

PinICL Expor PC0033152

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033152	The activation of installation unit 2011.	11/11/1999 10:10:12	22/11/1999 16:09:49	Jo Grocott/	General/Other/Misc
EDSC			Closed		Rollout d/b Server

References

Name	Value
REQUEST_KEY	42337175
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-9911100713
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911100713
PowerHelp	E-9911100713

Products

Product Group	Product Name	Product Version
General/Other/Misc	Rollout d/b Server	

Activities

Date	User	Comment
11/11/1999 10:10:12	Customer Call	CALL PC0033152 opened
11/11/1999 10:10:14	Customer Call	CALL PC0033152:Priority B:CallType L - Target 16/11/99 10:10:12
11/11/1999 10:10:15	Customer Call	10/11/99 16:14 The activation of installation unit 2011.
11/11/1999 10:10:15	Customer Call	11/11/99 09:00 uk061323
11/11/1999 10:10:15	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
11/11/1999 10:10:15	Customer Call	F} Call details
11/11/1999 10:10:16	Customer Call	Diagnostician name:
11/11/1999 10:10:17	Customer Call	Customer opened date 10/11/1999 16:14:40
11/11/1999 10:35:05	Deleted User (Mike Croshaw Sep/00)	Target Release updated to CSR
11/11/1999 10:35:05	Deleted User (Mike Croshaw Sep/00)	Product General/Other/Misc added
11/11/1999 10:35:06	Deleted User (Mike Croshaw Sep/00)	F} Response :

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11/11/1999 10:35:07	Deleted User (Mike Croshaw Sep/00)	Why has this call been sent to SSC?
11/11/1999 10:35:07	Deleted User (Mike Croshaw Sep/00)	
11/11/1999 10:35:07	Deleted User (Mike Croshaw Sep/00)	NO FAULT - NO ACTION
11/11/1999 10:35:07	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13391964]
11/11/1999 10:35:07	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 62 -No fault in product
11/11/1999 10:35:07	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours
11/11/1999 10:35:07	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure
11/11/1999 10:35:08	Deleted User (Mike Croshaw Sep/00)	CALL PC0033152 closed: Category 62, Type L
11/11/1999 10:35:09	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp
11/11/1999 10:53:35	Customer Call	Date and time complete: 11/11/1999 10:51:08
11/11/1999 10:53:35	Customer Call	Service Complete (Confirmation) Received
11/11/1999 16:22:01	Customer Call	CALL PC0033152 Reopened: This incident has been reopened
11/11/1999 16:22:04	Customer Call	CALL PC0033152:Priority B:CallType L - Target 16/11/99 16:22:01
11/11/1999 16:22:04	Customer Call	11/11/99 16:25 uk059303
11/11/1999 16:22:04	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
11/11/1999 16:22:05	Customer Call	F} Call details
11/11/1999 16:22:06	Customer Call	Diagnostician name:
11/11/1999 16:25:53	Rakesh Patel	The Call record has been assigned to the Team Member: Rakesh Patel
11/11/1999 16:25:54	Rakesh Patel	Hours spent since call received: 0 hours
12/11/1999 07:21:04	Rakesh Patel	F} Response :

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12/11/1999 07:21:05	Rakesh Patel	Email received from Jo:--
12/11/1999 07:21:05	Rakesh Patel	Could you please activate InstU 200011 a.s.a.p.
12/11/1999 07:21:05	Rakesh Patel	[END OF REFERENCE 13415225]
12/11/1999 07:21:05	Rakesh Patel	Responded to call type L as Category 40 -Incident Under Investigation
12/11/1999 07:21:09	Rakesh Patel	The response was delivered to: PowerHelp
12/11/1999 07:21:11	Rakesh Patel	The Call record has been transferred to the Team: RODB-Data-IM
12/11/1999 07:21:11	Rakesh Patel	Defect cause updated to 99:General - Unknown
12/11/1999 07:21:11	Rakesh Patel	Hours spent since call received: 0 hours
22/11/1999 15:49:23	Damian Mulvena	Activation carried out on 11/11 at 12:30
22/11/1999 15:49:23	Damian Mulvena	Product General/Other/Misc deleted
22/11/1999 15:49:23	Damian Mulvena	Product General/Other/Misc Rollout d/b Server added
22/11/1999 15:49:25	Damian Mulvena	The Call record has been transferred to the Team: EDSC
22/11/1999 15:49:25	Damian Mulvena	Hours spent since call received: 1 hours
22/11/1999 15:53:09	Barbara Longley	The Call record has been assigned to the Team Member: Rakesh Patel
22/11/1999 15:53:10	Barbara Longley	Hours spent since call received: 0 hours
22/11/1999 15:57:19	Barbara Longley	F} Response :
22/11/1999 15:57:20	Barbara Longley	The Call record has been assigned to EDSC Team Member: Rakesh Patel
22/11/1999 15:57:20	Barbara Longley	[END OF REFERENCE 13618988]
22/11/1999 15:57:20	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
22/11/1999 15:57:22	Barbara Longley	The response was delivered to: PowerHelp
22/11/1999 16:04:36	Rakesh Patel	F} Response :
22/11/1999 16:04:36	Rakesh Patel	Fix Applied
22/11/1999 16:04:36	Rakesh Patel	
22/11/1999 16:04:36	Rakesh Patel	The activation of installation unit 200011.
22/11/1999 16:04:36	Rakesh Patel	
22/11/1999 16:04:36	Rakesh Patel	Damian Mulvena

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22/11/1999 16:04:36	Rakesh Patel	Activation carried out on 11/11 at 12:30
22/11/1999 16:04:36	Rakesh Patel	
22/11/1999 16:04:36	Rakesh Patel	
22/11/1999 16:04:36	Rakesh Patel	[END OF REFERENCE 13619164]
22/11/1999 16:04:37	Rakesh Patel	Responded to call type L as Category 60 -Fix Released to Call Logger
22/11/1999 16:04:41	Rakesh Patel	Hours spent since call received: 0 hours
22/11/1999 16:04:41	Rakesh Patel	Defect cause updated to 14:Development - Code
22/11/1999 16:04:44	Rakesh Patel	CALL PC0033152 closed: Category 60, Type L
22/11/1999 16:04:46	Rakesh Patel	The response was delivered to: PowerHelp
22/11/1999 16:09:49	Customer Call	Date and time complete: 22/11/1999 16:05:49
22/11/1999 16:09:49	Customer Call	Service Complete (Confirmation) Received