

PinICL Expor

PC0031280

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0031280	FAD254306 -Healthchecks on all	13/10/1999 14:23:05	13/10/1999 16:48:03	Patsy @ Exel/	General/Other/Misc
EDSC	counters OK		Closed	GRO	Hardware

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	39824509
ORIGREF	E-9910120882
CONSUMER	16953 A1GATE
CONSUMERREF	E-9910120882
PowerHelp	E-9910120882

Products

Product Group	Product Name	Product Version
General/Other/Misc	Hardware	

Activities

Date	User	Comment
13/10/1999 14:23:05	Customer Call	CALL PC0031280 opened
13/10/1999 14:23:06	Customer Call	CALL PC0031280:Priority A:CallType L - Target 14/10/99 15:23:05
13/10/1999 14:23:06	Customer Call	12/10/99 19:26 254306 Thornbury PO E-9910120882 Exel confirm that they have
13/10/1999 14:23:06	Customer Call	hardware acceptance for this outlet at 19:30
13/10/1999 14:23:06	Customer Call	12/10/99 19:30 uk056499
13/10/1999 14:23:06	Customer Call	Information: Please be aware that the hardware for this outlet is now
13/10/1999 14:23:06	Customer Call	supprted by the HSH
13/10/1999 14:23:07	Customer Call	12/10/99 20:05 uk060861
13/10/1999 14:23:07	Customer Call	Information: PATH1, please note that counter 2 failed the comms link I
13/10/1999 14:23:07	Customer Call	have informed CFM3.
13/10/1999 14:23:07	Customer Call	12/10/99 20:29 546154
13/10/1999 14:23:07	Customer Call	Information: Comms test successfull '0x8090 normal call clearing'.
13/10/1999 14:23:07	Customer Call	12/10/99 20:42 546154
13/10/1999 14:23:07	Customer Call	Information: Calls to counters 1, 2 and 3 are being returned with call

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EDSC	counters OK		Closed		Hardware

13/10/1999 14:23:07	Customer Call	clearing code 0x8290 - Normal Call Clearing. We are seeing
13/10/1999 14:23:07	Customer Call	successful calls being made. Comms okay.
13/10/1999 14:23:07	Customer Call	13/10/99 15:09 uk061918
13/10/1999 14:23:07	Customer Call	Information: health checks on all counters came back OK - passing to SSC
13/10/1999 14:23:07	Customer Call	F} Call details
13/10/1999 14:23:08	Customer Call	Diagnostician name:
13/10/1999 14:23:08	Customer Call	Customer opened date 12/10/1999 19:26:42
13/10/1999 15:25:11	Barbara Longley	The call summary has been changed from:-
13/10/1999 15:25:11	Barbara Longley	254306 Thornbury PO E-9910120882 Exel confirm that
13/10/1999 15:25:11	Barbara Longley	The call summary is now:-
13/10/1999 15:25:11	Barbara Longley	FAD254306 -Healthchecks on all counters OK
13/10/1999 15:25:11	Barbara Longley	Target Release updated to PDR - CSR
13/10/1999 15:25:11	Barbara Longley	Product General/Other/Misc Hardware added
13/10/1999 16:43:57	Paul Steed	F} Response :
13/10/1999 16:43:57	Paul Steed	I do not understand why this call has been sent to SSC. There was a comms
13/10/1999 16:43:57	Paul Steed	problem, this was apparently sorted out by CFM. SMC has confirmed that the
13/10/1999 16:43:57	Paul Steed	health checks on all counters were OK. What is the problem now?
13/10/1999 16:43:57	Paul Steed	[END OF REFERENCE 12822792]
13/10/1999 16:43:57	Paul Steed	Responded to call type L as Category 68 -Administrative Response
13/10/1999 16:43:58	Paul Steed	Hours spent since call received: 0 hours
13/10/1999 16:43:58	Paul Steed	Defect cause updated to 99:General - Unknown
13/10/1999 16:44:00	Paul Steed	CALL PC0031280 closed: Category 68, Type L
13/10/1999 16:44:01	Paul Steed	The response was delivered to: PowerHelp
13/10/1999 16:48:03	Customer Call	Date and time complete: 13/10/1999 17:45:44
13/10/1999 16:48:03	Customer Call	Service Complete (Confirmation) Received