Export

Peak Incident Management System

Call Reference	**PC0059762**	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI4R	Top Ref	E-0012110550
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	18/12/2000	Effort (Man Days)	0
Summary	C14 when pm prints out p&A report half of them i		

Progress Narrative

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Date:13-Dec-2000 14:57:00 User:_Customer Call_
CALL PC0059762 opened
CALL PC0059762:Priority B:CallType L - Target 18/12/00 14:57:19
11/12/00 09:39 C14 when pm prints out p&A report half of them is missing,
and this is happening on giro deposits, withdrawals. This is only on counter
4. This problem has occured since Friday/Saturday.
11/12/00 09:50 uk081219
Information: Asked pm for dates and times of transactions, he did not
have these. Obtained his username GGU001. He said that out
of 17 P&A transactions for Firday that 8 of them is not
showing.
11/12/00 09:53 uk081219
Access Times: Mon - Sat 0900 - 1730
Does not close for lunch.
Access can be gained from 0830
11/12/00 10:12 gb083552
Advice: repeat call
pm wanted to know if the problem is being worked on and
how long it will be until a resolution will be avaliable.
advised the pm that the problem is being worked upon as we
speak and the po will be contacted asap.i cannot give a
specific time to being contacted but they will contact them soon.
11/12/00 10:13 uktemp39
Information: nbsc called to say pm is waiting to hear from us. adv it
was being investigated. adv that pm can still use counter as
normal for giro transactions. will contact hsh5 to ensure pm
is contacted asap for reassurance that the problem is being
dealt with.
11/12/00 10:20 uktemp39
Information: called pm to let him know that prob was being investigated
and counter can still be used. pmhtc
11/12/00 15:42 GB082303
Repeat Call: took a call from rnm wanting inf. on how far this call has
gotten had to get info. stock unit is GG and an indiviual
unit ask pm to do an engineer test and result was cannot
connect to the corresponding server that this had time out
12/12/00 15:35 GB082760
Information: Time: PM thinks it was thought out the day ( Friday )
Date: 8.12.00 ( Friday ).
Type of transaction: P&A
Giro withdrawls
Cheques listings
National savings
etc.
PM said that it was on all reports, there was transactions
missing off the report.
12/12/00 15:44 GB082760
Information: PM wants a call back ASAP as he is going to balance tomorrow.
13/12/00 14:09 GB081695
Repeat Call: the rnm for the office has called please call him back and
update him of the progress
13/12/00 14:53 uk080053
Information: pm has been upgraded on 11/11 and has balanced fine since
then so this is not connected to upgrade
pm has not had any node disconnected messages
13/12/00 14:55 uk080053
Information: this is just transactions on G stock and it doesn't matter
which counter
user GGU001
there are missing and extra transactions for pensions,
girobank, MVL's, green giros and also APS transactions
13/12/00 14:58 uk080053
Information: 2 giro deposits appeared on the report on the 7th
session no's 4-150860-2 1705hrs £900 this ref was gained
from the trans log, 4-150872-2 1713hrs £1241.93
green giros from 7th until today have been missing £2701
altogether from the reports
there were various amounts, £100, £200 and others
RNM has been to site today and rectified the situation by
reverseing and inputting correct figures
13/12/00 15:02 uk080053
Information: it is only the G individual stock that has been affected,
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all others are fine and this is the pm's stock, he is fairly
well experienced at using the system
13/12/00 15:03 uk080053
Information: most transactions were put through on counter 4 but it
doesn't matter at all which counter they are logged onto the
same thing is happening
F} Call details
Diagnostician name:
Customer opened date 11/12/2000 09:39:56

Date:**13-Dec-2000 15:32:00** User:**Diane Rowe**
Target Release updated to CSR-CI4R
Product EPOSS & DeskTop EPOSS added
F} Response :
From the call log it seems that the transactions in question had been done on
counter 4. The update on 11/12 at 15:42 says that counter 4 was not
comunicating.
This would cause the transactions that had been done on counter 4 to be
'missing' on the reports done on any of the other counters.
The call text also says that the rmn has recified the situation. Therefore I
am not sure why this call has been sent to SSC.
[END OF REFERENCE 23743870]
Responded to call type L as Category 62 -No fault in product
Hours spent since call received: 0 hours
Defect cause updated to 39:General - User Knowledge
CALL PC0059762 closed: Category 62, Type L
The response was delivered to: PowerHelp

Date:**13-Dec-2000 15:35:00** User:**_Customer Call_**
Date and time complete: 13/12/2000 15:44:06
Service Complete (Confirmation) Received

Root Cause	General - User Knowledge
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	_Unassigned_ -- EDSC
Last Progress	13-Dec-2000 15:35 -- _Customer Call_