

M084 Doc 004

Post Office Account S60 Archive4.1 on msdc01\poadb02				PH4POAS60 on msdc01\poadb02	10/10/2012		
Call E-0505160413						©2002 Fujitsu Services Limited	
Status	Closed	Opened	Mon 16 May 2005 11:09	Affected Site	512323		
Severity	3 B	Closed	Mon 16 May 2005 14:34	FAID/Path Code	512323		
Customer	I039			No. Counters	2		
Priority	1	Local / Intermediate / Remote	L	CSR/Team	uk951588 / HSH8		
Caller Details							
Caller	Mrs Etherington	Phone	GRO	Site	512323		
Title	Clerk	Login		Department			
		Caller ID		Location			
Call Problem Details							
Product Type	PT04	Call Type	H	ProbType	HD07	Problem	
Problem Text	Caller states that CP wont responding and makes a beeping sound.						
Call Closure Details							
Closed	16/05/2005 14:34	Cause	C01	Repair	R01	Resolution	RS13
Text: Call Close by Sarah Hill: swapped due to feed inop Call closure code of and repair code 821							
Call Asset Details							
Asset ID	51232310	Description	Ithica 94 Printer	Serial No	he002145068		
Product	PATITH94PTR	Description	Ithica 94 Printer	Server Name			
OTI Reference	WF05160175	Counter Affected	2	Associated Reference			
Call Activity Log							
OPEN	Mon 16 May 2005 11:07 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:09			
	New call taken by Darryl Johnson: Caller states that CP wont responding and makes a beeping sound.						
KEL Ref No.	Mon 16 May 2005 11:11 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:11			
	Consulted WIMS						
Advice	Mon 16 May 2005 11:11 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:11			
	Advised to perform factory reset						
Information	Mon 16 May 2005 11:12 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:12			
	Caller has done this						
Advice	Mon 16 May 2005 11:13 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:13			
	Advised to try and feed tally roll						
Information	Mon 16 May 2005 11:13 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:13			
	Caller has done this but states that it's still the same						
Node status	Mon 16 May 2005 11:14 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:14			
	operational						
Access Times	Mon 16 May 2005 11:14 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:14			
	Mon-Fri : 09.00 - 17.30 Sat : 09.00 - 12.30 No Lunch						
Recommend	Mon 16 May 2005 11:15 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:15			
	Call logged @ 11.09 Please check/swap CP						
Open OTI	Mon 16 May 2005 11:17 by SYSADM / ASTEA			Saved: Mon 16 May 2005 11:17			
	Automatic Open OTI ***Updated by Darryl Johnson at 16/05/2005 11:17:01						
REASSIGN	Mon 16 May 2005 11:16 by uk953195 / HSH8			Saved: Mon 16 May 2005 11:17			
	Call # E-0505160413 was Reassigned from Darryl Johnson, Group HSH8 to Group UKSS1						
OTI Success	New call sent to Dispatch 1						
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF05160175						
UPDATE	Mon 16 May 2005 11:21 by PATHWAY /			Saved: Mon 16 May 2005 11:23			
	10.39 17/5						

REASSIGN	Mon 16 May 2005 11:24 by Dispatch 1 / The projected arrival date for engineer 081634 is 16-05-2005 14:30:00 ** [Engineer 081634 allocated].	Saved: Mon 16 May 2005 11:27
Repeat Call	Mon 16 May 2005 14:06 by uk951516 / HSH2 pm is chasing up engineer	Saved: Mon 16 May 2005 14:06
Advice	Mon 16 May 2005 14:06 by uk951516 / HSH2 advised pm engineer will be out today	Saved: Mon 16 May 2005 14:06
OTI Success	An add has been sent to Dispatch 1	
UPDATE	Mon 16 May 2005 14:13 by Dispatch 1 / Engineer 081634 despatched to site at 16-05-2005 14:05:00 noted	Saved: Mon 16 May 2005 14:20
UPDATE	Mon 16 May 2005 14:26 by Dispatch 1 / Engineer 081634 arrived on site at 16-05-2005 14:20:00 ** [Engineer 081634 Logged On.]	Saved: Mon 16 May 2005 14:28
UPDATE	Mon 16 May 2005 14:31 by Dispatch 1 / Work completed	Saved: Mon 16 May 2005 14:32
UPDATE	Mon 16 May 2005 14:31 by Dispatch 1 / swapped due to feed inop	Saved: Mon 16 May 2005 14:32
ENG VISIT	Mon 16 May 2005 14:20 by 081634 / ENGINEERS swapped due to feed inop Call closure code of and repair code 821	Saved: Mon 16 May 2005 14:29
REASSIGN	Mon 16 May 2005 14:32 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity	Saved: Mon 16 May 2005 14:32
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Mon 16 May 2005 14:29 by uk951588 / HSH8 swapped due to feed inop Call closure code of and repair code 821	Saved: Mon 16 May 2005 14:29
CLOSE	Mon 16 May 2005 14:34 by uk951588 / HSH8 Call Close by Sarah Hill: swapped due to feed inop Call closure code of and repair code 821	Saved: Mon 16 May 2005 14:34

Post Office Account 570 Archived4.1 on msdc01poadb02	PH4POAS70 on msdc01poadb02	10/10/2012
--	----------------------------	------------

Call E-0507070603				©2002 Fujitsu Services Limited
Status	Closed	Opened	Thu 07 July 2005 14:10	Affected Site 512323
Severity	3 B	Closed	Thu 07 July 2005 14:21	FAD/Path Code 512323
Customer	I039			No. Counter 2
Priority	1	Local / Intermediate / Remote	L	CSR/Team UK953426 / HSH6
Caller Details				
Caller	allison	Phone	GRO	Site 512323
Title	Postmistress	Login		Department
		Caller ID		Location
Call Problem Details				
Product Type	PT04	Call Type	H	Prob Type HD08
Problem Text	pm states her bop is not working properly the red light is flashing.			
Call Closure Details				
Closed	07/07/2005 14:21	Caused	CN2	Repair R82
Text	Call Close by Leon Briars: pm states the bop is not working the red light is flashing. talked pm through checks printer now ok pmhtcc. ref no offered			
Call Asset Details				
Asset ID	5123231	Description		Serial No 03j33001833k
Product	PATOKI8P-PTR	Description	OKI Printer	Server Name
OTI Reference		Counter Affected	0	Associated Reference
Call Activity Log				
OPEN	Thu 07 July 2005 14:09 by UK953426 / HSH6			Saved: Thu 07 July 2005 14:10

New call taken by Leon Briars. pm states her bop is not working properly the red light is flashing.		
Information	Thu 07 July 2005 14:12 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:12
pm states both red lights are now flashing and the paper keeps jamming.		
Advice	Thu 07 July 2005 14:12 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:12
Power off printer, remove image drum, carefully remove the jammed paper, put image drum back in.		
Information	Thu 07 July 2005 14:13 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:13
pm states the image drum and the toner were changed around 5 weeks ago.		
Information	Thu 07 July 2005 14:14 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:14
deleted print cue.		
Advice	Thu 07 July 2005 14:16 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:16
Power off printer for 2 minutes, try a print		
Advice	Thu 07 July 2005 14:16 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:16
Power off. Lift lid. Power on. Hold down white cleaning button on front of printer for 10 seconds. Put down the lid.		
Advice	Thu 07 July 2005 14:18 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:18
advised pm to try a print.		
Information	Thu 07 July 2005 14:19 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:19
pm states the print came out fine advised pm to try another test print.		
Information	Thu 07 July 2005 14:20 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:20
pm states the printer came of succesfully.		
CLEAR	Thu 07 July 2005 14:21 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:21
printer checked now ok		
CLOSE	Thu 07 July 2005 14:21 by UK953426 / HSH6	Saved: Thu 07 July 2005 14:21
Call Close by Leon Briars: pm states the bop is not working the red light is flashing. talked pm through checks printer now ok pmhtcc. ref no offered		

Post Office Account S70 Archive4.1 on msdc01poadb02 PH4POAS70 on msdc01poadb02 10/10/2012		
Call E-0509090168		
©2002 Fujitsu Services Limited		
Status	Closed	Opened: Fri 09 September 2005 09:16
Severity	13 B	Closed: Mon 12 September 2005 11:30
Customer	PATHWAY	Affected Site: 512323
Priority	0	FAD/Path Code: PATH022
	Local / Intermediate	No. Counters: 2
	Remote	CSR/Team: GB083490 / SMC7-Distrib
Caller Details		
Caller	J Scott	Phone: GRO
Title	SMC	Site: 512323
	Login:	Department:
	Caller ID:	Location:
Call Problem Details		
Product Type:	Call Type: M	ProbType: MG06
Problem Text:	Counter_Epos 25_3 distrib failed with error unable to ping	
Call Closure Details		
Closed:	12/09/2005 11:30	Cause: CW1
Text:	Repair: R70 Resolution: RS10	
Call Close by Jacqueline Scott: distrib ok - closed as solved		
Call Asset Details		
Asset ID:	Description:	Serial No:
Product:	CENSMAES	Server Name:
CTI Reference:	Counter Affected: 1	Associated Reference:
Call Activity Log		
OPEN	Fri 09 September 2005 09:16 by GB083490 / SMC7-Distrib	
	Saved: Fri 09 September 2005 09:16	

Information	New call taken by Jacqueline Scott: Counter_Epos 25_3 distrib failed with error unable to ping Fri 09 September 2005 10:25 by GB083490 / SMC7-Distrib pm has rebooted and h/c ok await retry	Saved: Fri 09 September 2005 10:25
CLEAR	Mon 12 September 2005 11:25 by GB083490 / SMC7-Distrib distrib ok - closed as solved	Saved: Mon 12 September 2005 11:25
CLOSE	Mon 12 September 2005 11:30 by GB083490 / SMC7-Distrib Call Close by Jacqueline Scott: distrib ok - closed as solved	Saved: Mon 12 September 2005 11:30

Post Office Account S70 Archived4.1 on msdc01\poadb02	PH4POAS70 on msdc01\poadb02	10/10/2012
---	-----------------------------	------------

Call E-0509260732

©2002 Fujitsu Services Limited

Status	Closed	Opened	Mon 26 September 2005 15:19	Affected Site	512323
Severity	2 C	Closed	Mon 26 September 2005 15:23	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	uk952683 / HSH7
Caller Details					
Caller	sue etherington	Phone	GRO	Site	512323
Title	Clerk	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type	PT01	Call Type	X	Prob Type	XI06
Problem Text	clerk states that she would like to print out a label with nil on it.				
Call Closure Details					
Closed	26/09/2005 15:23	Cause	CM2	Repair	R58
Text	Call Close by Simon Hopperton: clerk states that she would like to print out a label with nil on it. advised clerk to contact nbsc. clerk is happy to contact nbsc and is happy to close call.				
Call Asset Details					
Asset ID		Description		Serial No	
Product	Non Horizon Business	Description	Non Horizon business	Server Name	
OTI Reference		Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Mon 26 September 2005 15:16 by uk952683 / HSH7	Saved	Mon 26 September 2005 15:19		
	New call taken by Simon Hopperton: clerk states that she would like to print out a label with nil on it.				
Advice	Mon 26 September 2005 15:22 by uk952683 / HSH7	Saved	Mon 26 September 2005 15:22		
	advised clerk to contact nbsc.				
CLOS E	Mon 26 September 2005 15:23 by uk952683 / HSH7	Saved	Mon 26 September 2005 15:23		
	Call Close by Simon Hopperton: clerk states that she would like to print out a label with nil on it. advised clerk to contact nbsc. clerk is happy to contact nbsc and is happy to close call.				

Post Office Account S70 Archived4.1 on msdc01\poadb02	PH4POAS70 on msdc01\poadb02	10/10/2012
---	-----------------------------	------------

Call E-0510170470

©2002 Fujitsu Services Limited

Status	Closed	Opened	Mon 17 October 2005 11:29	Affected Site	512323
Severity	3 B	Closed	Tue 18 October 2005 10:25	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	1	Local / Intermediate / Remote	L	CSR/Team	uk953335 / HSH2
Caller Details					
Caller	alison	Phone	GRO	Site	512323
Title	pm	Login		Department	

		Caller ID	Location				
Call Problem Details							
Product Type		Call Type	H	ProbType	HD07	Problem:	
Problem Text	pm states cp is not printing MLPS out.						
Call Closure Details							
Closed	18/10/2005 10:25	Cause	CS5	Repair	R01	Resolution	RS20
Text	Call Close by Stephen Ashby: swap ithaca due to intermittent not printing or accepting mlp Call closure code of and repair code 821						
Call Asset Details							
Asset ID	5123231	Description	OKI Printer	Serial No.	03j33001833k		
Product	PATOKI8P-PTR	Description	OKI Printer	Server Name			
OTI Reference	WF10170197	Counter Affected	2	Associated Reference			
Call Activity Log							
OPEN	Mon 17 October 2005 11:28 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:29	
	New call taken by Keeley Butler: pm states cp is not printing MLPS out.						
Information	Mon 17 October 2005 11:30 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:30	
	pm states cp is not printing MLPS out.						
Information	Mon 17 October 2005 11:30 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:30	
	walked pm through factory re-set.						
Information	Mon 17 October 2005 11:32 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:32	
	factory re-set has not worked, label has been rejected.						
Advice	Mon 17 October 2005 11:35 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:35	
	Slips not feeding/jamming once in printer Is slip flat and being inserted correctly? Clean slip loader with lint free cloth/screen wipe. Retry Check for foreign objects and damaged parts inside printer Check tally roll is in correct position - press release button and retry Check mylar guard and ribbon cartridge are a) not damaged and b) seated correctly yes Check head gap lever is set to position 1 yes Perform factory reset. done but failed						
Access Times	Mon 17 October 2005 11:35 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:35	
	mon-fri 09.00-17.30 no lunches						
Node status	Mon 17 October 2005 11:36 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:36	
	node operational.						
Recommend	Mon 17 October 2005 11:36 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:36	
	call logged at 11.29 pls check/swap cp						
Open OTI	Mon 17 October 2005 11:36 by SYSADM / ASTEA					Saved: Mon 17 October 2005 11:36	
	Automatic Open OTI ***Updated by Keeley Butler at 17/10/2005 11:36:49						
REASSIGN	Mon 17 October 2005 11:36 by uk952720 / HSH2					Saved: Mon 17 October 2005 11:36	
	Call # E-0510170470 was Reassigned from Keeley Butler, Group HSH2 to Group UKSS1						
OTI Success	New call sent to Dispatch 1						
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WF10170197						
Information	Mon 17 October 2005 11:52 by UK035161 / UKSS2					Saved: Mon 17 October 2005 11:52	
	SLA = 10.59 18/10/05.						
OTI Success	An add has been sent to Dispatch 1						
UPDATE	Mon 17 October 2005 11:57 by PATHWAY /					Saved: Mon 17 October 2005 12:00	
	sla 1059 18/10						
UPDATE	Mon 17 October 2005 12:28 by PATHWAY /					Saved: Mon 17 October 2005 12:31	
	sla 1059 18/10						
REASSIGN	Mon 17 October 2005 19:00 by Dispatch 1 /					Saved: Mon 17 October 2005 19:04	
	The projected arrival date for engineer 062667 is 18-10-2005 09:00:00 ** [Engineer 062667 allocated].						
UPDATE	Tue 18 October 2005 10:07 by Dispatch 1 /					Saved: Tue 18 October 2005 10:08	
	Engineer 062667 arrived on site at 18-10-2005 09:55:00 ** [Engineer 062667 Logged On.]						
UPDATE	Tue 18 October 2005 10:10 by Dispatch 1 /					Saved: Tue 18 October 2005 10:12	
	Work completed						
UPDATE	Tue 18 October 2005 10:10 by Dispatch 1 /					Saved: Tue 18 October 2005 10:12	
	swap ithaca due to intermittent not printing or accepting mlp						
ENG VISIT	Tue 18 October 2005 09:55 by 062667 / ENGINEERS					Saved: Tue 18 October 2005 10:07	

	swap ithaca due to intermittent not printing or accepting mlp Call closure code of and repair code 821	
REASSIGN	Tue 18 October 2005 10:12 by Dispatch 1 /	Saved: Tue 18 October 2005 10:12
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity	
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Tue 18 October 2005 10:07 by uk953335 / HSH2	Saved: Tue 18 October 2005 10:07
	swap ithaca due to intermittent not printing or accepting mlp Call closure code of and repair code 821	
CLOSE	Tue 18 October 2005 10:25 by uk953335 / HSH2	Saved: Tue 18 October 2005 10:25
	Call Close by Stephen Ashby: swap ithaca due to intermittent not printing or accepting mlp Call closure code of and repair code 821	

