	Resolution:	RS16
Text: Call Close by Roy Hagland: Site Communicating. Not on Non-Polling Report.							
Call Asset Details							
Asset ID:			Description:		Serial No:		
Product:	Unknown Product		Description:		Network ID:		
Call SLA Details							
SLA:	NO SLA / No SLA defined for this call.		Contract SLA?:	N	Coverage Plan:		
SLA Met?:	Y		SLA Time (mins):	1782	Non-SLA Time (mins):	0	
Call Activity Log							
OPEN	Tue 16 October 2001 09:28 by uk084584 / SMC4 New call taken by Claire Boughton: This FAD has not polled since 13/10/01			Saved: Tue 16 October 2001 09:29			
REASSIGN	Tue 16 October 2001 09:31 by uk084584 / SMC4 Call # E-0110160226 was Reassigned from Claire Boughton, Group SMC4 to Group smc4			Saved: Tue 16 October 2001 09:31			
Access Times	Tue 16 October 2001 09:35 by uk084584 / SMC4 mon,tue,thur,fri 9.00-17.30 wed 9.00-13.00 sat 9.00-12.30			Saved: Tue 16 October 2001 09:35			
REASSIGN	Tue 16 October 2001 09:36 by uk084584 / SMC4 Call # E-0110160226 was Reassigned from Group smc4 to Group CFM3 IFETS tester has found "Destination out of order" passing to CFM3 for BT fault.			Saved: Tue 16 October 2001 09:36			
Information	Tue 16 October 2001 09:40 by uk084584 / SMC4 PM informed of BT fault			Saved: Tue 16 October 2001 09:40			
Information	Tue 16 October 2001 09:59 by uk058838 / CFM3 We are unable to ping this site can Energis please investigate. ISDN no: - 02890 859 146, FAD code: - 247704, Call clearing code: - 0x849B 'Destination out of order' Thanks. CFM3. PH.			Saved: Tue 16 October 2001 09:59			
REASSIGN	Tue 16 October 2001 10:00 by uk058838 / CFM3 Call # E-0110160226 was Reassigned from Group CFM3 to Group CFM4			Saved: Tue 16 October 2001 10:00			
Information	Tue 16 October 2001 10:41 by eng004 / CFM4 Energis Update: Passed to BT who are investigating. Awaiting response.			Saved: Tue 16 October 2001 10:41			
REASSIGN	Tue 16 October 2001 10:41 by eng004 / CFM4 Call # E-0110160226 was Reassigned from Group CFM4 to Group cfm4-Private			Saved: Tue 16 October 2001 10:41			
Information	Tue 16 October 2001 14:57 by uk084584 / SMC4 site health checking ok after BT fix			Saved: Tue 16 October 2001 14:57			
Information	Wed 17 October 2001 09:44 by eng004 / CFM4 Energis Update: BT have advised fault was cleared in joint aerial cable underground. See previous update site is health checking ok.			Saved: Wed 17 October 2001 09:44			
REASSIGN	Wed 17 October 2001 09:53 by eng004 / CFM4 Call # E-0110160226 was Reassigned from Group cfm4-Private to Group CFM3			Saved: Wed 17 October 2001 09:53			
Information	Wed 17 October 2001 09:59 by uk058835 / CFM3 Checked ISDN q931 get 0x8090 Normal call clearing. Checked PPP auth and neg both OK. Checked ping this is ok. Please can you check counter end as comms from datacentre to gateway counter is ok. Thanks WM			Saved: Wed 17 October 2001 09:59			
REASSIGN	Wed 17 October 2001 10:01 by uk058835 / CFM3 Call # E-0110160226 was Reassigned from Group CFM3 to Group SMC4			Saved: Wed 17 October 2001 10:01			
CLEAR	Wed 17 October 2001 15:13 by uk084206 / SMC4 Site Communicating. Not on Non-Polling Report.			Saved: Wed 17 October 2001 15:13			
CLOSE	Wed 17 October 2001 15:13 by uk084206 / SMC4			Saved: Wed 17 October 2001 15:13			

Call Close by Roy Hagland: Site Communicating. Not on Non-Polling Report.

