

Export

Peak Incident Management System

Call Reference	PC0053061	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0008230934
Call Type	Live Incidents	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- Advice and guidance given
Target Date	29/08/2000	Effort (Man Days)	0
Summary	FAD 090136 has not polled for 2 days since the 21/		

Progress Narrative

Date:25-Aug-2000 12:04:00 User: **Customer Call**
 CALL PC0053061:Priority A:CallType L - Target 29/08/00 13:04:27
 23/08/00 11:55 FAD 090136 has not polled for 2 days since the 21/08/00.
 Please ping and why has it not polled
 25/08/00 11:42 uk081205
 Follow Up: PM called asking for help on rebooting the counter.
 25/08/00 11:43 uk081205
 Advice: Took PM through the process of rebooting the counter.
 25/08/00 11:54 uk082135
 Information: No comms. still
 25/08/00 12:06 uk058987
 Information: Calls to this outlet are being made successfully to both
 the LAN & WAN addresses. Calls are passing PPP CHAP
 authentication, but are failing IP pings, which suggests
 that this is either an Eicon card or a VPN problem. Rebooting
 the Counter may solve this otherwise send the to SSC for
 investigation. Thanks. JR.
 F} Call details
 Diagnostician name:
 Customer opened date 23/08/2000 11:55:13
 CALL PC0053061 opened

Date:25-Aug-2000 12:19:00 User: **Barbara Longley**
 Target Release updated to CSR-CI3_2R
 Product General/Other/Misc ISDN added

Date:25-Aug-2000 12:43:00 User: **Steve Squires**
 F} Response :
 Prescan: done
 [END OF REFERENCE 21367467]
 Responded to call type L as Category 40 -Incident Under Investigation
 The response was delivered to: PowerHelp
 The Call record has been assigned to the Team Member: Lina Kiang
 Defect cause updated to 99:General - Unknown
 Hours spent since call received: 0 hours

Date:25-Aug-2000 13:44:00 User: **Lina Kiang**
 F} Response :
 Unable to ping this SCO. Call should not have been sent to SSC, according to
 the new non-polling procedures the next stage is to send an engineer to site.
 [END OF REFERENCE 21369717]
 Responded to call type L as Category 94 -Advice and guidance given
 Hours spent since call received: 0.5 hours
 Defect cause updated to 41:General - in Procedure
 CALL PC0053061 closed: Category 94, Type L
 The response was delivered to: PowerHelp

Date:25-Aug-2000 13:48:00 User: **Customer Call**
 Date and time complete: 25/08/2000 14:54:07
 Service Complete (Confirmation) Received

Root Cause	General - in Procedure
Logger	Customer Call -- EDSC
Subject Product	General/Other/Misc -- ISDN (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	25-Aug-2000 13:48 -- Customer Call