Post Office Account S70 Archive4.1 on msdc01\poadb02 PH4POAS70 on msdc01\poadb02 10/10/2012

Call E-0510280218

©2002 Fujitsu Services Limited

Status	Closed	Opened	Fri 28 October 2005 10:00	Affected Site	512323
Severity	3 B	Closed	Fri 28 October 2005 10:06	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	UK955761 / HSH8

Caller Details

Caller	sue	Phone	GRO	Site	512323
Title	Clerk	Login		Department	
		Caller ID		Location	

Call Problem Details

Product Type		Call Type	S	ProbType	SD06	Problem	
Problem Text: clerk states screen has frozen during card transaction							

Call Closure Details

Closed	28/10/2005 10:06	Cause	CT9	Repair	R70	Resolution	RS06
Text: Call Close by Hamid Abdul: clerk states screen has frozen during card transaction. reboot required							

Call Asset Details

Asset ID		Description		Serial No	
Product	Riposte	Description	Riposte	Server Name	
OTI Reference		Counter Affected	2	Associated Reference	

Call Activity Log

OPEN	Fri 28 October 2005 09:59 by UK955761 / HSH8	Saved: Fri 28 October 2005 10:00
New call taken by Hamid Abdul: clerk states screen has frozen during card transaction		
Advice	Fri 28 October 2005 10:01 by UK955761 / HSH8	Saved: Fri 28 October 2005 10:01
advised pm to reboot		
Information	Fri 28 October 2005 10:03 by UK955761 / HSH8	Saved: Fri 28 October 2005 10:03
talked pm through a reboot		
CLEAR	Fri 28 October 2005 10:06 by UK955761 / HSH8	Saved: Fri 28 October 2005 10:06
reboot		
CLOSE	Fri 28 October 2005 10:06 by UK955761 / HSH8	Saved: Fri 28 October 2005 10:06
Call Close by Hamid Abdul: clerk states screen has frozen during card transaction. reboot required		

Post Office Account S70 Archive4.1 on msdc01\poadb02 PH4POAS70 on msdc01\poadb02 10/10/2012

Call E-0602230047

©2002 Fujitsu Services Limited

Status	Closed	Opened	Thu 23 February 2006 08:15	Affected Site	512323
--------	--------	--------	----------------------------	---------------	--------

Severity	2 C	Closed	Thu 23 February 2006 08:17	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	uk953703 / HSH1
Caller Details					
Caller	Alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type	PT01	Call Type	X	ProbType	XI06
Problem Text	PM states she was been transferred unvoiced from NBSC she is in stock unit DEF and doesnt know how to get out of it				
Call Closure Details					
Closed	23/02/2006 08:17	Cause	CV9	Repair	R59
Text	Call Close by Patricia Clegg: transferred to Kirsty @ NBSC				
Call Asset Details					
Asset ID		Description		Serial No.	
Product	Non Horizon Business	Description	Non Horizon business	Server Name	
OTI Reference		Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Thu 23 February 2006 08:14 by uk953703 / HSH1			Saved: Thu 23 February 2006 08:15	
	New call taken by Patricia Clegg: PM states she was been transferred unvoiced from NBSC she is in stock unit DEF and doesnt know how to get out of it				
Information	Thu 23 February 2006 08:16 by uk953703 / HSH1			Saved: Thu 23 February 2006 08:16	
	transferred to Kirsty @ NBSC				
CLOSE	Thu 23 February 2006 08:17 by uk953703 / HSH1			Saved: Thu 23 February 2006 08:17	
	Call Close by Patricia Clegg: transferred to Kirsty @ NBSC				

Post Office Account S70 Archive4.1 on msdc01poadb02 PH4POAS70 on msdc01poadb02 10/10/2012					
Call E-0604110248					
©2002 Fujitsu Services Limited					
Status	Closed	Opened	Tue 11 April 2006 10:01	Affected Site	512323
Severity	3 B	Closed	Wed 12 April 2006 14:22	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	1	Local / Intermediate / Remote	L	CSR/Team	GB082200 / HSH8
Caller Details					
Caller	alison hart	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type		Call Type	H	ProbType	HD09
Problem Text	PM states that card reader is not reading				
Call Closure Details					
Closed	12/04/2006 14:22	Cause	CS9	Repair	R01
Text	Call Close by Kenneth Hudson: ENG REPLACED KEYBOARD Call closure code of and repair code 821				
Call Asset Details					
Asset ID	5123231	Description	Keyboard - Live PO Sites	Serial No.	P005074
Product	PATDEVLKBD	Description	Keyboard - Live PO Sites	Server Name	
OTI Reference	WG04110099	Counter Affected	1	Associated Reference	
Call Activity Log					

OPEN	Tue 11 April 2006 10:00 by uk953334 / HSH8 New call taken by Melissa Delamaine: PM states that card reader is not reading	Saved: Tue 11 April 2006 10:01
Information	Tue 11 April 2006 10:02 by uk953334 / HSH8 PM states that she has cleaned the reader	Saved: Tue 11 April 2006 10:02
Advice	Tue 11 April 2006 10:02 by uk953334 / HSH8 advised checking cables are secure	Saved: Tue 11 April 2006 10:02
KEL Ref No.	Tue 11 April 2006 10:02 by uk953334 / HSH8 wirms used	Saved: Tue 11 April 2006 10:02
Information	Tue 11 April 2006 10:02 by uk953334 / HSH8 pm does not want to reboot as she is too busy	Saved: Tue 11 April 2006 10:02
Information	Tue 11 April 2006 10:02 by uk953334 / HSH8 problem has been ossurong for weeks	Saved: Tue 11 April 2006 10:02
Access Times	Tue 11 April 2006 10:02 by uk953334 / HSH8 m-f 0900-1730 s 0900-1230	Saved: Tue 11 April 2006 10:02
Recommend	Tue 11 April 2006 10:03 by uk953334 / HSH8 check/swap kbd	Saved: Tue 11 April 2006 10:03
Open OTI	Tue 11 April 2006 10:03 by SYSADM / ASTEA Automatic Open OTI ***Updated by Melissa Delamaine at 11/04/2006 10:03:24	Saved: Tue 11 April 2006 10:03
REASSIGN	Tue 11 April 2006 10:03 by uk953334 / HSH8 Call # E-0604110248 was Reassigned from Melissa Delamaine, Group HSH8 to Group UKSS1	Saved: Tue 11 April 2006 10:03
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG04110099	
UPDATE	Tue 11 April 2006 10:19 by PATHWAY / sla 0931 12/04	Saved: Tue 11 April 2006 10:23
UPDATE	Tue 11 April 2006 10:19 by PATHWAY / SLA 0931 12/04	Saved: Tue 11 April 2006 10:23
UPDATE	Tue 11 April 2006 17:12 by PATHWAY / PART ORDERED TO ENG IBOX 356294	Saved: Tue 11 April 2006 17:14
UPDATE	Wed 12 April 2006 08:31 by PATHWAY / @@UPDATE Part not delivered to ibox.	Saved: Wed 12 April 2006 08:34
UPDATE	Wed 12 April 2006 08:32 by PATHWAY / Ignore last update. Wrong call updated. Sorry	Saved: Wed 12 April 2006 08:34
UPDATE	Wed 12 April 2006 08:36 by PATHWAY / @@UPDATE Part was not delivered as earlier advise d.	Saved: Wed 12 April 2006 08:37
UPDATE	Wed 12 April 2006 09:02 by PATHWAY / SLA AT RISK AS ENGINEER DIVERTED TO AN A PRIORITY CALL.	Saved: Wed 12 April 2006 09:03
UPDATE	Wed 12 April 2006 09:38 by PATHWAY / Unable to make SLA. unable to source part as not delivered to ibox.	Saved: Wed 12 April 2006 09:40
UPDATE	Wed 12 April 2006 09:41 by PATHWAY / Please ignore last update. Updated wrong call.	Saved: Wed 12 April 2006 09:43
UPDATE	Wed 12 April 2006 11:19 by PATHWAY / eng aware & enroute	Saved: Wed 12 April 2006 11:22
REASSIGN	Wed 12 April 2006 11:21 by Dispatch 1 / The projected arrival date for engineer 000198 is 12-04-2006 11:25:00 ** [Engineer 000198 allocated].	Saved: Wed 12 April 2006 11:22
UPDATE	Wed 12 April 2006 11:37 by PATHWAY / DEALOC50 Other - please specify ENG HAS BEEN CALLED BACK TO PREVIOUS SITE	Saved: Wed 12 April 2006 11:40
UPDATE	Wed 12 April 2006 11:37 by PATHWAY / ** [Engineer 000198 released call.]	Saved: Wed 12 April 2006 11:40
REASSIGN	Wed 12 April 2006 11:50 by Dispatch 1 / The projected arrival date for engineer 000214 is 12-04-2006 13:00:00 ** [Engineer 000214 allocated].	Saved: Wed 12 April 2006 11:51
UPDATE	Wed 12 April 2006 13:30 by Dispatch 1 /	Saved: Wed 12 April 2006 13:32
UPDATE	Wed 12 April 2006 13:54 by Dispatch 1 / Engineer 000214 arrived on site at 12-04-2006 13:00:00 ** [Engineer 000214 Logged On.]	Saved: Wed 12 April 2006 13:56
UPDATE	Wed 12 April 2006 13:54 by Dispatch 1 /	Saved: Wed 12 April 2006 13:56

	Work completed	
UPDATE	Wed 12 April 2006 13:54 by Dispatch 1 / ENG REPLACED KEYBOARD	Saved: Wed 12 April 2006 13:56
ENG VISIT	Wed 12 April 2006 13:00 by 000214 / ENGINEERS ENG REPLACED KEYBOARD Call closure code of and repair code 821	Saved: Wed 12 April 2006 13:30
REASSIGN	Wed 12 April 2006 13:56 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity	Saved: Wed 12 April 2006 13:56
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Wed 12 April 2006 13:30 by GB082200 / HSH8 ENG REPLACED KEYBOARD Call closure code of and repair code 821	Saved: Wed 12 April 2006 13:30
CLOSE	Wed 12 April 2006 14:22 by GB082200 / HSH8 Call Close by Kenneth Hudson: ENG REPLACED KEYBOARD Call closure code of and repair code 821	Saved: Wed 12 April 2006 14:22

Post Office Account S70 Archive4.1 on msdc01poadb02 PH4POAS70 on msdc01poadb02 10/10/2012

Call E-0604110253

©2002 Fujitsu Services Limited

Status	Closed	Opened	Tue 11 April 2006 10:03	Affected Site	512323
Severity	3 B	Closed	Wed 12 April 2006 15:10	FAD/Fault Code	512323
Customer	I039			No. Counters	2
Priority	1	Local / Intermediate / Remote	L	CSR/Team	GB082200 / HSH8

Caller Details

Caller	alison hart	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Call ID		Location	

Call Problem Details

Product Type		Call Type	H	Prob Type	HD07	Problem	
Problem Text	PM states that she dropped a parcel on the cp a few weeks ago and it is celotaped up but not working fully						

Call Closure Details

Closed	12/04/2006 15:10	Cause	C03	Repair	R01	Resolution	RS20
Text	Call Close by Kenneth Hudson: ** [No Remark entered.] Call closure code of FAILURE and repair code 821						

Call Asset Details

Asset ID	51232310	Description	Ithica 94 Printer	Serial No	HE002163109
Product	PATITH94PTR	Description	Ithica 94 Printer	Server Name	
OTI Reference	WG04110101	Counter Affected	1	Associated Reference	

Call Activity Log

OPEN	Tue 11 April 2006 10:02 by uk953334 / HSH8	Saved: Tue 11 April 2006 10:03
	New call taken by Melissa Delamaine: PM states that she dropped a parcel on the cp a few weeks ago and it is celotaped up but not working fully	
Information	Tue 11 April 2006 10:04 by uk953334 / HSH8	Saved: Tue 11 April 2006 10:04
	cp is damaged	
KEL Ref No.	Tue 11 April 2006 10:04 by uk953334 / HSH8	Saved: Tue 11 April 2006 10:04
	wims used	
Access Times	Tue 11 April 2006 10:04 by uk953334 / HSH8	Saved: Tue 11 April 2006 10:04
	m-f 0900-1730 s 0900-1230	
Recommend	Tue 11 April 2006 10:04 by uk953334 / HSH8	Saved: Tue 11 April 2006 10:04
	check/swap cp	
Open OTI	Tue 11 April 2006 10:04 by SYSADM / ASTEA	Saved: Tue 11 April 2006 10:04
	Automatic Open OTI ***Updated by Melissa Delamaine at 11/04/2006 10:04:51	
REASSIGN	Tue 11 April 2006 10:04 by uk953334 / HSH8	Saved: Tue 11 April 2006 10:04
	Call # E-0604110253 was Reassigned from Melissa Delamaine, Group HSH8 to Group UKSS1	

OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG04110101	
UPDATE	Tue 11 April 2006 10:20 by PATHWAY / SLA 0933 12/04	Saved: Tue 11 April 2006 10:23
UPDATE	Tue 11 April 2006 17:12 by PATHWAY / PART ORDERED TO ENG IBOX 354128	Saved: Tue 11 April 2006 17:14
REASSIGN	Wed 12 April 2006 08:33 by Dispatch 1 / The projected arrival date for engineer 000202 is 12-04-2006 10:05:00 ** [Engineer 000202 allocated].	Saved: Wed 12 April 2006 08:34
UPDATE	Wed 12 April 2006 09:02 by Dispatch 1 / SLA AT RISK AS ENGINEER DIVERTED TO AN A PRIORITY CALL.	Saved: Wed 12 April 2006 09:03
UPDATE	Wed 12 April 2006 11:17 by PATHWAY / DEALOC50 Other - please specify reallocating to s. armstrong	Saved: Wed 12 April 2006 11:19
UPDATE	Wed 12 April 2006 11:17 by PATHWAY / ** [Engineer 000202 released call.]	Saved: Wed 12 April 2006 11:19
REASSIGN	Wed 12 April 2006 11:21 by Dispatch 1 / The projected arrival date for engineer 000198 is 12-04-2006 12:20:00 ** [Engineer 000198 allocated].	Saved: Wed 12 April 2006 11:23
UPDATE	Wed 12 April 2006 11:37 by PATHWAY / DEALOC50 Other - please specify ENG HAS BEEN CALLED BACK TO PREVIOUS SITE	Saved: Wed 12 April 2006 11:40
UPDATE	Wed 12 April 2006 11:37 by PATHWAY / ** [Engineer 000198 released call.]	Saved: Wed 12 April 2006 11:40
REASSIGN	Wed 12 April 2006 11:50 by Dispatch 1 / The projected arrival date for engineer 000214 is 12-04-2006 12:15:00 ** [Engineer 000214 allocated].	Saved: Wed 12 April 2006 11:51
UPDATE	Wed 12 April 2006 13:30 by Dispatch 1 /	Saved: Wed 12 April 2006 13:32
UPDATE	Wed 12 April 2006 13:54 by Dispatch 1 / Engineer 000214 arrived on site at 12-04-2006 12:50:00 ** [Engineer 000214 Logged On.]	Saved: Wed 12 April 2006 13:56
UPDATE	Wed 12 April 2006 13:54 by Dispatch 1 / Work completed	Saved: Wed 12 April 2006 13:56
UPDATE	Wed 12 April 2006 13:54 by Dispatch 1 / eng replaced ithica. tested ok	Saved: Wed 12 April 2006 13:56
ENG VISIT	Wed 12 April 2006 12:50 by 000214 / ENGINEERS	Saved: Wed 12 April 2006 13:00
	** [No Remark entered.] Call closure code of FAILURE and repair code 821	
REASSIGN	Wed 12 April 2006 14:38 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity	Saved: Wed 12 April 2006 14:38
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Wed 12 April 2006 13:00 by GB082200 / HSH8	Saved: Wed 12 April 2006 13:00
	** [No Remark entered.] Call closure code of FAILURE and repair code 821	
CLOSE	Wed 12 April 2006 15:10 by GB082200 / HSH8	Saved: Wed 12 April 2006 15:10
	Call Close by Kenneth Hudson: ** [No Remark entered.] Call closure code of FAILURE and repair code 821	

