

## PinICL Export 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/ <span style="border: 1px solid black; padding: 2px;">GRO</span>	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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EDSC			Closed		Rollout d/b Server
<p>11/11/1999 10:35:07 Deleted User (Mike Croshaw Sep/00) Why has this call been sent to SSC?</p> <p>11/11/1999 10:35:07 Deleted User (Mike Croshaw Sep/00)</p> <p>11/11/1999 10:35:07 Deleted User (Mike Croshaw Sep/00) NO FAULT - NO ACTION</p> <p>11/11/1999 10:35:07 Deleted User (Mike Croshaw Sep/00) [END OF REFERENCE 13391964]</p> <p>11/11/1999 10:35:07 Deleted User (Mike Croshaw Sep/00) Responded to call type L as Category 62 -No fault in product</p> <p>11/11/1999 10:35:07 Deleted User (Mike Croshaw Sep/00) Hours spent since call received: 0 hours</p> <p>11/11/1999 10:35:07 Deleted User (Mike Croshaw Sep/00) Defect cause updated to 41:General - in Procedure</p> <p>11/11/1999 10:35:08 Deleted User (Mike Croshaw Sep/00) CALL PC0033152 closed: Category 62, Type L</p> <p>11/11/1999 10:35:09 Deleted User (Mike Croshaw Sep/00) The response was delivered to: PowerHelp</p> <p>11/11/1999 10:53:35 Customer Call Date and time complete: 11/11/1999 10:51:08</p> <p>11/11/1999 10:53:35 Customer Call Service Complete (Confirmation) Received</p> <p>11/11/1999 16:22:01 Customer Call CALL PC0033152 Reopened: This incident has been reopened</p> <p>11/11/1999 16:22:04 Customer Call CALL PC0033152:Priority B:CallType L - Target 16/11/99 16:22:01</p> <p>11/11/1999 16:22:04 Customer Call 11/11/99 16:25 uk059303</p> <p>11/11/1999 16:22:04 Customer Call ReOpen OTI: * NULL TEXT SUPPLIED *</p> <p>11/11/1999 16:22:05 Customer Call F} Call details</p> <p>11/11/1999 16:22:06 Customer Call Diagnostician name:</p> <p>11/11/1999 16:25:53 Rakesh Patel The Call record has been assigned to the Team Member: Rakesh Patel</p> <p>11/11/1999 16:25:54 Rakesh Patel Hours spent since call received: 0 hours</p> <p>12/11/1999 07:21:04 Rakesh Patel F} Response :</p>					

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Logged By			Status		Product At Fault
PC0033152 EDSC	The activation of installation unit 20011.	11/11/1999 10:10:12	22/11/1999 16:09:49 Closed	Jo Grocott/ GRO	General/Other/Misc Rollout d/b Server
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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	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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EDSC			Closed		Rollout d/b Server
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					