Call E-0110300536

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Status:	Closed	Opened:	Tue 30 October 2001 11:38		Site:	247704	
Severity:	3 B	Closed:	Wed 31 October 2001 11:40		Customer:	I039	
Priority:	1				CSR/Team:	uk081610 / HSH5	
Caller Details							
Caller:	Rodger Henry Adams		Phone:	GRO	Site:	247704	
Title:	PostMaster		Login:		Department:		
			Caller ID:		Location:		
Call Problem Details							
Product Type:		Call Type:	H	ProbType:	HD11	Problem:	
Problem Text: pm says his screen keeps flickering and then turns itself off							
Call Closure Details							
Closed:	31/10/2001 11:40	Cause:	C01	Repair:	R01	Resolution:	RS10
Text: Call Close by Tina Wigens: ENG SWAPPED OUT MONITOR AND MAINS CABLE AND TESTED OK Call closure code of FAILURE and repair code 821							
Call Asset Details							
Asset ID:	2477044	Description:	CTX Flatscreen - Live PO Sites		Serial No:	X547024T4410240	
Product:	PATCTXFLAT	Description:	CTX Flatscreen - Live PO Sites		Network ID:		
Call SLA Details							
SLA:	8 Hour / Clear call within 8 hours		Contract SLA?:	N	Coverage Plan:		0800-2000
SLA Met?:	Y		SLA Time (mins):	721	Non-SLA Time (mins):		0
1. CLOSE (Clear call)	Met:	Y	Target:	30/10/2001 19:39	Done:	30/10/2001 14:04	Completed
Call Activity Log							
OPEN	Tue 30 October 2001 11:36 by GB082486 / HSH1				Saved: Tue 30 October 2001 11:38		
	New call taken by Nick Raniga: pm says his screen keeps flickering and then turns itself off						
Advice	Tue 30 October 2001 11:40 by GB082486 / HSH1				Saved: Tue 30 October 2001 11:40		
	Advised pm to check the cables and they are all fine						
Information	Tue 30 October 2001 11:41 by GB082486 / HSH1				Saved: Tue 30 October 2001 11:41		
	Screen has been like this for a few weeks						
Access Times	Tue 30 October 2001 11:41 by GB082486 / HSH1				Saved: Tue 30 October 2001 11:41		
	mon, tues, thurs, fri 9:00-5:30 wed 9:00-1:00 No lunch closure						
REASSIGN	Tue 30 October 2001 11:42 by GB082486 / HSH1				Saved: Tue 30 October 2001 11:42		
	Call # E-0110300536 was Reassigned from Nick Raniga, Group HSH1 to Group HSH5 reassign to HSH5 for investigation						
REASSIGN	Tue 30 October 2001 11:43 by GB082675 / HSH5				Saved: Tue 30 October 2001 11:43		
	Call # E-0110300536 was Reassigned from Group HSH5 to Emma Ryan, Group HSH5						
Access Times	Tue 30 October 2001 11:45 by GB082675 / HSH5				Saved: Tue 30 October 2001 11:45		
	Access times mon, tues, thurs, fri 9:00-5:30 wed 9:00-1:00 No lunch closure						
Contacted	Tue 30 October 2001 11:45 by GB082675 / HSH5				Saved: Tue 30 October 2001 11:45		
	Contacted the pm he says his screen keeps flickering and then turns itself off, this monitor was replaced a few weeks ago for the same problem.						
Recommend	Tue 30 October 2001 11:46 by GB082675 / HSH5				Saved: Tue 30 October 2001 11:46		
	Recommend engineer to site to swap out the monitor and check cables are fixed correctly, this call was logged at 11:38 30/10/01						
MODIFY	Tue 30 October 2001 11:47 by GB082675 / HSH5				Saved: Tue 30 October 2001 11:47		
	Call information modified by Emma Ryan Revision: Serial #: to 'X547024T4410240' Tag: to '2477044' Item Descr.: to 'CTX Flatscreen - Live PO Sites' Prod. Descr.: from " to 'CTX Flatscreen - Live PO Sites'						
REASSIGN	Tue 30 October 2001 11:48 by GB082675 / HSH5				Saved: Tue 30 October 2001 11:48		
	Call # E-0110300536 was Reassigned from Emma Ryan, Group HSH5 to Group UKSS1						
REASSIGN	Tue 30 October 2001 11:48 by Dispatch 1 /				Saved: Tue 30 October 2001 11:54		
	The projected arrival date for engineer 079638 is 30-10-2001 14:00:00 Engineer 079638 allocated						
UPDATE	Tue 30 October 2001 13:40 by Dispatch 1 /				Saved: Tue 30 October 2001 13:46		
	Engineer 079638 despatched to site at 30-10-2001 13:22:00 ** [No Remark entered.]						
UPDATE	Tue 30 October 2001 13:40 by Dispatch 1 /				Saved: Tue 30 October 2001 13:46		
	Engineer 079638 arrived on site at 30-10-2001 13:35:00 ** [Engineer 079638 Logged On.]						
Information	Tue 30 October 2001 17:07 by uk053128 / UKSS2				Saved: Tue 30 October 2001 17:07		