Post Office Account S70 Archive4.1 on msdc01\poadb02 PH4POAS70 on msdc01\poadb02 10/10/2012

Call E-0605021458

©2002 Fujitsu Services Limited

Status	Closed	Opened	Tue 02 May 2006 15:06	Affected Site	512323
Severity	3 B	Closed	Thu 04 May 2006 17:10	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR / Team	uk092087 / HSH6

Caller Details

Caller	alison hall	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	

		Caller ID	Location			
Call Problem Details						
Product Type		Call Type	N	ProbType	ND14	
Problem Text	PM states that card transactions are not going through	Problem				
Call Closure Details						
Closed	04/05/2006 17:10	Cause	C40	Repair	R74	
Text	'Call Close by Donna Thomas: 'Issue resolved @ 18:30 02/05/06 in call E-0605020722'				Resolution	RS28
Call Asset Details						
Asset ID		Description		Serial No		
Product	PO ADSL	Description		Server Name		
OTI Reference		Counter Affected	1	Associated Reference		
Call Activity Log						
OPEN	Tue 02 May 2006 15:04 by uk953334 / HSH8	Saved:	Tue 02 May 2006 15:06	New call taken by Melissa Delamaine: PM states that card transactions are not going through		
Access Times	Tue 02 May 2006 15:08 by uk953334 / HSH8	Saved:	Tue 02 May 2006 15:08	advised a network test - cannot contact corresponding server process has timed out health checked - not pinging		
KEL Ref No.	Tue 02 May 2006 15:08 by uk953334 / HSH8	Saved:	Tue 02 May 2006 15:08	wims used		
Advice	Tue 02 May 2006 15:09 by uk953334 / HSH8	Saved:	Tue 02 May 2006 15:09	dvised a controlled shutdown		
Information	Tue 02 May 2006 15:09 by uk953334 / HSH8	Saved:	Tue 02 May 2006 15:09	cll bck @ 1530		
Contacted	Tue 02 May 2006 15:49 by uk953334 / HSH8	Saved:	Tue 02 May 2006 15:49	contactign po		
Information	Tue 02 May 2006 15:49 by uk953334 / HSH8	Saved:	Tue 02 May 2006 15:49	no answer at po		
Repeat Call	Tue 02 May 2006 16:06 by uk955547 / HSH2	Saved:	Tue 02 May 2006 16:06	PAF/DVLA/APOP/CAPO not going through		
Advice	Tue 02 May 2006 16:07 by uk955547 / HSH2	Saved:	Tue 02 May 2006 16:07	advised known issue		
REASSIGN	Tue 02 May 2006 16:07 by uk955547 / HSH2	Saved:	Tue 02 May 2006 16:07	Call # E-0605021458 was Reassigned from Melissa Delamaine, Group HSH8 to Group DESK FILTER		
Information	Thu 04 May 2006 17:09 by uk092087 / HSH6	Saved:	Thu 04 May 2006 17:09	'Issue resolved @ 18:30 02/05/06 in call E-0605020722'		
CLEAR	Tue 02 May 2006 18:30 by uk092087 / HSH6	Saved:	Tue 02 May 2006 18:30	'Issue resolved @ 18:30 02/05/06 in call E-0605020722'		
CLOSE	Thu 04 May 2006 17:10 by uk092087 / HSH6	Saved:	Thu 04 May 2006 17:10	Call Close by Donna Thomas: 'Issue resolved @ 18:30 02/05/06 in call E-0605020722'		
MODIFY	Mon 05 June 2006 13:08 by uk951588 / HSH2	Saved:	Mon 05 June 2006 13:08	Call information modified by Sarah Hill Resolution Method: from 'RS06' to 'RS28'		

Post Office Account S70 Archive4.1 on msdc01\poadb02 PH4POAS70 on msdc01\poadb02 10/10/2012

Call E-0605120248

©2002 Fujitsu Services Limited

Status	Closed	Opened	Fri 12 May 2006 10:15	Affected Site	512323
Severity	2 C	Closed	Tue 16 May 2006 08:26	FAB/Path Code	512323
Customer	I039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSR Team	uk951588 / HSH2
Caller Details					

Caller	alison hall	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type		Call Type	H	ProbType	HD07
Problem Text	pm states her cp will not print anything at all pm stated she had put labels through the cp and it just wouldn't do anything she tried to put a new tally roll in but that will not even feed through this has only just happened the red light is flashing				
Call Closure Details					
Closed	16/05/2006 08:26	Cause	CS5	Repair	R01
Text	Call Close by Sarah Hill: ** [No Remark entered.] Call closure code of FAILURE and repair code 821				
Call Asset Details					
Asset ID	51232310	Description	Ithica 94 Printer	Serial No	HE001929678
Product	PATITH94PTR	Description	Ithica 94 Printer	Server Name	
OTI Reference	WG05120093	Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Fri 12 May 2006 10:13 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:15 New call taken by Laura Sutton: pm states her cp will not print anything at all pm stated she had put labels through the cp and it just wouldn't do anything she tried to put a new tally roll in but that will not even feed through this has only just happened the red light is flashing	
Advice	Fri 12 May 2006 10:17 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:17 Check for foreign objects and damaged parts inside printer	
Information	Fri 12 May 2006 10:17 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:17 pm states it is clear	
Advice	Fri 12 May 2006 10:17 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:17 Check mylar guard and ribbon cartridge are a) not damaged and b) seated correctly	
Information	Fri 12 May 2006 10:17 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:17 pm states it is fine and was changed two weeks ago	
Advice	Fri 12 May 2006 10:18 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:18 Check head gap lever is set to position 1	
Advice	Fri 12 May 2006 10:18 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:18 Perform factory reset.	
Advice	Fri 12 May 2006 10:18 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:18 Turn the Counter Printer off With the printer off hold down the feed and resume buttons Keep the buttons held down and turn the Counter Printer on Hold the buttons down until the counter printer finishes printing When finished, release the button and the printer will print out more When it has finished the red light will flash Turn the Counter Printer off and on and steady green light will be displayed	
Information	Fri 12 May 2006 10:19 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:19 pm states the light is still flashing red	
Advice	Fri 12 May 2006 10:19 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:19 Remove tally roll and clean sensor, rollers and tally area with screen wipe. Reload.	
Advice	Fri 12 May 2006 10:20 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:20 Remove tally roll and clean sensor, rollers and tally area with screen wipe. Reload.	
Information	Fri 12 May 2006 10:20 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:20 pm states she has done this	
Advice	Fri 12 May 2006 10:20 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:20 Perform factory reset - Power off. Hold down feed and resume together while powering on. Release when print starts	
Information	Fri 12 May 2006 10:20 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:20 pm states it will not do anything at all and the red light is still flashing	
Information	Fri 12 May 2006 10:21 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:21 counterv states an error message came up on screen stating cancel or retry print	
Node status	Fri 12 May 2006 10:21 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:21 operational	
Access Times	Fri 12 May 2006 10:22 by uk957321 / HSH2			Saved: Fri 12 May 2006 10:22	

	mon - fri 0900 - 1730 sat 0900 - 1230	
Recommend	Fri 12 May 2006 10:22 by uk957321 / HSH2 eng to check/swap cp call logged at 10.15	Saved: Fri 12 May 2006 10:22
Open OTI	Fri 12 May 2006 10:22 by SYSADM / ASTEA Automatic Open OTI ***Updated by Laura Sutton at 12/05/2006 10:22:48	Saved: Fri 12 May 2006 10:22
REASSIGN	Fri 12 May 2006 10:22 by uk957321 / HSH2 Call # E-0605120248 was Reassigned from Laura Sutton, Group HSH2 to Group UKSS1	Saved: Fri 12 May 2006 10:22
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG05120093	
UPDATE	Fri 12 May 2006 10:35 by PATHWAY / SLA 1730 15/05	Saved: Fri 12 May 2006 10:38
Repeat Call	Mon 15 May 2006 11:06 by uk092087 / HSH6 pm chasing call	Saved: Mon 15 May 2006 11:06
Information	Mon 15 May 2006 11:08 by uk092087 / HSH6 voiced michelle @ ukme	Saved: Mon 15 May 2006 11:08
Information	Mon 15 May 2006 11:08 by uk092087 / HSH6 awaiting outcome of spares issue	Saved: Mon 15 May 2006 11:08
Information	Mon 15 May 2006 11:09 by uk092087 / HSH6 pm advised of spares issue	Saved: Mon 15 May 2006 11:09
OTI Success	An add has been sent to Dispatch 1	
REASSIGN	Mon 15 May 2006 12:45 by Dispatch 1 / The projected arrival date for engineer 000198 is 15-05-2006 17:15:00 ENG AWARE	Saved: Mon 15 May 2006 12:49
UPDATE	Mon 15 May 2006 12:45 by Dispatch 1 / ** [Engineer 000198 allocated]	Saved: Mon 15 May 2006 12:49
UPDATE	Mon 15 May 2006 17:22 by Dispatch 1 / Engineer 000198 arrived on site at 15-05-2006 16:45:00 Work completed	Saved: Mon 15 May 2006 17:25
UPDATE	Mon 15 May 2006 17:22 by Dispatch 1 / ENG REPLACED IHTICA, TESTED OK	Saved: Mon 15 May 2006 17:25
ENG VISIT	Mon 15 May 2006 16:45 by 000198 / ENGINEERS ** [No Remark entered.] Call closure code of FAILURE and repair code 821	Saved: Mon 15 May 2006 17:00
REASSIGN	Mon 15 May 2006 17:44 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity	Saved: Mon 15 May 2006 17:44
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Mon 15 May 2006 17:00 by uk951588 / HSH2 ** [No Remark entered.] Call closure code of FAILURE and repair code 821	Saved: Mon 15 May 2006 17:00
CLOSE	Tue 16 May 2006 08:26 by uk951588 / HSH2 Call Close by Sarah Hill: ** [No Remark entered.] Call closure code of FAILURE and repair code 821	Saved: Tue 16 May 2006 08:26

Post Office Account S70 Archive4.1 on msdc01\poadb02 PH4POAS70 on msdc01\poadb02 10/10/2012

Call E-0605300724

©2002 Fujitsu Services Limited

Status	Closed	Opened	Tue 30 May 2006 13:11	Affected Site	512323
Severity	3 B	Closed	Tue 30 May 2006 15:57	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	1	Local / Intermediate / Remote	L	CSR/Team	GB082200 / HSH8

Caller Details

Caller	Alison hall	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	

Call Problem Details					
Product Type	PT16	Call Type	C	ProbType	ND01
Problem Text	Pm states that ctr2 has gone off.				
Call Closure Details					
Closed	30/05/2006 15:57	Cause	C36	Repair	R70
Text	Call Close by Kenneth Hudson: pm, states that node is not pinging advised renboot now working pmhtcc				
Call Asset Details					
Asset ID		Description		Serial No.	
Product	PO ADSL	Description	Post Office - Asynchronous Digital Subscriber Line	Server Name	
CTI Reference		Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Tue 30 May 2006 13:09 by uk082472 / HSH8		Saved: Tue 30 May 2006 13:11		
	New call taken by Janette Hampson: Pm states that ctr2 has gone off.				
Information	Tue 30 May 2006 13:13 by uk082472 / HSH8		Saved: Tue 30 May 2006 13:13		
	Network test x2 failed to ping				
Information	Tue 30 May 2006 13:13 by uk082472 / HSH8		Saved: Tue 30 May 2006 13:13		
	health check x 2 failed				
Advice	Tue 30 May 2006 13:15 by uk082472 / HSH8		Saved: Tue 30 May 2006 13:15		
	advised controlled shutdown, will callback in 20 mins.				
Information	Tue 30 May 2006 13:16 by uk082472 / HSH8		Saved: Tue 30 May 2006 13:16		
	PSTN 01274 872830				
Contacted	Tue 30 May 2006 15:52 by GB082200 / HSH8		Saved: Tue 30 May 2006 15:52		
	contacting PO				
Information	Tue 30 May 2006 15:55 by GB082200 / HSH8		Saved: Tue 30 May 2006 15:55		
	PM states online services are now working after reboot				
CLEAR	Tue 30 May 2006 15:56 by GB082200 / HSH8		Saved: Tue 30 May 2006 15:56		
	reboot required				
CLOSE	Tue 30 May 2006 15:57 by GB082200 / HSH8		Saved: Tue 30 May 2006 15:57		
	Call Close by Kenneth Hudson: pm, states that node is not pinging advised renboot now working pmhtcc				

Post Office Account RMGA Archive 4.1 on msdc01pcadb02		PH4POARMGA on msdc01pcadb02	10/10/2012		
Call E-0606090451					
Status	Closed	Opened	Fri 09 June 2006 11:46		
Severity	2 C	Closed	Wed 20 June 2007 15:02		
Customer	PATHWAY		FAD/Path Code	PATH009	
Priority	50	Local/Intermediate/Remote	L	No. Counters	2
			CSR/Team	uk056499 / OBC HOLD 1	
Caller Details					
Caller	D LAWRINSON 72254848	Phone	GRO	Site	512323
Title		Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type	PT01	Call Type	C	ProbType	CC34
Problem Text	OBC WORK NTPL6060391 ADSL SITE -AD HOC CHANGE - ROMEC TO SITE 23/06/06 TO SURVEY AND ADVISED POL OF COSTS INVOLVED				
Call Closure Details					
Closed	20/06/2007 15:02	Cause	CA6	Repair	R61
Text	Call Close by Deb Lawrinson: @@ call closed all work complete				
Call Asset Details					
Asset ID		Description		Serial No.	

