Export

Peak Incident Management System

Call Reference	**PC0050081**	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0007060282
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Published Known Error
Target Date	17/07/2000	Effort (Man Days)	0
Summary	FAD011323 -Unlock user		

Progress Narrative

```
Date:12-Jul-2000 14:44:00 User:_Customer Call_
CALL PC0050081:Priority B:CallType L - Target 17/07/00 15:44:26
06/07/00 08:59 Has got cant perform session transfer while processing rpt
06/07/00 09:01 uk079782
Advice: User: JDE GRO
SU:DD Indiviual
Needs to b unlocked.
Kel Ref: Richard10.htm
12/07/00 15:42 uk081187
Information: sending for further investigation to edsc
F} Call details
Diagnostician name:
Customer opened date 06/07/2000 08:59:30
CALL PC0050081 opened
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Date:12-Jul-2000 14:51:00 User:Barbara Longley
The call summary has been changed from:-
Has got cant perform session transfer while proces
The call summary is now:-
FAD011323 -Unlock user
Target Release updated to CSR-CI3_2R
Product EPOSS & DeskTop EPOSS added
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Date:12-Jul-2000 14:58:00 User:Paul Steed
The Call record has been assigned to the Team Member: David Seddon
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours
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Date:12-Jul-2000 15:56:00 User:David Seddon
F} Response :
Called PM who says user is no longer locked, therefore no action is
necessary. I assume user logged back onto original counter where report was
processed as per kel, Richard10.htm PM happy to close call. (...Why was call
sent to SSC, and given that call was sent, why did it take 6 days???)
[END OF REFERENCE 20040380]
Responded to call type L as Category 64 -Published Known Error
Hours spent since call received: 0 hours
CALL PC0050081 closed: Category 64, Type L
The response was delivered to: PowerHelp
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```
Date:12-Jul-2000 15:59:00 User:_Customer Call_
Date and time complete: 12/07/2000 16:59:04
Service Complete (Confirmation) Received
```

Root Cause	General - Unknown
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	David Seddon -- EDSC
Last Progress	12-Jul-2000 15:59 -- _Customer Call_