	CALL COMPLETE	
UPDATE	Wed 31 October 2001 01:28 by Dispatch 1 / ENG SWAPPED OUT MONITOR AND MAINS CABLE AND TESTED OK	Saved: Wed 31 October 2001 01:43
UPDATE	Wed 31 October 2001 01:29 by Dispatch 1 / Work completed	Saved: Wed 31 October 2001 01:43
ENG VISIT	Tue 30 October 2001 13:35 by 079638 / ENGINEERS ENG SWAPPED OUT MONITOR AND MAINS CABLE AND TESTED OK Call closure code of FAILURE and repair code 821	Saved: Tue 30 October 2001 14:04
REASSIGN	Wed 31 October 2001 01:43 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity	Saved: Wed 31 October 2001 01:43
UPDATE	Wed 31 October 2001 01:28 by Dispatch 1 / ** [No Remark entered.]	Saved: Wed 31 October 2001 01:44
REASSIGN	Wed 31 October 2001 11:39 by uk053128 / UKSS2 Call # E-0110300536 was Reassigned from Jake Drinkwater, Group UKSS1 to Group HSH5 call complete	Saved: Wed 31 October 2001 11:39
REASSIGN	Wed 31 October 2001 11:40 by uk081610 / HSH5 Call # E-0110300536 was Reassigned from Group HSH5 to Tina Wigens, Group HSH5	Saved: Wed 31 October 2001 11:40
CLEAR	Tue 30 October 2001 14:04 by uk081610 / HSH5 ENG SWAPPED OUT MONITOR AND MAINS CABLE AND TESTED OK Call closure code of FAILURE and repair code 821	Saved: Tue 30 October 2001 14:04
CLOSE	Wed 31 October 2001 11:40 by uk081610 / HSH5 Call Close by Tina Wigens: ENG SWAPPED OUT MONITOR AND MAINS CABLE AND TESTED OK Call closure code of FAILURE and repair code 821	Saved: Wed 31 October 2001 11:40

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hshpowermart1PH4PatS10 on
MSDC01POADB02

23/02/2005



Call E-0201060008

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Status:	Closed	Opened:	Sun 06 January 2002 04:28		Site:	247704	
Severity:	3 B	Closed:	Sun 06 January 2002 04:55		Customer:	PATHWAY	
Priority:	0				CSR/Team:	UK061801 / SMC1	
Caller Details							
Caller:	Mark Rowlands	Phone:	GRO		Site:	247704	
Title:	wayne bragg (smc)	Login:			Department:		
		Caller ID:			Location:		
Call Problem Details							
Product Type:	PT02	Call Type:	S	ProbType:	SD11	Problem:	
Problem Text:	Critical counter event rec'd for node H24770400101 "corrupt storage unit was detected on volume 1 with LPN 2128, unit type 0" @ 03.39. No evt on TEC. Unloading event log. Kle ref: PCarroll909Z						
Call Closure Details							
Closed:	06/01/2002 04:55	Cause:	C21	Repair:	R79	Resolution:	RS02
Text:	Call Close by Wayne Bragg: no further action required						
Call Asset Details							
Asset ID:		Description:			Serial No:		
Product:	WINNT	Description:	Windows NT		Network ID:		
Call SLA Details							
SLA:	7 Day / Clear call within 7 days		Contract SLA?:	N	Coverage Plan:		
SLA Met?:	Y		SLA Time (mins):	26	Non-SLA Time (mins): 0		
1: CLOSE (Clear call)	Met:	Y	Target:	13/01/2002 00:00	Done:	06/01/2002 04:55	
Completed			Mandatory				
Call Activity Log							
OPEN	Sun 06 January 2002 04:28 by UK061801 / SMC1					Saved: Sun 06 January 2002 04:28	
	New call taken by Wayne Bragg: Critical counter event rec'd for node H24770400101 "corrupt storage unit was detected on volume 1 with LPN 2128, unit type 0" @ 03.39. No evt on TEC. Unloading event log. Kle ref: PCarroll909Z						
Information	Sun 06 January 2002 04:54 by UK061801 / SMC1					Saved: Sun 06 January 2002 04:54	
	event rec'd on TEC: corrupt sub_source = RIPOSTE TRAINING						
CLEAR	Sun 06 January 2002 04:55 by UK061801 / SMC1					Saved: Sun 06 January 2002 04:55	
	corrupt storage unit detected, call can be closed						
CLOSE	Sun 06 January 2002 04:55 by UK061801 / SMC1					Saved: Sun 06 January 2002 04:55	
	Call Close by Wayne Bragg: no further action required						