Product	OBCS	Description	OBCS	Server Name
OTI Reference		Counter Affected	0	Associated Reference
Call Activity Log				
OPEN	Fri 09 June 2006 11:43 by uk056499 / OBC HOLD 1			Saved: Fri 09 June 2006 11:46
	New call taken by Deb Lawrinson: OBC WORK NTPL6060391 ADSL SITE -AD HOC CHANGE - ROMEC TO SITE 23/06/06 TO SURVEY AND ADVISED POL OF COSTS INVOLVED			
REASSIGN	Fri 09 June 2006 11:49 by uk056499 / OBC HOLD 1			Saved: Fri 09 June 2006 11:49
	Call # E-0606090451 was Reassigned from Deb Lawrinson, Group OBC HOLD 1 to Group ROMEC REFURB			
SUSPEND	Fri 09 June 2006 11:49 by uk056499 / OBC HOLD 1			Saved: Fri 09 June 2006 11:50
	Due for Release on 22/06/2006 at 08:00:00 Call suspended by Deb Lawrinson			
RELEASE	Thu 22 June 2006 08:00 by Sysadm / SYSTEM			Saved: Thu 22 June 2006 08:00
	AUTO-RELEASE from SUSPEND (Release was due on 22 Jun 2006 at 08:00:00)			
REASSIGN	Wed 20 June 2007 11:57 by Romec02 / ROMEC			Saved: Wed 20 June 2007 11:57
	Call # E-0606090451 was Reassigned from Group ROMEC REFURB to Group OBC HOLD 1 Romec work complete.			
CLOSE	Wed 20 June 2007 15:02 by uk056499 / OBC HOLD 1			Saved: Wed 20 June 2007 15:02
	Call Close by Deb Lawrinson: @@ call closed all work complete			

Post Office Account 570 Archive4.1 on msdc01\poadb02 PH4POAS70 on msdc01\poadb02 10/10/2012				
Call E-0606120652				©2002 Fujitsu Services Limited
Status	Closed	Opened	Mon 12 June 2006 12:21	Affected Site: 512323
Severity	3 B	Closed	Mon 12 June 2006 12:24	FAB/Path Code: 512323
Customer	I039			No. Counters: 2
Priority	0	Local / Intermediate / Remote	L	CSR/Team: uk952761 / HSH1
Caller Details				
Caller	alison	Phone	GRO	Site: 512323
Title	Postmistress	Login		Department:
		Caller ID		Location:
Call Problem Details				
Product Type		Call Type	N	Prob Type: ND14
Problem Text	pm states that she has had a instant saver transaction declined on her system			
Call Closure Details				
Closed:	12/06/2006 12:24	Cause:	CR4	Repair: R74
Text:	Call Close by Nicola Aitken: pm states that she has had a instant saver transaction declined on her system, advised pm to monitor this			
Call Asset Details				
Asset ID		Description		Serial No:
Product	PO ADSL	Description		Server Name:
OTI Reference		Counter Affected	1	Associated Reference
Call Activity Log				
OPEN	Mon 12 June 2006 12:19 by uk952761 / HSH1			Saved: Mon 12 June 2006 12:21
	New call taken by Nicola Aitken: pm states that she has had a instant saver transaction declined on her system			
Information	Mon 12 June 2006 12:22 by uk952761 / HSH1			Saved: Mon 12 June 2006 12:22
	pm states that this is not going through on any of her counters and this is the only transaction which will not go through			
Advice	Mon 12 June 2006 12:23 by uk952761 / HSH1			Saved: Mon 12 June 2006 12:23
	advised pm that there is no fault with the system and to monitor this			
Information	Mon 12 June 2006 12:24 by uk952761 / HSH1			Saved: Mon 12 June 2006 12:24
	pm is happy to monitor			
CLEAR	Mon 12 June 2006 12:24 by uk952761 / HSH1			Saved: Mon 12 June 2006 12:24
	pm states that she has had a instant saver transaction declined on her system			

CLOSE	Mon 12 June 2006 12:24 by uk952761 / HSH1	Saved: Mon 12 June 2006 12:24
Call Close by Nicola Aitken: pm states that she has had a instant saver transaction declined on her system, advised pm to monitor this		

Post Office Account S70 Archived 4.1 on msdc01\poadb02	PH4POAS70 on msdc01\poadb02	10/10/2012	
--	-----------------------------	------------	--

Call E-0606170080		©2002 Fujitsu Services Limited	
Status	Closed	Opened	Sat 17 June 2006 09:07
Severity	2 C	Closed	Sat 17 June 2006 09:10
Customer	I039	FAD/Path Code	512323
Priority	45	No. Counters	2
		CSR/Team	uk957319 / HSH5
Local / Intermediate / Remote			
Caller Details			
Caller	Alison	Phone	GRO
Title	Postmistress	Login	Site 512323
		Caller ID	Department
			Location
Call Problem Details			
Product Type	PT11	Call Type	H
ProbType	HD04	Problem	
Problem Text	PM states that she is trying to scan a barcode for a fishing liscene and this will not scan on either counters.		
Call Closure Details			
Closed	17/06/2006 09:10	Cause	C08
		Repair	R74
		Resolution	RS06
Text	Call Close by Louise Peplow: PM states that she is trying to scan a barcode for a fishing liscene and this will not scan on either counters. PM happy to monitor.		
Call Asset Details			
Asset ID	5123231	Description	Serial No N-20-03120
Product	PATWAL3400BCR	Description	Server Name
OTI Reference		Counter Affected	1
		Associated Reference	
Call Activity Log			
OPEN	Sat 17 June 2006 09:05 by uk957319 / HSH5	Saved: Sat 17 June 2006 09:07	
	New call taken by Louise Peplow: PM states that she is trying to scan a barcode for a fishing liscene and this will not scan on either counters.		
Advice	Sat 17 June 2006 09:09 by uk957319 / HSH5	Saved: Sat 17 June 2006 09:09	
	Advised the PM to try another fishing liscense.		
Information	Sat 17 June 2006 09:09 by uk957319 / HSH5	Saved: Sat 17 June 2006 09:09	
	PM states that this will not scan either.		
Advice	Sat 17 June 2006 09:10 by uk957319 / HSH5	Saved: Sat 17 June 2006 09:10	
	Advised to monitor as this appears to be the batch of fishing liscences that are causing the issue.		
Information	Sat 17 June 2006 09:10 by uk957319 / HSH5	Saved: Sat 17 June 2006 09:10	
	Pm happy to do this,		
CLEAR	Sat 17 June 2006 09:10 by uk957319 / HSH5	Saved: Sat 17 June 2006 09:10	
	PM states that she is trying to scan a barcode for a fishing liscene and this will not scan on either counters.		
CLOSE	Sat 17 June 2006 09:10 by uk957319 / HSH5	Saved: Sat 17 June 2006 09:10	
	Call Close by Louise Peplow: PM states that she is trying to scan a barcode for a fishing liscene and this will not scan on either counters. PM happy to monitor.		

Post Office Account S70 Archive4.1 on msdc01\poadb02	PH4POAS70 on msdc01\poadb02	10/10/2012	
--	-----------------------------	------------	--

Call E-0606230135		©2002 Fujitsu Services Limited	
Status	Closed	Opened	Fri 23 June 2006 09:22
Severity	2 C	Closed	Fri 23 June 2006 09:26
		FAD/Path Code	512323

Customer	I039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSR/Team	UK957088 / HSH6
Caller Details					
Caller	Alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type	PT04	Call Type	H	Prob Type	HD07
Problem Text	Pm states that the cp is not printing any receipts.				
Call Closure Details					
Closed	23/06/2006 09:26	Cause	C01	Repair	R74
Text	Call Close by James Butterworth: Pm states that the cp is not responding. Avdeis pm to a reset.				
Call Asset Details					
Asset ID	51232310	Description		Serial No	HE002015483
Product	PATITH94PTR	Description	Ithica 94 Printer	Server Name	
OTI Reference		Counter Affected	2	Associated Reference	
Call Activity Log					
OPEN	Fri 23 June 2006 09:21 by UK957088 / HSH6			Saved: Fri 23 June 2006 09:22	
	New call taken by James Butterworth: Pm states that the cp is not printing any receipts.				
KEL Ref No.	Fri 23 June 2006 09:23 by UK957088 / HSH6			Saved: Fri 23 June 2006 09:23	
	Wims				
Advice	Fri 23 June 2006 09:24 by UK957088 / HSH6			Saved: Fri 23 June 2006 09:24	
	Visually check cables are secure Factory reset printer				
Information	Fri 23 June 2006 09:24 by UK957088 / HSH6			Saved: Fri 23 June 2006 09:24	
	Pm states that she has completed this aand will monitor.				
CLEAR	Fri 23 June 2006 09:25 by UK957088 / HSH6			Saved: Fri 23 June 2006 09:25	
	Pm states that the cp is not responding.				
CLOSE	Fri 23 June 2006 09:26 by UK957088 / HSH6			Saved: Fri 23 June 2006 09:26	
	Call Close by James Butterworth: Pm states that the cp is not responding. Avdeis pm to a reset.				

Post Office Account S92 Archive 4.1 on msdc01\poadb02 PH4POAS92 on msdc01\poadb02 10/10/2012

Call E-0608090064

©2002 Fujitsu Services Limited

Status	Closed	Opened	Wed 09 August 2006 08:30	Affected Site	512323
Severity	3 B	Closed	Wed 09 August 2006 08:34	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	uk951654 / HSH7
Caller Details					
Caller	alison hall	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type	PT03	Call Type	S	Prob Type	SD19
Problem Text	caller states that they have had a powercut, they are at polo but when they put the card in there is no change				
Call Closure Details					
Closed	09/08/2006 08:34	Cause	CV6	Repair	R74
Text	Call Close by Erica Tidman: pmmc not reading, adv to restart, now ok, ref given				
Call Asset Details					
Asset ID		Description		Serial No	
Product	PATICLX365/400C	Description	Standard Counter 400 - Live PO Sites	Server Name	

OTI Reference	Counter Affected	Associated Reference
Call Activity Log		
OPEN	Wed 09 August 2006 08:28 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:30
	New call taken by Erica Tidman: caller states that they have had a powercut, they are at polo but when they put the card in there is no change	
OPEN_CALL_TS	Wed 09 August 2006 08:30 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:30
	Open Calls Troubleshoot (Affected Site:512323)	
Advice	Wed 09 August 2006 08:32 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:32
	adv caller to switch the counter off and restart it	
Information	Wed 09 August 2006 08:33 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:33
	the system is loading	
Information	Wed 09 August 2006 08:33 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:33
	caller has entered the pmmc successfully and is now typing in the pin number	
Information	Wed 09 August 2006 08:34 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:34
	ref given	
CLEAR	Wed 09 August 2006 08:34 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:34
	adv to restart and system now ok	
CLOSE	Wed 09 August 2006 08:34 by uk951654 / HSH7	Saved: Wed 09 August 2006 08:34
	Call Close by Erica Tidman: pmmc not reading, adv to restart, now ok, ref given	

Post Office Account S92 Archive 4.1 on msdc01:poadb02 PHMPOAS92 on msdc01:poadb02 10/10/2012			
Call E-0608090171			
©2002 Fujitsu Services Limited			
Status	Closed	Opened	Wed 09 August 2006 09:23
Severity	2 C	Closed	Thu 10 August 2006 13:07
Customer	1039		
Priority	45	Local / Intermediate / Remote	L
			CSR/Team: uk951588 / HSH2
Caller Details			
Caller	alison	Phone	GRO
Title	Postmistress	Login	Department
		Caller ID	Location
Call Problem Details			
Product Type	PT12	Call Type	H
Prob Type	HD09	Problem	
Problem Text	pm statse keyboard swipe brings up last details of transaction		
Call Closure Details			
Closed	10/08/2006 13:07	Cause	C08
		Report	R08
Text	Call Close by Sarah Hill: Engineer Summary: post mistress stated fault had cleared itself. all tested and working ok rtc 0905 10/08 Call closure code of Completed and repair code 819		
Call Asset Details			
Asset ID	512323	Description	Keyboard - Live PO Sites
Product	patdevlkb	Description	Keyboard - Live PO Sites
OTI Reference	WG08090075	Counter Affected	2
			Associated Reference
Call Activity Log			
OPEN	Wed 09 August 2006 09:21 by uk955547 / HSH2	Saved: Wed 09 August 2006 09:23	
	New call taken by Akram Ali: pm statse keyboard swipe brings up last details of transaction		
Advice	Wed 09 August 2006 09:25 by uk955547 / HSH2	Saved: Wed 09 August 2006 09:25	
	Ask the PM if they have had this problem on this counter in the past.-		
Information	Wed 09 August 2006 09:25 by uk955547 / HSH2	Saved: Wed 09 August 2006 09:25	
	:pm statse this si firts time this occured and just had a power cut		
KEL Ref No.	Wed 09 August 2006 09:26 by uk955547 / HSH2	Saved: Wed 09 August 2006 09:26	

	DDawe36371.htm	
Information	Wed 09 August 2006 09:27 by uk955547 / HSH2 kel suggest to swap keyboard as precaution and	Saved: Wed 09 August 2006 09:27
Information	Wed 09 August 2006 09:29 by uk955547 / HSH2 pm statse this is happening on all swipe cards	Saved: Wed 09 August 2006 09:29
Node status	Wed 09 August 2006 09:29 by uk955547 / HSH2 node si operational	Saved: Wed 09 August 2006 09:29
Access Times	Wed 09 August 2006 09:29 by uk955547 / HSH2 mon fri 9.00-17.30 no lunch	Saved: Wed 09 August 2006 09:29
Recommend	Wed 09 August 2006 09:29 by uk955547 / HSH2 call logged at 09.23 on 09/08/06 check swap keyboard on node 2	Saved: Wed 09 August 2006 09:29
Information	Wed 09 August 2006 09:32 by uk955547 / HSH2 updating master fad E- 0509271103	Saved: Wed 09 August 2006 09:32
Open OTI	Wed 09 August 2006 09:33 by SYSADM / ASTEA Automatic Open OTI ***Updated by Akram Ali at 09/08/2006 09:33:59	Saved: Wed 09 August 2006 09:33
REASSIGN	Wed 09 August 2006 09:33 by uk955547 / HSH2 Call # E-0608090171 was Reassigned from Akram Ali, Group HSH2 to Group UKSS1	Saved: Wed 09 August 2006 09:34
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG08090075	
UPDATE	Wed 09 August 2006 09:40 by PATHWAY / mon - fri 9.00-17.30 sla 1730 10/08	Saved: Wed 09 August 2006 09:46
ENG VISIT	Thu 10 August 2006 09:00 by 000198 / ENGINEERS Engineer Summary: post mistress stated fault had cleared itself. all tested and working ok rtc 0905 10/08 Call closure code of Completed and repair code 819	Saved: Thu 10 August 2006 09:05
REASSIGN	Thu 10 August 2006 12:31 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity	Saved: Thu 10 August 2006 12:31
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH2 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Thu 10 August 2006 09:05 by uk951588 / HSH2 Engineer Summary: post mistress stated fault had cleared itself. all tested and working ok rtc 0905 10/08 Call closure code of Completed and repair code 819	Saved: Thu 10 August 2006 09:05
CLOSE	Thu 10 August 2006 13:07 by uk951588 / HSH2 Call Close by Sarah Hill: Engineer Summary: post mistress stated fault had cleared itself. all tested and working ok rtc 0905 10/08 Call closure code of Completed and repair code 819	Saved: Thu 10 August 2006 13:07

This call has remarks

Post Office Account S92 Archive 4.1 on msdc01:poadb02 PH4POAS92 on msdc01:poadb02 10/10/2012			
Call E-0608110641			
©2002 Fujitsu Services Limited			
Status	Closed	Opened	Fri 11 August 2006 15:43
Severity	2 C	Closed	Fri 11 August 2006 15:50
Customer	I039		No. Counters 2
Priority	45	Local / Intermediate / Remote	L
CSR Team UK955762 / HSH1			
Caller Details			
Caller	Alison	Phone	GRO
Title	Postmistress	Login	Department
		Caller ID	Location
Call Problem Details			
Product Type	PT04	Call Type	H
ProbType	HD07	Problem	
Problem Text	PM states that the CP will not printing postal orders		
Call Closure Details			

Closed	11/08/2006 15:50	Cause	CS5	Repair	R74	Resolution	RS03
Text	Call Close by Adam Robertson: Factory reset required						
Call Asset Details							
Asset ID	51232310	Description		Serial No	HE002015483		
Product	PATITH94PTR	Description	Ithica 94 Printer	Server Name			
OTI Reference		Counter Affected	1	Associated Reference			
Call Activity Log							
OPEN	Fri 11 August 2006 15:42 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:43		
	New call taken by Adam Robertson: PM states that the CP will not printing postal orders						
KEL Ref No.	Fri 11 August 2006 15:44 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:44		
	WIMS consulted						
Advice	Fri 11 August 2006 15:44 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:44		
	advice PM to check for obstructions						
Information	Fri 11 August 2006 15:44 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:44		
	None found						
Advice	Fri 11 August 2006 15:44 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:44		
	Advice PM to clean inside						
Information	Fri 11 August 2006 15:44 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:44		
	CP is clean						
Advice	Fri 11 August 2006 15:44 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:44		
	Advice PM to make sure the headgap lever is set to 1						
Information	Fri 11 August 2006 15:45 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:45		
	Headgap set to 1						
Advice	Fri 11 August 2006 15:45 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:45		
	advice PM to make sure the ribbon cartridge is seated correctly						
Information	Fri 11 August 2006 15:45 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:45		
	Ribbon seated correctly						
Advice	Fri 11 August 2006 15:45 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:45		
	Advice PM to do a factory reset - talked PM through the process						
Information	Fri 11 August 2006 15:45 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:45		
	PM has done so						
MODIFY	Fri 11 August 2006 15:48 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:48		
	Call information modified by Adam Robertson Node Affected: from '2' to '1'						
Advice	Fri 11 August 2006 15:48 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:48		
	advice PM to try printing a label						
Information	Fri 11 August 2006 15:49 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:49		
	PM has done so - has worked and is happy to close call						
CLEAR	Fri 11 August 2006 15:49 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:49		
	Factory reset required						
CLOSE	Fri 11 August 2006 15:50 by UK955762 / HSH1			Saved:	Fri 11 August 2006 15:50		
	Call Close by Adam Robertson: Factory reset required						

