

## 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			
<div>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 &amp; 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</div>			
<div>Date:25-Aug-2000 12:19:00 User:Barbara Longley Target Release updated to CSR-CI3_2R Product General/Other/Misc ISDN added</div>			
<div>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</div>			
<div>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</div>			
<div>Date:25-Aug-2000 13:48:00 User:Customer Call_ Date and time complete: 25/08/2000 14:54:07 Service Complete (Confirmation) Received</div>			
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		