[HOME](#) Post Office Account S10 Archive4.0 on
hshpowermart1

PH4PatS10 on
MSDC01POADB02

23/02/2005



Call E-0202080430

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Status:	Closed	Opened:	Fri 08 February 2002 12:14		Site:	247704	
Severity:	2 C	Closed:	Fri 08 February 2002 14:24		Customer:	I039	
Priority:	0				CSR/Team:	uk079831 / HSH5	
Caller Details							
Caller:	Rodger Henry Adams		Phone:	GRO	Site:	247704	
Title:	PostMaster		Login:		Department:		
			Caller ID:		Location:		
Call Problem Details							
Product Type:		Call Type:	C	ProbType:	CC44	Problem:	
Problem Text: Office is closed due to a robbery possibly reopening on monday. H11352636							
Call Closure Details							
Closed:	08/02/2002 14:24	Cause:	CA6	Repair:	R61	Resolution:	RS09
Text: Call Close by Gareth Jones: message board updated - smc informed - pmhtcc							
Call Asset Details							
Asset ID:		Description:			Serial No:		
Product:	Unknown product	Description:	Unknown Product		Network ID:		
Call SLA Details							
SLA:	NO SLA / No SLA defined for this call.		Contract SLA?:	N	Coverage Plan:		
SLA Met?:	Y		SLA Time (mins):	129	Non-SLA Time (mins):	0	
Call Activity Log							
OPEN	Fri 08 February 2002 12:11 by gb083557 / HSH1				Saved: Fri 08 February 2002 12:14		
	New call taken by Matthew Hall: Office is closed due to a robbery possibly reopening on monday. H11352636						
REASSIGN	Fri 08 February 2002 12:18 by gb083557 / HSH1				Saved: Fri 08 February 2002 12:18		
	Call # E-0202080430 was Reassigned from Matthew Hall, Group HSH1 to Group HSH5 reassigned for your information						
REASSIGN	Fri 08 February 2002 12:34 by GB082729 / HSH5				Saved: Fri 08 February 2002 12:34		
	Call # E-0202080430 was Reassigned from Group HSH5 to Paul Corrick, Group HSH5 Please update as required - Thanks						
Information	Fri 08 February 2002 12:56 by uk081284 / HSH5				Saved: Fri 08 February 2002 12:56		
	Office is closed due to a robbery possibly reopening on monday 11 feb. i have updated message board and passing to smc4 for info.						
REASSIGN	Fri 08 February 2002 12:57 by uk081284 / HSH5				Saved: Fri 08 February 2002 12:57		
	Call # E-0202080430 was Reassigned from Paul Corrick, Group HSH5 to Group SMC4						
MODIFY	Fri 08 February 2002 12:57 by uk081284 / HSH5				Saved: Fri 08 February 2002 12:57		
	Call information modified by Paul Corrick CSR ID:						
REASSIGN	Fri 08 February 2002 14:15 by uk066075 / SMC4				Saved: Fri 08 February 2002 14:15		
	Call # E-0202080430 was Reassigned from Group SMC4 to Group hsh5 info noted thanks						
CLEAR	Fri 08 February 2002 14:22 by uk079831 / HSH5				Saved: Fri 08 February 2002 14:22		
	message board updated - smc informed -						
CLOSE	Fri 08 February 2002 14:24 by uk079831 / HSH5				Saved: Fri 08 February 2002 14:24		
	Call Close by Gareth Jones: message board updated - smc informed - pmhtcc						
MODIFY	Fri 08 February 2002 18:16 by GB082299 / HSH1				Saved: Fri 08 February 2002 18:16		
	Call information modified by Donna Moulds Customer ID: from 'POCL' to 'I039' Cust. Name: from 'Post Office Counters Limited' to 'Post Office Sites'						

HOME Post Office Account S10 Archive4.0 on
hshpowermart1PH4PatS10 on
MSDC01POADB02