Post Office Account S92 Archive 4.1 on msdc01poadb02 PH4POAS92 on msdc01poadb02 10/10/2012

Call E-0608110651

©2002 Fujitsu Services Limited

Status	Closed	Opened	Fri 11 August 2006 15:50	Affected Site	512323
Severity	2 C	Closed	Mon 14 August 2006 17:17	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSR/Team	uk953358 / HSH6

Caller Details

Caller	Alison	Phone	GRO	Site	512323
--------	--------	-------	-----	------	--------

Title	Postmistress	Login	Department
Caller ID			Location
Call Problem Details			
Product Type	PT04	Call Type	H
Prob type	HD07	Problem	
Problem Text	Caller states that the CP is not printing labels		
Call Closure Details			
Closed	14/08/2006 17:17	Causer	CS5
Repair	R01	Resolution	RS20
Text	Call Close by Sarah Dawe: Engineer Summary: not printing PO, tc replaced, all tested ok. rtc 1500 14/8 Call closure code of Completed and repair code 821		
Call Asset Details			
Asset ID	51232310	Description	Ithica 94 Printer
Serial No.	he002015483	Product	PATITH94PTR
Server Name		OTI Reference	WG08110359
Associated Reference	2	Counter Affected	
Call Activity Log			
OPEN	Fri 11 August 2006 15:49 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:50
	New call taken by Adam Robertson: Caller states that the CP is not printing labels		
OPEN_CALL_TS	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	Open Calls Troubleshoot (Affected Site:512323)		
OPEN_CALL_TS	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	Open Calls Troubleshoot (Affected Site:512323)		
KEL Ref No.	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	WIMS consulted		
Advice	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	advice PM to check for obstructions		
Information	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	None found		
Advice	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	Advice PM to clean inside		
Information	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	CP is clean		
Advice	Fri 11 August 2006 15:51 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:51
	Advice PM to make sure the headgap lever is set to 1		
Information	Fri 11 August 2006 15:52 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:52
	Headgap set to 1		
Advice	Fri 11 August 2006 15:52 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:52
	advice PM to make sure the ribbon cartridge is seated correctly		
Information	Fri 11 August 2006 15:52 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:52
	Ribbon seated correctly		
Advice	Fri 11 August 2006 15:52 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:52
	Advice PM to do a re-installation of the PIN pad - talked PM through the process		
Advice	Fri 11 August 2006 15:53 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:53
	advice PM to try printing a postal order		
Information	Fri 11 August 2006 15:53 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:53
	PM has done so - still not printing		
Access Times	Fri 11 August 2006 15:54 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:54
	Mon - Fri: 0900 - 1730 Sat: 0900 - 1230 no lunch		
Node status	Fri 11 August 2006 15:54 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:54
	Node is operational		
Recommend	Fri 11 August 2006 15:54 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:54
	Call logged on 11/08/06 at 15:50 recommend to check/swap Counter Printer		
Open OTI	Fri 11 August 2006 15:56 by SYSADM / ASTEA	Saved:	Fri 11 August 2006 15:56
	Automatic Open OTI ***Updated by Adam Robertson at 11/08/2006 15:56:20		
REASSIGN	Fri 11 August 2006 15:56 by UK955762 / HSH1	Saved:	Fri 11 August 2006 15:56
	Call # E-0608110651 was Reassigned from Adam Robertson, Group HSH1 to Group UKSS1		

	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG08110359	
UPDATE	Fri 11 August 2006 16:01 by PATHWAY / Times: Mon - Fri: 0900 - 1730 Sat: 0900 - SLA 1730 14/08	Saved: Fri 11 August 2006 16:01
ENG VISIT	Mon 14 August 2006 14:45 by 000220 / ENGINEERS Engineer Summary: not printing PO, tc replaced, all tested ok. rtc 1500 14/8 Call closure code of Completed and repair code 821	Saved: Mon 14 August 2006 15:00
REASSIGN	Mon 14 August 2006 16:59 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity	Saved: Mon 14 August 2006 16:59
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Mon 14 August 2006 15:00 by uk953358 / HSH6 Engineer Summary: not printing PO, tc replaced, all tested ok. rtc 1500 14/8 Call closure code of Completed and repair code 821	Saved: Mon 14 August 2006 15:00
CLOSE	Mon 14 August 2006 17:17 by uk953358 / HSH6 Call Close by Sarah Dawe: Engineer Summary: not printing PO, tc replaced, all tested ok. rtc 1500 14/8 Call closure code of Completed and repair code 821	Saved: Mon 14 August 2006 17:17

This call has remarks

This call has remarks

Post Office Account \$92 Archive 4.1 on msdc01\poadb02 Ph4PQA\$92 on msdc01\poadb02 10/10/2012					
Call E-0610050317				©2002 Fujitsu Services Limited	
Status	Closed	Opened	Thu 05 October 2006 10:01	Affected Site	512323
Severity	2 C	Closed	Thu 05 October 2006 10:12	FAD/Path Code	512323
Customer	I039			No. Counter	2
Priority	45	Local / Intermediate / Remote	L	CSR/Team	UK957089 / HSH2
Caller Details					
Caller	Alyson Hall	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type		Call Type	H	Prob Type	HD18
Problem Text	PM states that she is having issues with cards. Is asking for swiping.				
Call Closure Details					
Closed	05/10/2006 10:12	Cause	CT3	Repair	R74
Text	Call Close by Joseph Mould: Advised to install. PM will call back once she gets a card.				
Call Asset Details					
Asset ID	5123231	Description		Serial No	3020625
Product	PATPINPAD	Description		Server Name	
OTI Reference		Counter Affected	2	Associated Reference	
Call Activity Log					
OPEN	Thu 05 October 2006 10:00 by UK957089 / HSH2	Saved:	Thu 05 October 2006 10:01		
	New call taken by Joseph Mould: PM states that she is having issues with cards. Is asking for swiping.				
KEL Ref No.	Thu 05 October 2006 10:02 by UK957089 / HSH2	Saved:	Thu 05 October 2006 10:02		
	WIMS consulted				
Advice	Thu 05 October 2006 10:02 by UK957089 / HSH2	Saved:	Thu 05 October 2006 10:02		
	Install pin pad.				

Information	Thu 05 October 2006 10:03 by UK957089 / HSH2 Walking PM through this	Saved: Thu 05 October 2006 10:03
Information	Thu 05 October 2006 10:03 by UK957089 / HSH2 Security keys and applications are being checked	Saved: Thu 05 October 2006 10:03
Information	Thu 05 October 2006 10:04 by UK957089 / HSH2 PM states error number 0.	Saved: Thu 05 October 2006 10:04
Advice	Thu 05 October 2006 10:04 by UK957089 / HSH2 Remove F key guard.	Saved: Thu 05 October 2006 10:04
Information	Thu 05 October 2006 10:04 by UK957089 / HSH2 PM is doing so.	Saved: Thu 05 October 2006 10:04
Information	Thu 05 October 2006 10:06 by UK957089 / HSH2 Application table data is being checked.	Saved: Thu 05 October 2006 10:06
Advice	Thu 05 October 2006 10:06 by UK957089 / HSH2 Press Pin pad keys as advised and use any chip and pin card to test.	Saved: Thu 05 October 2006 10:06
Information	Thu 05 October 2006 10:09 by UK957089 / HSH2 PM has finished the installation.	Saved: Thu 05 October 2006 10:09
Advice	Thu 05 October 2006 10:10 by UK957089 / HSH2 Try a card transaction	Saved: Thu 05 October 2006 10:10
Information	Thu 05 October 2006 10:12 by UK957089 / HSH2 PM to call back if it does not work	Saved: Thu 05 October 2006 10:12
CLEAR	Thu 05 October 2006 10:12 by UK957089 / HSH2 Advised to install. PM will call back once she gets a card.	Saved: Thu 05 October 2006 10:12
CLOSE	Thu 05 October 2006 10:12 by UK957089 / HSH2 Call Close by Joseph Mould: Advised to install. PM will call back once she gets a card.	Saved: Thu 05 October 2006 10:12

Post Office Account S92 Archive 4.1 on msdc01poadb02 PH4POAS92 on msdc01poadb02 10/10/2012			
Call E-0610050580			
©2002 Fujitsu Services Limited			
Status	Closed	Opened	
Severity	3 B	Closed	
Customer	PATHWAY	No. Counters	
Priority	1	Local / Intermediate / Remote	
Affected Site 512323			
FAD/Path Code			
CSR/Team GB083490 / SMC7-Distrib			
Caller Details			
Caller	J Scott	Phone	
Title	SMC	Login	
		Caller ID	
Site 512323			
Department			
Locations			
Call Problem Details			
Product Type	Call Type	Prob Type	Problem
Problem Text	Counter product KM_PINPAD_UPG_CHK 34_1 commit failed with error unable to ping		
Call Closure Details			
Closed	09/10/2006 08:50	Cause	CW1
Text	Call Close by Jacqueline Scott: Call can now be closed, product is in the inventory		
Call Asset Details			
Asset ID	Description	Serial No	
Product	Description	Server Name	
OTI Reference	Counter Affected	Associated Reference	
Call Activity Log			
OPEN	Thu 05 October 2006 12:27 by GB083490 / SMC7-Distrib	Saved: Thu 05 October 2006 12:27	
	New call taken by Jacqueline Scott: Counter product KM_PINPAD_UPG_CHK 34_1 commit failed with error unable to ping		

Information	Thu 05 October 2006 16:06 by GB083490 / SMC7-Distrib	Saved: Thu 05 October 2006 16:06
site is h/c ok await resolution		
CLEAR	Mon 09 October 2006 08:50 by GB083490 / SMC7-Distrib	Saved: Mon 09 October 2006 08:50
Call can now be closed, product is in the inventory		
CLOSE	Mon 09 October 2006 08:50 by GB083490 / SMC7-Distrib	Saved: Mon 09 October 2006 08:50
Call Close by Jacqueline Scott: Call can now be closed, product is in the inventory		

Post Office Account 592 Archive 4.1 on msdc01/poadb02 PH4POAS92 on msdc01/poadb02 10/10/2012			
Call E-0610050589 ©2002 Fujitsu Services Limited			
Status	Closed	Opened: Thu 05 October 2006 12:31	
Severity	2 C	Affected Site: 512323	
Customer	I039	FAD/Path Code: 512323	
Priority	45	No. Counters: 2	
	Local / Intermediate / Remote	CSR/Team: GB082200 / HSH8	
Caller Details			
Caller	Alison	Phone: GRO	
Title		Site: 512323	
	Login	Department:	
	Caller ID:	Location:	
Call Problem Details			
Product Type	Call Type: H	Prob Type: HD18	Problem:
Problem Text	PM called and went through reinstallation of Pinpad at 10.00am today (call ref: E-0610050314) as Pinpad was not swiping cards, this is still the case.		
Call Closure Details			
Closed	06/10/2006 16:41	Caused: CS9	Repair: R01
Text	Call Close by Kenneth Hudson: RTC - 1330 ENGINEER SWAPPED PIN PAD Call closure code of Completed and repair code 821		
Call Asset Details			
Asset ID	5123231	Description: Hypercom PinPad	Serial No: 3001877
Product	PATPINPAD	Description: Hypercom PinPad	Server Name:
OTI Reference	WG10050291	Counter Affected: 2	Associated Reference:
Call Activity Log			
OPEN	Thu 05 October 2006 12:29 by UK958862 / HSH8	Saved: Thu 05 October 2006 12:31	New call taken by Stephanie Byrne: PM called and went through reinstallation of Pinpad at 10.00am today (call ref: E-0610050314) as Pinpad was not swiping cards, this is still the case.
Information	Thu 05 October 2006 12:33 by UK958862 / HSH8	Saved: Thu 05 October 2006 12:33	Checked Tivoli for events this shows that reinstall was completed but also has the last event showing as Pinpad error 0000000000003001877.
Information	Thu 05 October 2006 12:40 by UK958862 / HSH8	Saved: Thu 05 October 2006 12:40	As the pinpad has been reinstalled advised PM that I will send this call over to engineers
Access Times	Thu 05 October 2006 12:42 by UK958862 / HSH8	Saved: Thu 05 October 2006 12:42	Mon-Fri: 0900-1730 Sat: 0900-1230 No lunches
Recommend	Thu 05 October 2006 12:43 by UK958862 / HSH8	Saved: Thu 05 October 2006 12:43	Call logged @ 12.31 Please can you check/swap the Pinpad on counter 2
Open OTI	Thu 05 October 2006 12:44 by SYSADM / ASTEA	Saved: Thu 05 October 2006 12:44	Automatic Open OTI ***Updated by Stephanie Byrne at 05/10/2006 12:44:19
REASSIGN	Thu 05 October 2006 12:44 by UK958862 / HSH8	Saved: Thu 05 October 2006 12:44	Call # E-0610050589 was Reassigned from Stephanie Byrne, Group HSH8 to Group UKSS1
OTI Success	New call sent to Dispatch 1		
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WG10050291		
UPDATE	Thu 05 October 2006 12:54 by PATHWAY /	Saved: Thu 05 October 2006 12:57	please check/swap pinpad on counter 2. Mon-Fri: 0900-1730 Sat: 0900-1230, no lunches. sla 1730 06/10

ENG VISIT	Fri 06 October 2006 13:00 by 000198 / ENGINEERS	Saved: Fri 06 October 2006 13:30
RTC - 1330 ENGINEER SWAPPED PIN PAD Call closure code of Completed and repair code 821		
REASSIGN	Fri 06 October 2006 16:35 by Dispatch 1 /	Saved: Fri 06 October 2006 16:35
OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity		
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH8 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Fri 06 October 2006 13:30 by GB082200 / HSH8	Saved: Fri 06 October 2006 13:30
RTC - 1330 ENGINEER SWAPPED PIN PAD Call closure code of Completed and repair code 821		
CLOSE	Fri 06 October 2006 16:41 by GB082200 / HSH8	Saved: Fri 06 October 2006 16:41
Call Close by Kenneth Hudson: RTC - 1330 ENGINEER SWAPPED PIN PAD Call closure code of Completed and repair code 821		

This call has remarks

Post Office Account \$92 Archive 4.1 on msdc01poadb02 PH4POA\$92 on msdc01poadb02 10/10/2012																																
Call E-0611130198																																
©2002 Fujitsu Services Limited																																
<table border="1"> <tr> <td>Status</td><td>Closed</td><td>Opened</td><td>Mon 13 November 2006 09:12</td><td>Affected Site</td><td>512323</td></tr> <tr> <td>Severity</td><td>4 A</td><td>Closed</td><td>Mon 13 November 2006 09:39</td><td>FAD/Path Code</td><td>512323</td></tr> <tr> <td>Customer</td><td>I039</td><td></td><td></td><td>No. Counters</td><td>2</td></tr> <tr> <td>Priority</td><td>99</td><td>Local / Intermediate / Remote</td><td>L</td><td>CSR/Team</td><td>uk959016 / HSH2</td></tr> </table>			Status	Closed	Opened	Mon 13 November 2006 09:12	Affected Site	512323	Severity	4 A	Closed	Mon 13 November 2006 09:39	FAD/Path Code	512323	Customer	I039			No. Counters	2	Priority	99	Local / Intermediate / Remote	L	CSR/Team	uk959016 / HSH2						
Status	Closed	Opened	Mon 13 November 2006 09:12	Affected Site	512323																											
Severity	4 A	Closed	Mon 13 November 2006 09:39	FAD/Path Code	512323																											
Customer	I039			No. Counters	2																											
Priority	99	Local / Intermediate / Remote	L	CSR/Team	uk959016 / HSH2																											
<table border="1"> <tr> <td colspan="6">Caller Details</td></tr> <tr> <td>Caller</td><td>alison hal</td><td>Phone</td><td>GRO</td><td>Site</td><td>512323</td></tr> <tr> <td>Title</td><td>Postmistress</td><td>Login</td><td></td><td>Department</td><td></td></tr> <tr> <td></td><td></td><td>Caller ID</td><td></td><td>Location</td><td></td></tr> </table>			Caller Details						Caller	alison hal	Phone	GRO	Site	512323	Title	Postmistress	Login		Department				Caller ID		Location							
Caller Details																																
Caller	alison hal	Phone	GRO	Site	512323																											
Title	Postmistress	Login		Department																												
		Caller ID		Location																												
<table border="1"> <tr> <td colspan="6">Call Problem Details</td></tr> <tr> <td>Product</td><td>Type</td><td>Call Type</td><td>N</td><td>ProbType</td><td>IND01</td></tr> <tr> <td>Problem Text</td><td colspan="5">pm states that her online services have gone down</td></tr> </table>			Call Problem Details						Product	Type	Call Type	N	ProbType	IND01	Problem Text	pm states that her online services have gone down																
Call Problem Details																																
Product	Type	Call Type	N	ProbType	IND01																											
Problem Text	pm states that her online services have gone down																															
<table border="1"> <tr> <td colspan="6">Call Closure Details</td></tr> <tr> <td>Closed</td><td>13/11/2006 09:39</td><td>Cause</td><td>CR4</td><td>Repair</td><td>R74</td></tr> <tr> <td>Text</td><td colspan="5">Call Close by Daley Bilton: DUPLICATE CALL, PLEASE IGNORE</td></tr> </table>			Call Closure Details						Closed	13/11/2006 09:39	Cause	CR4	Repair	R74	Text	Call Close by Daley Bilton: DUPLICATE CALL, PLEASE IGNORE																
Call Closure Details																																
Closed	13/11/2006 09:39	Cause	CR4	Repair	R74																											
Text	Call Close by Daley Bilton: DUPLICATE CALL, PLEASE IGNORE																															
<table border="1"> <tr> <td colspan="6">Call Asset Details</td></tr> <tr> <td>Asset ID</td><td></td><td>Description</td><td></td><td>Serial No</td><td></td></tr> <tr> <td>Product</td><td>PO ADSL</td><td>Description</td><td></td><td>Server Name</td><td></td></tr> <tr> <td>OTI Reference</td><td></td><td>Counter Affected</td><td>1</td><td>Associated Reference</td><td></td></tr> </table>			Call Asset Details						Asset ID		Description		Serial No		Product	PO ADSL	Description		Server Name		OTI Reference		Counter Affected	1	Associated Reference							
Call Asset Details																																
Asset ID		Description		Serial No																												
Product	PO ADSL	Description		Server Name																												
OTI Reference		Counter Affected	1	Associated Reference																												
<table border="1"> <tr> <td colspan="6">Call Activity Log</td></tr> <tr> <td>OPEN</td><td>Mon 13 November 2006 09:10 by uk959016 / HSH2</td><td>Saved: Mon 13 November 2006 09:12</td><td colspan="3">New call taken by Daley Bilton: pm states that her online services have gone down</td></tr> <tr> <td>Information</td><td>Mon 13 November 2006 09:38 by uk959016 / HSH2</td><td>Saved: Mon 13 November 2006 09:38</td><td colspan="3">DUPLICATE CALL, PLEASE IGNORE</td></tr> <tr> <td>CLEAR</td><td>Mon 13 November 2006 09:39 by uk959016 / HSH2</td><td>Saved: Mon 13 November 2006 09:39</td><td colspan="3">DUPLICATE CALL, PLEASE IGNORE</td></tr> <tr> <td>CLOSE</td><td>Mon 13 November 2006 09:39 by uk959016 / HSH2</td><td>Saved: Mon 13 November 2006 09:39</td><td colspan="3">Call Close by Daley Bilton: DUPLICATE CALL, PLEASE IGNORE</td></tr> </table>			Call Activity Log						OPEN	Mon 13 November 2006 09:10 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:12	New call taken by Daley Bilton: pm states that her online services have gone down			Information	Mon 13 November 2006 09:38 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:38	DUPLICATE CALL, PLEASE IGNORE			CLEAR	Mon 13 November 2006 09:39 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:39	DUPLICATE CALL, PLEASE IGNORE			CLOSE	Mon 13 November 2006 09:39 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:39	Call Close by Daley Bilton: DUPLICATE CALL, PLEASE IGNORE		
Call Activity Log																																
OPEN	Mon 13 November 2006 09:10 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:12	New call taken by Daley Bilton: pm states that her online services have gone down																													
Information	Mon 13 November 2006 09:38 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:38	DUPLICATE CALL, PLEASE IGNORE																													
CLEAR	Mon 13 November 2006 09:39 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:39	DUPLICATE CALL, PLEASE IGNORE																													
CLOSE	Mon 13 November 2006 09:39 by uk959016 / HSH2	Saved: Mon 13 November 2006 09:39	Call Close by Daley Bilton: DUPLICATE CALL, PLEASE IGNORE																													

Post Office Account \$92 Archive 4.1 on msdc01poadb02 PH4POA\$92 on msdc01poadb02 10/10/2012								
Call E-0611130209								
©2002 Fujitsu Services Limited								
<table border="1"> <tr> <td>Status</td><td>Closed</td><td>Opened</td><td>Mon 13 November 2006 09:14</td><td>Affected Site</td><td>512323</td></tr> </table>			Status	Closed	Opened	Mon 13 November 2006 09:14	Affected Site	512323
Status	Closed	Opened	Mon 13 November 2006 09:14	Affected Site	512323			

Severity	4 A	Closed	Mon 13 November 2006 09:42	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	99	Local / Intermediate / Remote	L	CSR/Team	uk959016 / HSH2
Caller Details					
Caller	alison hal	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type		Call Type	N	ProbType	ND01
Problem Text	pm states that her online services have gone down				
Call Closure Details					
Closed	13/11/2006 09:42	Cause	C36	Repair	R70
Text	Call Close by Daley Bilton: pm stated OLS were down, advised and resolved by a reboot				
Call Asset Details					
Asset ID		Description		Serial No	
Product	PO ADSL	Description		Server Name	
OTI Reference		Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Mon 13 November 2006 09:14 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:14		
	New call taken by Daley Bilton: pm states that her online services have gone down				
Information	Mon 13 November 2006 09:15 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:15		
	health checking 100% loss				
Information	Mon 13 November 2006 09:16 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:16		
	pm states she had just rebooted,				
Advice	Mon 13 November 2006 09:16 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:16		
	advised i will contact at 9:36				
KEL Ref No.	Mon 13 November 2006 09:16 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:16		
	wims used				
Contacted	Mon 13 November 2006 09:40 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:40		
	contacting...				
Information	Mon 13 November 2006 09:40 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:40		
	PM states that online services have been resumed				
CLEAR	Mon 13 November 2006 09:41 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:41		
	resolved by a reboot.				
CLOSE	Mon 13 November 2006 09:42 by uk959016 / HSH2	Saved:	Mon 13 November 2006 09:42		
	Call Close by Daley Bilton: pm stated OLS were down, advised and resolved by a reboot				

Post Office Account S92 Archive 4.1 on msdc01poadb02 PH4POAS92 on msdc01poadb02 10/10/2012					
Call E-0612041157					
©2002 Fujitsu Services Limited					
Status	Closed	Opened	Mon 04 December 2006 16:53	Affected Site	512323
Severity	2 C	Closed	Mon 04 December 2006 16:56	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	uk958990 / HSH7
Caller Details					
Caller	Alison Hall	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type	PT01	Call Type	I X	ProbType	XI06
					Problem

Problem Text: Pm states pin pad broken on node 2							
Call Closure Details							
Closed:	04/12/2006 16:56	Cause:	CM1	Repair:	R58	Resolution:	RS06
Text: Call Close by Kam Seshadri: pm had a problem regarding pin pad damaged, caller referred to nbsc							
Call Asset Details							
Asset ID:		Description:		Serial No.:			
Product:	Non Horizon Business	Description:	Non Horizon business	Server Name:			
OTI Reference:		Counter Affected:	2	Associated Reference:			
Call Activity Log							
OPEN	Mon 04 December 2006 16:50 by uk958990 / HSH7		Saved: Mon 04 December 2006 16:53				
	New call taken by Kam Seshadri: Pm states pin pad broken on node 2						
CLEAR	Mon 04 December 2006 16:55 by uk958990 / HSH7		Saved: Mon 04 December 2006 16:55				
	caller referred to nbsc						
CLOSE	Mon 04 December 2006 16:56 by uk958990 / HSH7		Saved: Mon 04 December 2006 16:56				
	Call Close by Kam Seshadri: pm had a problem regarding pin pad damaged, caller referred to nbsc						

Post Office Account 570 Archived 1 on msdc01poadb02	PH4POAS70 on msdc01poadb02	10/10/2012
---	----------------------------	------------

Call E-0511030077					©2002 Fujitsu Services Limited		
Status:	Closed	Opened:	Thu 03 November 2005 08:31	Affected Site:	512323		
Severity:	3 B	Closed:	Thu 03 November 2005 08:53	FAD/Path Code:	512323		
Customer:	I039			No. Counters:	2		
Priority:	0	Local / Intermediate / Remote:	L	CSR/Team:	uk952683 / HSH7		
Caller Details							
Caller:	alison hull	Phone:	GRO	Site:	512323		
Title:	Postmistress	Login:		Department:			
		Caller ID:		Location:			
Call Problem Details							
Product Type:		Call Type:	S	Prob Type:	SD17		
Problem Text:	pm states that she is scheduled for a security key update for the pmmc card and would like to know what to do.						
Call Closure Details							
Closed:	03/11/2005 08:53	Cause:	CG9	Repair:	RA3	Resolution:	RS06
Text: Call Close by Simon Hopperton: key refresh completed successfully on node 1.							
Call Asset Details							
Asset ID:		Description:		Serial No.:			
Product:	Riposte	Description:	Riposte	Server Name:			
OTI Reference:		Counter Affected:	1	Associated Reference:			
Call Activity Log							
OPEN	Thu 03 November 2005 08:29 by uk952683 / HSH7		Saved: Thu 03 November 2005 08:31				
	New call taken by Simon Hopperton: pm states that she is scheduled for a security key update for the pmmc card and would like to know what to do.						
Contacted	Thu 03 November 2005 08:34 by uk952683 / HSH7		Saved: Thu 03 November 2005 08:34				
	contacting smc.						
Information	Thu 03 November 2005 08:35 by uk952683 / HSH7		Saved: Thu 03 November 2005 08:35				
	spoke to javan, javan states that the security door is already open for a key change.						
Advice	Thu 03 November 2005 08:37 by uk952683 / HSH7		Saved: Thu 03 November 2005 08:37				
	advised pm to reboot the gateway counter.						
Information	Thu 03 November 2005 08:37 by uk952683 / HSH7		Saved: Thu 03 November 2005 08:37				
	walking pm through reboot process.						

Information	Thu 03 November 2005 08:46 by uk952683 / HSH7 waiting for pm to come back to the phone.	Saved: Thu 03 November 2005 08:46
CLEAR	Thu 03 November 2005 08:51 by uk952683 / HSH7 key refresh completed successfully on node 1.	Saved: Thu 03 November 2005 08:51
CLOSE	Thu 03 November 2005 08:53 by uk952683 / HSH7 Call Close by Simon Hopperton: key refresh completed successfully on node 1.	Saved: Thu 03 November 2005 08:53

Post Office Account S92 Archive 4.1 on msdc01:poadb02	PH4POAS92 on msdc01:poadb02	10/10/2012
---	-----------------------------	------------

Call E-0609180033		©2002 Fujitsu Services Limited	
Status	Closed	Opened	Mon 18 September 2006 08:06
Severity	3 B	Closed	Mon 18 September 2006 08:10
Customer	I039		No. Counters 2
Priority	1	Local / Intermediate / Remote	L CSR/Team uk952601 / HSH1
Caller Details			
Caller	allison	Phone	GRO Site 512323
Title	PostMaster	Login	Department
		Caller ID	Location
Call Problem Details			
Product Type		Call Type	S ProbType SD06 Problem
Problem Text	pm states that come in and node 2 is frozen on riposte and wont go through has egg timer on screen.		
Call Closure Details			
Closed	18/09/2006 08:10	Cause	CR4 Repair R74 Resolution RS06
Text	Call Close by Joanne Rowland: pm states came in and was frozen on riposte advised talked through reboot on ndoe 2 starting services all fine pmhtcc ref ginve		
Call Asset Details			
Asset ID		Description	Serial No
Product	Riposte	Description	Server Name
OTI Reference		Counter Affected	2 Associated Reference
Call Activity Log			
OPEN	Mon 18 September 2006 08:05 by uk952601 / HSH1	Saved: Mon 18 September 2006 08:06	New call taken by Joanne Rowland: pm states that come in and node 2 is frozen on riposte and wont go through has egg timer on screen.
OPEN_CALL_TS	Mon 18 September 2006 08:06 by uk952601 / HSH1	Saved: Mon 18 September 2006 08:06	Open Calls Troubleshoot (Affected Site:512323)
Information	Mon 18 September 2006 08:07 by uk952601 / HSH1	Saved: Mon 18 September 2006 08:07	pm states that come in and node 2 is frozen on riposte and wont go through has egg timer on screen.
Information	Mon 18 September 2006 08:07 by uk952601 / HSH1	Saved: Mon 18 September 2006 08:07	advised pm to reboot node 2 talking through
Information	Mon 18 September 2006 08:09 by uk952601 / HSH1	Saved: Mon 18 September 2006 08:09	starting services now all fine and laoding pmhtcc
CLEAR	Mon 18 September 2006 08:09 by uk952601 / HSH1	Saved: Mon 18 September 2006 08:09	pm states came in and was frozen on riposte advised talked through reboot on ndoe 2 starting services all fine pmhtcc ref ginve
CLOSE	Mon 18 September 2006 08:10 by uk952601 / HSH1	Saved: Mon 18 September 2006 08:10	Call Close by Joanne Rowland: pm states came in and was frozen on riposte advised talked through reboot on ndoe 2 starting services all fine pmhtcc ref ginve

Post Office Account S92 Archive 4.1 on msdc01:poadb02	PH4POAS92 on msdc01:poadb02	10/10/2012
---	-----------------------------	------------

Call E-0701290552

©2002 Fujitsu Services Limited

Status	Closed	Opened	Mon 29 January 2007 12:11	Affected Site	512323		
Severity	2 C	Closed	Tue 30 January 2007 18:01	FAD/Path Code	512323		
Customer	I039			No. Counters	2		
Priority	45	Local / Intermediate / Remote	L	CSR/Team	uk953358 / HSH6		
Caller Details							
Caller	alison	Phone	GRO	Site	512323		
Title	Postmistress	Login		Department			
		Caller ID		Location			
Call Problem Details							
Product Type		Call Type	H	ProbType	HD18		
Problem Text	pm states with the pinpad-card slot is broken,taking no cards.						
Call Closure Details							
Closed	30/01/2007 18:01	Cause	CN1	Repair	R68		
Text	Call Close by Sarah Dawe: Engineer Summary: unit would not accept cards. unit was re-installed. all tested ok. Call closure code of completed and repair code 822						
Call Asset Details							
Asset ID	5123231	Description	Hypercom PinPad	Serial No	3020625		
Product	PATPINPAD	Description	Hypercom PinPad	Server Name			
OTI Reference	WH01290288	Counter Affected	1	Associated Reference			
Call Activity Log							
OPEN	Mon 29 January 2007 12:08 by uk959464 / HSH6	Saved:	Mon 29 January 2007 12:11				
	New call taken by Shamol Ahmed: pm states with the pinpad-card slot is broken,taking no cards.						
Information	Mon 29 January 2007 12:13 by uk959464 / HSH6	Saved:	Mon 29 January 2007 12:13				
	PM states the pinpad slot is broken and no cards will slot into it.						
Access Times	Mon 29 January 2007 12:14 by uk959464 / HSH6	Saved:	Mon 29 January 2007 12:14				
	mon-fri 0900-1730 sat 0900-1230 no lunch						
Recommend	Mon 29 January 2007 12:15 by uk959464 / HSH6	Saved:	Mon 29 January 2007 12:15				
	call logged at 1211 on 29/01/07 EGR check/swap Pinpad please.						
Node status	Mon 29 January 2007 12:16 by uk959464 / HSH6	Saved:	Mon 29 January 2007 12:16				
	operational.						
Open OTI	Mon 29 January 2007 12:18 by SYSADM / ASTEA	Saved:	Mon 29 January 2007 12:18				
	Automatic Open OTI ***Updated by Shamol Ahmed at 29/01/2007 12:18:22						
REASSIGN	Mon 29 January 2007 12:18 by uk959464 / HSH6	Saved:	Mon 29 January 2007 12:18				
	Call # E-0701290552 was Reassigned from Shamol Ahmed, Group HSH6 to Group UKSS1						
OTI Success	New call sent to Dispatch 1						
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH01290288						
UPDATE	Mon 29 January 2007 12:30 by PATHWAY /	Saved:	Mon 29 January 2007 12:32				
	check/swap patpinpad mon-fri 0900-1730 sla 30/01/2007 17:30						
UPDATE	Mon 29 January 2007 12:32 by PATHWAY /	Saved:	Mon 29 January 2007 12:37				
	Call Accepted by Provider: Ref 204050						
UPDATE	Mon 29 January 2007 20:07 by Dispatch 1 /	Saved:	Mon 29 January 2007 20:11				
	Job Assigned with ETA Eng: 000202 ETA: Call Being Progressed						
ENG VISIT	Tue 30 January 2007 15:00 by 000202 / ENGINEERS	Saved:	Tue 30 January 2007 15:10				
	Engineer Summary: unit would not accept cards. unit was re-installed. all tested ok. Call closure code of completed and repair code 822						
REASSIGN	Tue 30 January 2007 16:18 by Dispatch 1 /	Saved:	Tue 30 January 2007 16:18				
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity						
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity						
OTI Success	Received call closure from Dispatch 1						
CLEAR	Tue 30 January 2007 15:10 by uk953358 / HSH6	Saved:	Tue 30 January 2007 15:10				
	Engineer Summary: unit would not accept cards. unit was re-installed. all tested ok. Call closure code of completed and repair code 822						