23/02/2005



Call E-0202110950

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Status:	Closed	Opened:	Mon 11 February 2002 12:38	Site:	247704	
Severity:	2 C	Closed:	Mon 11 February 2002 12:39	Customer:	I039	
Priority:	0			CSR/Team:	GB083013 / HSH1	
Caller Details						
Caller:	Rodger Henry Adams	Phone:	GRO	Site:	247704	
Title:	PostMaster	Login:		Department:		
		Caller ID:		Location:		
Call Problem Details						
Product Type:		Call Type:	E	ProbType:	EN03	
Problem Text: Julie nbsc says that the office has re-opened after a robbery.						
Call Closure Details						
Closed:	11/02/2002 12:39	Cause:	CA7	Repair:	RC4	
Text:	Call Close by Victoria McDermott: admin call.				Resolution:	RS08
Call Asset Details						
Asset ID:		Description:		Serial No:		
Product:	ADMIN	Description:		Network ID:		
Call SLA Details						
SLA:	NO SLA / No SLA defined for this call.	Contract SLA?:	N	Coverage Plan:		
SLA Met?:	Y	SLA Time (mins):	0	Non-SLA Time (mins):	0	
Call Activity Log						
OPEN	Mon 11 February 2002 12:37 by GB083013 / HSH1	Saved: Mon 11 February 2002 12:38 New call taken by Victoria McDermott: Julie nbsc says that the office has re-opened after a robbery.				
CLOSE	Mon 11 February 2002 12:39 by GB083013 / HSH1	Saved: Mon 11 February 2002 12:39 Call Close by Victoria McDermott: admin call.				

HOME Post Office Account S10 Archive4.0 on
hshpowermart1PH4PatS10 on
MSDC01POADB02

23/02/2005



Call E-0202230004

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Status:	Closed	Opened:	Sat 23 February 2002 04:11	Site:	247704
Severity:	3 B	Closed:	Sat 23 February 2002 04:13	Customer:	PATHWAY
Priority:	0			CSR/Team:	gb083797 / SMC1

Caller Details

Caller:	Rodger Henry Adams	Phone:	GRO	Site:	247704
Title:	Ann-Marie Collin - SMC	Login:		Department:	
		Caller ID:		Location:	

Call Problem Details

Product Type:	PT03	Call Type:	S	ProbType:	SD11	Problem:	
Problem Text:	Critical NT event received on 23.02.02 @ 03.40: A fatal error has occurred: A corrupt storage unit was detected on volume ... with LPN ... UnitType ... (0xC105003F). The message store will be shut down abnormally. Kel Ref: pcaroll909z states: 1) SINGLE COUNTER SITE (for multi-counter sites see (2) below) 1.1) Check the SUB_SOURCE of the event on the TEC or by Retrieving an event log 1.2) If it's in the Training MessageStore - ignore Event, it should clear itself 1.3) If it's in RiposteMirror Delete all Squirrels (first) THEN swap the "MIRROR DISK" (NOT THE COUNTER !!) on the same day (i.e. before cleardesk runs at 03:00 next morning).						

Call Closure Details

Closed:	23/02/2002 04:13	Cause:	C21	Repair:	R81	Resolution:	RS08
Text:	Call Close by Ann-Marie Collin: Training message stores deleted, closing call.						

Call Asset Details

Asset ID:		Description:		Serial No:
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:

Call SLA Details

SLA:	7 Day / Clear call within 7 days	Contract SLA?:	N	Coverage Plan:						
SLA Met?:	Y	SLA Time (mins):	1	Non-SLA Time (mins):	0					
1:	CLOSE (Clear call)	Met:	Y	Target:	02/03/2002 00:00	Done:	23/02/2002 04:13	Completed	Mandatory	

Call Activity Log

OPEN	Sat 23 February 2002 04:09 by gb083797 / SMC1	Saved: Sat 23 February 2002 04:11
	New call taken by Ann-Marie Collin: Critical NT event received on 23.02.02 @ 03.40: A fatal error has occurred: A corrupt storage unit was detected on volume ... with LPN ... UnitType ... (0xC105003F). The message store will be shut down abnormally. Kel Ref: pcaroll909z states: 1) SINGLE COUNTER SITE (for multi-counter sites see (2) below) 1.1) Check the SUB_SOURCE of the event on the TEC or by Retrieving an event log 1.2) If it's in the Training MessageStore - ignore Event, it should clear itself 1.3) If it's in RiposteMirror Delete all Squirrels (first) THEN swap the "MIRROR DISK" (NOT THE COUNTER !!) on the same day (i.e. before cleardesk runs at 03:00 next morning).	
Information	Sat 23 February 2002 04:12 by gb083797 / SMC1	Saved: Sat 23 February 2002 04:12
	Sub_Source found to be in Riposte Training.	
CLEAR	Sat 23 February 2002 04:13 by gb083797 / SMC1	Saved: Sat 23 February 2002 04:13
	Training message stores deleted.	
CLOSE	Sat 23 February 2002 04:13 by gb083797 / SMC1	Saved: Sat 23 February 2002 04:13
	Call Close by Ann-Marie Collin: Training message stores deleted, closing call.	