CLOSE	Tue 30 January 2007 18:01 by uk953358 / HSH6	Saved: Tue 30 January 2007 18:01
Call Close by Sarah Dawe: Engineer Summary: unit would not accept cards. unit was re-installed. all tested ok. Call closure code of completed and repair code 822		

Post Office Account S92 Archive 4.1 on msdc01poadb02 PH4POAS92 on msdc01poadb02 10/10/2012

Call E-0702270770

©2002 Fujitsu Services Limited

Status	Closed	Opened	Tue 27 February 2007 16:30	Affected Site	512323
Severity	2 C	Closed	Wed 28 February 2007 14:48	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSP/Team	uk089976 / HSH6

Caller Details

Caller	alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	

Call Problem Details

Product Type		Call Type	H	ProbType	HD08	Problem	
Problem Text: PM states that the printer is not working at all							

Call Closure Details

Closed	28/02/2007 14:48	Cause	C01	Repair	R01	Resolution	RS20
Text: Call Close by Samantha Roullier: Engineer Summary: not printing. replaced tested all ok							

Call Asset Details

Asset ID	5123231	Description	OKI Printer	Serial No	
Product	PATOKI8P-PTR	Description	OKI Printer	Server Name	
OTI Reference	WH02270409	Counter Affected	0	Associated Reference	

Call Activity Log

OPEN	Tue 27 February 2007 16:30 by uk089976 / HSH6	Saved: Tue 27 February 2007 16:30
New call taken by Samantha Roullier: PM states that the printer is not working at all		
Information	Tue 27 February 2007 16:31 by uk089976 / HSH6	Saved: Tue 27 February 2007 16:31
PM states that nothing is jammed and there are no damaged parts at all		
Information	Tue 27 February 2007 16:32 by uk089976 / HSH6	Saved: Tue 27 February 2007 16:32
PM changed the image drum but it is still not working		
Node status	Tue 27 February 2007 16:34 by uk089976 / HSH6	Saved: Tue 27 February 2007 16:34
operational		
Access Times	Tue 27 February 2007 16:34 by uk089976 / HSH6	Saved: Tue 27 February 2007 16:34
mon to fri 9.00 till 17.30		
Recommend	Tue 27 February 2007 16:34 by uk089976 / HSH6	Saved: Tue 27 February 2007 16:34
Call logged @ 16.30 recommend engr to check/swap printer please		
Open OTI	Tue 27 February 2007 16:35 by SYSADM / ASTEA	Saved: Tue 27 February 2007 16:35
Automatic Open OTI ***Updated by Samantha Roullier at 27/02/2007 16:35:25		
REASSIGN	Tue 27 February 2007 16:35 by uk089976 / HSH6	Saved: Tue 27 February 2007 16:35
Call # E-0702270770 was Reassigned from Samantha Roullier, Group HSH6 to Group UKSS1		
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH02270409	
UPDATE	Tue 27 February 2007 16:42 by PATHWAY /	Saved: Tue 27 February 2007 16:47
check/swap oki printer mon - to fri 9.00 till 17.30 sla 28/02/2007 17:30		
UPDATE	Tue 27 February 2007 16:44 by PATHWAY /	Saved: Tue 27 February 2007 16:48
Call Accepted by Provider: Ref 231295		
UPDATE	Tue 27 February 2007 20:10 by Dispatch 1 /	Saved: Tue 27 February 2007 20:14
Job Assigned with ETA Eng: 001036 ETA: Call Being Progressed		
ENG VISIT	Wed 28 February 2007 11:50 by 001036 / ENGINEERS	Saved: Wed 28 February 2007 11:59

	Technician Information: Location: Eng: 001036 Arrival Time: 28/02/2007 11:50:00 Job Completed: 28/02/2007 11:59:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: 03J33001833K Model: PATOKI8P-PTR Fault: BAD Notes: Delivered (New) Items: Serial: 06J33014701K Model: PATOKI8P-PTR Fault: GOOD Notes: Engineer Summary: not printing, replaced tested all ok. INFO: CSR Code 001036 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: The number of OTI spares records found is 2. INFO: Spares usage information found. INFO: Line 1: Old Unit part no. is BLANK - not processed. INFO: Line 1: New Unit part no. >PATOKI8P-PTR< is serialised. INFO: Line 1: New Unit part no. >PATOKI8P-PTR<, Serial >06J33014701K< found on equip file with customer number >.INHOUSE< - so its OK. INFO: Line 2: Old Unit part no. >PATOKI8P-PTR< is serialised. INFO: Line 2: New Unit part no. is BLANK - not processed. INFO: Line 2: This call is for Site >512323<, Old Unit Model >PATOKI8P-PTR<, Serial >03J33001833K<, is on Site >512323<. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821	
REASSIGN	Wed 28 February 2007 13:32 by Dispatch 1 /	Saved: Wed 28 February 2007 13:32
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Wed 28 February 2007 11:59 by uk089976 / HSH6	Saved: Wed 28 February 2007 11:59
	Engineer Summary: not printing, replaced tested all ok	
CLOSE	Wed 28 February 2007 14:48 by uk089976 / HSH6	Saved: Wed 28 February 2007 14:48
	Call Close by Samantha Roullier: Engineer Summary: not printing, replaced tested all ok	

Post Office Account S92 Archive 4.1 on msdc01\poadb02 PH4POAS92 on msdc01\poadb02 10/10/2012

Call E-0703120601

©2002 Fujitsu Services Limited

Status	Closed	Opened	Mon 12 March 2007 12:54	Affected Site	512323
Severity	2 C	Closed	Mon 12 March 2007 13:03	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSR/Team	uk959304 / HSH1

Caller Details

Caller	Alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	

Call Problem Details

Product Type	PT12	Call Type	H	ProbType	HD09	Problem
Problem Text	pm states that node 1. the box that store the system and it was remove , and now the gas card is not going through					

Call Closure Details

Closed	12/03/2007 13:03	Cause	C08	Repair	R74	Resolution	RS06
Text	Call Close by Latoya Rodgers: p states that she is having problems with gas cards and everytime she tries it , it doesn't wrk , advice pm that she needs to ring us when she has another card like that and then we will walk her through it , ref given						

Call Asset Details

Asset ID		Description		Serial No	
Product	PATDEVLKBD	Description	Keyboard - Live PO Sites	Server Name	
GTI Reference		Counter Affected	1	Associated Reference	

Call Activity Log

OPEN	Mon 12 March 2007 12:52 by uk959304 / HSH1	Saved: Mon 12 March 2007 12:54
	New call taken by Latoya Rodgers: pm states that node 1. the box that store the system and it was remove , and now the gas card is not going through	
Information	Mon 12 March 2007 12:56 by uk959304 / HSH1	Saved: Mon 12 March 2007 12:56
	pm states that only gas card that it not working , she has a msg	
Information	Mon 12 March 2007 12:57 by uk959304 / HSH1	Saved: Mon 12 March 2007 12:57

pm states that she has done the quantum reset and it doesn't wrk either		
Advice	Mon 12 March 2007 12:59 by uk959304 / HSH1	Saved: Mon 12 March 2007 12:59
	advice pm that she needs to ring us when she has a gas card and then we will go through it with her	
Information	Mon 12 March 2007 13:00 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:00
	ref given	
CLEAR	Mon 12 March 2007 13:02 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:02
	p states that she is having problems with gas cards and everytime she tries it , it doesn't wrk , advice pm that she needs to ring us when she has another card like that and then we will walk her through it , ref given	
CLOSE	Mon 12 March 2007 13:03 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:03
	Call Close by Latoya Rodgers: p states that she is having problems with gas cards and everytime she tries it , it doesn't wrk , advice pm that she needs to ring us when she has another card like that and then we will walk her through it , ref given	

Post Office Account S92 Archive 4.1 on msdc01\poadb02 PH4POAS92 on msdc01\poadb02 10/10/2012					
Call E-0703120619					
©2002 Fujitsu Services Limited					
Status	Closed	Opened	Mon 12 March 2007 13:04	Affected Site	512323
Severity	2 C	Closed	Mon 12 March 2007 13:07	FAD/Path Code	512323
Customer	I039			No. Counter	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	uk959304 / HSH1
Caller Details					
Caller	Alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Call ID		Location	
Call Problem Details					
Product Type	PT01	Call Type	X	ProbType	XI06
Problem Text	pm states that she has a new starter and that everytime she tries AP trans ,she has no entry sign on her screen and they are locked				
Call Closure Details					
Closed	12/03/2007 13:07	Causes	CM2	Repair	R59
Text	Call Close by Latoya Rodgers: pm states that everytime her staff does a AP trans she is lock out and no entry sign on her screen , advice her that i will transfere her to the NBSC, voice and transfere				
Call Asset Details					
Asset ID		Description		Serial No	
Product	Non Horizon Business	Description	Non Horizon business	Server Name	
OTI Reference		Counter Affected	2	Associated Reference	
Call Activity Log					
OPEN	Mon 12 March 2007 13:02 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:04	New call taken by Latoya Rodgers: pm states that she has a new starter and that everytime she tries AP trans ,she has no entry sign on her screen and they are locked		
Advice	Mon 12 March 2007 13:05 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:05	advice pm that she has com through to the wrong help desk and that i wil transfere her		
Information	Mon 12 March 2007 13:06 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:06	voice Christine @ NBSC and advice her of the issue		
CLEAR	Mon 12 March 2007 13:06 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:06	pm states that everytime her staff does a AP trans she is lock out and no entry sign on her screen , advice her that i will transfere her to the NBSC, voice and transfere		
CLOSE	Mon 12 March 2007 13:07 by uk959304 / HSH1	Saved: Mon 12 March 2007 13:07	Call Close by Latoya Rodgers: pm states that everytime her staff does a AP trans she is lock out and no entry sign on her screen , advice her that i will transfere her to the NBSC, voice and transfere		

Post Office Account S92 Archive 4.1 on msdc01:poadb02 PH4POAS92 on msdc01:poadb02 10/10/2012

Call E-0703130340

©2002 Fujitsu Services Limited

Status	Closed	Opened	Tue 13 March 2007 10:51	Affected Site	512323
Severity	2 C	Closed	Wed 14 March 2007 17:42	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSR/Team	uk959017 / HSH6

Caller Details

Caller	Alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	

Call Problem Details

Product Type	PT12	Call Type	H	ProbType	HD09	Problem	
Problem Text	PM states smartcard reader is not working.						

Call Closure Details

Closed	14/03/2007 17:42	Cause	CR6	Repair	R06	Resolution	RS20
Text	Call Close by Simone Cooper: Engineer Summary: engineer attended site re-set key board & tested all ok Call closure code of completed and repair code 824						

Call Asset Details

Asset ID	5123231	Description	Keyboard - Live PO Sites	Serial No.	
Product	PATDEVLKBD	Description	Keyboard - Live PO Sites	Server Name	
OTI Reference	WH03130182	Counter Affected	1	Associated Reference	

Call Activity Log

OPEN	Tue 13 March 2007 10:50 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:51
	New call taken by Elspeth Neilson: PM states smartcard reader is not working.	
KEL Ref No.	Tue 13 March 2007 10:52 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:52
	Wims	
Information	Tue 13 March 2007 10:52 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:52
	PM reported this yesterday and went through some checks - E0703120601.	
Information	Tue 13 March 2007 10:53 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:53
	PM states she has tried cleaning the reader, this has not made any difference. When she inserts the cards, the red light comes on the kb. The same cards are accepted on the other node. KB cables are secure.	
Access Times	Tue 13 March 2007 10:54 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:54
	Mon - Fri 0900 - 1730 no lunch	
Node status	Tue 13 March 2007 10:54 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:54
	Operational	
Recommend	Tue 13 March 2007 10:54 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:54
	Recommend engineer to check/swap node 1 kb. Call logged at 10:51 on 13/03.	
Open OTI	Tue 13 March 2007 10:54 by SYSADM / ASTEA	Saved: Tue 13 March 2007 10:54
	Automatic Open OTI ***Updated by Elspeth Neilson at 13/03/2007 10:54:56	
REASSIGN	Tue 13 March 2007 10:54 by uk952352 / HSH6	Saved: Tue 13 March 2007 10:54
	Call # E-0703130340 was Reassigned from Elspeth Neilson, Group HSH6 to Group UKSS1	
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH03130182	
UPDATE	Tue 13 March 2007 11:40 by PATHWAY /	Saved: Tue 13 March 2007 11:43
	check/swap patdevlkbd Mon - Fri 0900 - 1730 sla 14/03/2007 17:30	
UPDATE	Tue 13 March 2007 11:44 by PATHWAY /	Saved: Tue 13 March 2007 11:47
	Call Accepted by Provider: Ref 236587	
UPDATE	Tue 13 March 2007 18:57 by Dispatch 1 /	Saved: Tue 13 March 2007 19:00
	Job Assigned with ETA Eng: 000304 ETA: Call Being Progressed	
ENG VISIT	Wed 14 March 2007 16:15 by 000304 / ENGINEERS	Saved: Wed 14 March 2007 16:35
	Technician Information: Location: Eng: 000304 Arrival Time: 14/03/2007 16:15:00 Job Completed: 14/03/2007	

	16:35:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Delivered (New) ITems: Engineer Summary: engineer attended site re-set key board & tested all ok INFO: CSR Code 000304 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: No valid spares usage data found. INFO: No spares usage data was provided. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821	
REASSIGN	Wed 14 March 2007 17:09 by Dispatch 1 /	Saved: Wed 14 March 2007 17:09
	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity	
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH6 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Wed 14 March 2007 16:35 by uk959017 / HSH6	Saved: Wed 14 March 2007 16:35
	Engineer Summary: engineer attended site re-set key board & tested all ok Call closure code of completed and repair code 824	
CLOSE	Wed 14 March 2007 17:42 by uk959017 / HSH6	Saved: Wed 14 March 2007 17:42
	Call Close by Simone Cooper: Engineer Summary: engineer attended site re-set key board & tested all ok Call closure code of completed and repair code 824	

Post Office Account S92 Archive 4.1 on msdc01/poadb02 PH4POAS92 on msdc01/poadb02 10/10/2012

Call E-0703211095

©2002 Fujitsu Services Limited

Status	Closed	Opened	Wed 21 March 2007 18:21	Affected Site	512323
Severity	3 B	Closed	Wed 21 March 2007 18:26	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	UK959395 / HSH2

Caller Details

Caller	alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	

Call Problem Details

Product Type		Call Type	S	ProbType	SD06	Problem	
Problem: pm states that while printing the receipt the system froze							

Call Closure Details

Closed	21/03/2007 18:26	Cause	CT6	Repair	R70	Resolution	RS06
Text: Call Close by Mohammed Hussain: pm states that the system has frozen during receipt printing, advised reboot ref given							

Call Asset Details

Asset ID		Description		Serial No	
Product	Riposte	Description	Riposte	Server Name	
OTI Reference		Counter Affected	2	Associated Reference	

Call Activity Log

OPEN	Wed 21 March 2007 18:18 by UK959395 / HSH2	Saved: Wed 21 March 2007 18:21
New call taken by Mohammed Hussain: pm states that while printing the receipt the system froze		
Information	Wed 21 March 2007 18:24 by UK959395 / HSH2	Saved: Wed 21 March 2007 18:24
pm states that the system has been frozen for the past 10 minutes on printing receipt please wait,		
Advice	Wed 21 March 2007 18:25 by UK959395 / HSH2	Saved: Wed 21 March 2007 18:25
advised pm to reboot, ref given		
KEL Ref No	Wed 21 March 2007 18:25 by UK959395 / HSH2	Saved: Wed 21 March 2007 18:25
wims		
CLEAR	Wed 21 March 2007 18:25 by UK959395 / HSH2	Saved: Wed 21 March 2007 18:25
pm states that the system has frozen during receipt printing, advised reboot ref given		
CLOSE	Wed 21 March 2007 18:26 by UK959395 / HSH2	Saved: Wed 21 March 2007 18:26
Call Close by Mohammed Hussain: pm states that the system has frozen during receipt printing, advised reboot		

ref given

Post Office Account S92 Archive 4.1 on msdc01\poadb02 PH4POAS92 on msdc01\poadb02 10/10/2012

Call E-0704250819

©2002 Fujitsu Services Limited

Status	Closed	Opened	Wed 25 April 2007 16:31	Affected Site	512323
Severity	4 A	Closed	Thu 26 April 2007 08:09	FAD/Path Code	512323
Customer	1039			No. Counters	2
Priority	99	Local / Intermediate / Remote	L	CSR/Team	UK957089 / Desk Comms

Caller Details

Caller	Alison	Phone	GRO	Site	512323
Title		Login		Department	
		Caller ID		Location	

Call Problem Details

Product Type	PT16	Call Type	N	Prob Type	ND03	Problem	
Problem Text	No online services						

Call Closure Details

Closed	26/04/2007 08:09	Cause	C37	Repair	R74	Resolution	RS06
Text	Call Close by Joseph Mould: Qos shows issues around 14:00, 15:00 and 16:00. Several branches are showing this and their was a service outage yesterday.						

Call Asset Details

Asset ID		Description		Serial No	
Product	po adsl	Description	Post Office - Asynchronised Digital Subscriber Line	Server Name	
OTT Reference		Counter Affected	0	Associated Reference	

Call Activity Log

OPEN	Wed 25 April 2007 16:30 by uk957320 / HSH1	Saved: Wed 25 April 2007 16:31
New call taken by Ricki Law: No online services		
Information	Wed 25 April 2007 16:31 by uk957320 / HSH1	Saved: Wed 25 April 2007 16:31
No online services		
Information	Wed 25 April 2007 16:35 by uk957320 / HSH1	Saved: Wed 25 April 2007 16:35
network test failed x2 health check failed x2		
Advice	Wed 25 April 2007 16:38 by uk957320 / HSH1	Saved: Wed 25 April 2007 16:38
advised shutdown		
Information	Wed 25 April 2007 17:15 by uk957320 / HSH1	Saved: Wed 25 April 2007 17:15
PSTN: GRO		
Information	Wed 25 April 2007 17:15 by uk957320 / HSH1	Saved: Wed 25 April 2007 17:15
system still down		
MODIFY	Wed 25 April 2007 17:16 by uk957320 / HSH1	Saved: Wed 25 April 2007 17:16
Call information modified by Ricki Law Problem Type: from 'ND01' to 'ND03'		
Information	Wed 25 April 2007 17:16 by uk957320 / HSH1	Saved: Wed 25 April 2007 17:16
1. Does PM see any error codes? NO 2. Are all counters switched on? NO 3. Are all cables in place correctly? YES 4. Is the telephone line working? (if NO obtain a contact number) NO 5. Is there any noise / interference on the line? NO - if yes advise PM to log a call with BT but ensure they have ruled out their own equipment 6. Have any changes taken place on site? PM HAD NEW ATM MACHINE INSTALLED THURSDAY BUT ELECTRICIAN WIRED IT UP TODAY(Refurbishment, new equipment, etc.) 7. Has any external or Fujitsu engineer attended site? NO - if yes what was the purpose and what was the outcome? N/A 8. Has any external work taken place? (Road works, BT engineers, water works) NO 9. Have there been any changes to the telephone line? NO (Change of service provider / number) 10. How many extensions has the PM got on this telephone number? 2 PHONES 11. What is installed on these extensions? IE: FAX, Telephone, SKY, E-Top up, pay station, lottery terminal 2 PHONES 12. Are there any cordless phones on the extensions? BOTH PHONES CORDLESS 13. Are there any other BT services on this telephone line? (call divert? Call barring?) NO 14. Have ROMEC attended site or advised of any issues with the alarm service? NO 15. Has anything been identified that coincides with the time of communication failures? i.e. pattern of time each day, phone is being used, other equipment being used? NO		
Access Times	Wed 25 April 2007 17:19 by uk957320 / HSH1	Saved: Wed 25 April 2007 17:19

	MONDAY TO FRIDAY - 0900 TO 1730	
Recommend	Wed 25 April 2007 17:20 by uk957320 / HSH1 please check comms	Saved: Wed 25 April 2007 17:20
REASSIGN	Wed 25 April 2007 17:20 by uk957320 / HSH1 Call # E [REDACTED] GRO was Reassigned from Ricki Law, Group HSH1 to Group DESK COMMS	Saved: Wed 25 April 2007 17:20
Information	Thu 26 April 2007 08:09 by UK957089 / Desk Comms Qos shows issues around 14:00, 15:00 and 16:00. Several branches are showing this and their was a service outage yesterday.	Saved: Thu 26 April 2007 08:09
CLEAR	Wed 25 April 2007 16:32 by UK957089 / Desk Comms Qos shows issues around 14:00, 15:00 and 16:00. Several branches are showing this and their was a service outage yesterday.	Saved: Wed 25 April 2007 16:32
CLOSE	Thu 26 April 2007 08:09 by UK957089 / Desk Comms Call Close by Joseph Mould: Qos shows issues around 14:00, 15:00 and 16:00. Several branches are showing this and their was a service outage yesterday.	Saved: Thu 26 April 2007 08:09

Post Office Account S92 Archive 4.1 on msdc01/poadb02	PH4POAS92 on msdc01/poadb02	10/10/2012
---	-----------------------------	------------

Call E-0704260180 ©2002 Fujitsu Services Limited

Status	Closed	Opened	Thu 26 April 2007 09:24	Affected Site	512323
Severity	4 A	Closed	Thu 26 April 2007 09:26	FAD/Path Code	512323
Customer	I039			No. Counters	2
Priority	99	Local / Intermediate / Remote	L	CSR/Team	uk952601 / HSH1
Caller Details					
Caller	allison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type		Call Type	N	Prob Type	ND03
Problem Text	pm states that yesterday they called about online services and now all working				
Call Closure Details					
Closed	26/04/2007 09:26	Cause	CR4	Repair	R74
Text	Call Close by Joanne Rowland: pm had no services yesterday due to known issue advised this is now resolved and po is working all fine pmhtcc ref give				
Call Asset Details					
Asset ID		Description		Serial No	
Product	Riposte	Description		Server Name	
OTI Reference		Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Thu 26 April 2007 09:22 by uk952601 / HSH1	Saved:	Thu 26 April 2007 09:24		
	New call taken by Joanne Rowland: pm states that yesterday they called about online services and now all working				
OPEN_CALL_TS	Thu 26 April 2007 09:24 by uk952601 / HSH1	Saved:	Thu 26 April 2007 09:24		
	Open Calls Troubleshoot (Affected Site:512323)				
Information	Thu 26 April 2007 09:25 by uk952601 / HSH1	Saved:	Thu 26 April 2007 09:25		
	pm states that yesterday they called about online services and now all working				
Information	Thu 26 April 2007 09:25 by uk952601 / HSH1	Saved:	Thu 26 April 2007 09:25		
	advised pm that was due to a known issue and that is resolved now. pm has services now and all working fine pmhtcc				
CLEAR	Thu 26 April 2007 09:26 by uk952601 / HSH1	Saved:	Thu 26 April 2007 09:26		
	pm had no services yesterday due to known issue advised this is now resolved and po is working all fine pmhtcc ref give				
CLOSE	Thu 26 April 2007 09:26 by uk952601 / HSH1	Saved:	Thu 26 April 2007 09:26		
	Call Close by Joanne Rowland: pm had no services yesterday due to known issue advised this is now				

resolved and po is working all fine pmhtcc ref give

Post Office Account RMGA Archive 4.1 on
msdc01poadb02PH4POARMGA on
msdc01poadb02

10/10/2012

Call E-0705210069

©2002 Fujitsu Services Limited

Status	Closed	Opened	Mon 21 May 2007 08:18	Affected Site	512323
Severity	3 B	Closed	Mon 21 May 2007 08:34	FAD/Path Code	512323
Customer	J039			No. Counters	2
Priority	0	Local / Intermediate / Remote	L	CSR/Team	UK959231 / HSH5
Caller Details					
Caller	Mrs Hall	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type		Call Type	S	Prob Type	SD17
Problem Text	Pm states that they think they had a powercut over the weekend.				
Call Closure Details					
Closed	21/05/2007 08:34	Cause	CG9	Repair	RH1
Text	Call Close by Chris Fitzpatrick: PM states that the system printed her a new pin number opened KMA door when she rebooted the process was delayed advised to call back with any further issues ref ggiven.				
Call Asset Details					
Asset ID		Description		Serial No	
Product	Riposte	Description	Riposte	Server Name	
OTI Reference		Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Mon 21 May 2007 08:17 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:18		
	New call taken by Chris Fitzpatrick: Pm states that they think they had a powercut over the weekend.				
Information	Mon 21 May 2007 08:19 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:19		
	PM states that the system has printed her a new pin but this wont work advised she needs a KMA door open for a key refresh.				
Advice	Mon 21 May 2007 08:23 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:23		
	Advise pm to re input the pin number.				
Information	Mon 21 May 2007 08:24 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:24		
	pm states that the message on the screen is that they cant update security details.				
Advice	Mon 21 May 2007 08:27 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:27		
	Advised to reboot the counter.				
Information	Mon 21 May 2007 08:28 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:28		
	PM states that the system is starting services.				
Advice	Mon 21 May 2007 08:33 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:33		
	Advised PM to call back with any further issues.				
CLEAR	Mon 21 May 2007 08:33 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:33		
	PM states that the system printed her a new pin number opened KMA door when she rebooted the process was delayed advised to call back with any further issues ref ggiven.				
CLOSE	Mon 21 May 2007 08:34 by UK959231 / HSH5	Saved:	Mon 21 May 2007 08:34		
	Call Close by Chris Fitzpatrick: PM states that the system printed her a new pin number opened KMA door when she rebooted the process was delayed advised to call back with any further issues ref ggiven.				

Post Office Account RMGA Archive 4.1 on
msdc01poadb02PH4POARMGA on
msdc01poadb02

10/10/2012

Call E-0706210053

©2002 Fujitsu Services Limited

Status	Closed	Opened:	Thu 21 June 2007 08:12	Affected Site	512323		
Severity	2 C	Closed:	Fri 22 June 2007 15:09	FAD/Path Code	512323		
Customer	I039			No. Counters	2		
Priority	45	Local / Intermediate / Remote	L	CSR/Team	uk959304 / HSH1		
Caller Details							
Caller	allison	Phone:	GRO	Site	512323		
Title	Postmistress	Login:		Department			
		Caller ID:		Location			
Call Problem Details							
Product Type		Call Type	H	Prob Type	HD08		
Problem Text	pm states that bop is not working and flashing red making bad noises						
Call Closure Details							
Closed	22/06/2007 15:09	Cause	CS4	Repair	R03		
Text	Call Close by Latoya Rodgers: Engineer Summary: Requires image drum, PM advised						
Call Asset Details							
Asset ID	5123231	Description	OKI Printer	Serial No	06J33014701K		
Product	PATOKI8P-PTR	Description	OKI Printer	Server Name			
OTI Reference	WH06210030	Counter Affected	0	Associated Reference			
Call Activity Log							
OPEN	Thu 21 June 2007 08:10 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:12			
	New call taken by Joanne Rowland: pm states that bop is not working and flashing red making bad noises						
Information	Thu 21 June 2007 08:13 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:13			
	pm states that bop is not working and flashing red making bad noises						
Information	Thu 21 June 2007 08:13 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:13			
	advised bop is making bad sounds. advised checking removing drum						
Information	Thu 21 June 2007 08:14 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:14			
	advised checked drum nothoing is jammed. pm has never replaced drum before.						
Information	Thu 21 June 2007 08:15 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:15			
	pm is just serving as also busy						
Information	Thu 21 June 2007 08:16 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:16			
	advised pm closes lid on bop and it immediatly makes a really bad noise and its not right.						
Information	Thu 21 June 2007 08:17 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:17			
	advised nothing is stuck and all seems ok but as soon as its on it makes this sound and its really bad advised engr out						
Access Times	Thu 21 June 2007 08:17 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:17			
	m-f 0900-1730						
Recommen d	Thu 21 June 2007 08:18 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:18			
	*****please check swap bop as not processing and making a very bad sound when lid closes.						
	***** logged at 0818am						
Open OTI	Thu 21 June 2007 08:18 by SYSADM / ASTEA			Saved: Thu 21 June 2007 08:18			
	Automatic Open OTI ***Updated by Joanne Rowland at 21/06/2007 08:18:54						
REASSIG N	Thu 21 June 2007 08:18 by uk952601 / HSH1			Saved: Thu 21 June 2007 08:18			
	Call # E-0706210053 was Reassigned from Joanne Rowland, Group HSH1 to Group UKSS1						
OTI Success	New call sent to Dispatch 1						
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH06210030						
UPDATE	Thu 21 June 2007 08:22 by PATHWAY /			Saved: Thu 21 June 2007 08:25			
	D1 Calculated SLA is 22/06/07 at 17:30						
UPDATE	Thu 21 June 2007 08:26 by PATHWAY /			Saved: Thu 21 June 2007 08:28			
	Call Accepted by Provider: Ref 276220						
UPDATE	Thu 21 June 2007 19:24 by Dispatch 1 /			Saved: Thu 21 June 2007 19:27			

Job Assigned with ETA Eng: 000418 ETA: Call Being Progressed		
ENG VISIT	Fri 22 June 2007 11:15 by 000418 / ENGINEERS	Saved: Fri 22 June 2007 11:30
Technician Information: Location: Eng: 000418 Arrival Time: 22/06/2007 11:15:00 Job Completed: 22/06/2007 11:30:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Delivered (New) Items: Engineer Summary: Requires image drum, PM advised INFO: CSR Code 000418 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: No valid spares usage data found. INFO: No spares usage data was provided. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821		
REASSIGN	Fri 22 June 2007 15:08 by Dispatch 1 /	Saved: Fri 22 June 2007 15:08
OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity		
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH1 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Fri 22 June 2007 11:30 by uk959304 / HSH1	Saved: Fri 22 June 2007 11:30
	Engineer Summary: Requires image drum, PM advised	
CLOSE	Fri 22 June 2007 15:09 by uk959304 / HSH1	Saved: Fri 22 June 2007 15:09
	Call Close by Latoya Rodgers: Engineer Summary: Requires image drum, PM advised	

This call has remarks

Post Office Account RMGA Archive 4.1 on msdc01poadb02		PH4POARMGA on msdc01poadb02	10/10/2012
Call E-0706260739			
Status	Closed	Opened	Tue 26 June 2007 15:14
Severity	4 A	Closed	Tue 26 June 2007 15:21
Customer	I039		No. Counters: 2
Priority	99	Local/Intermediate/ Remote	L CSR/Team: UK959239 / HSH5
Caller Details			
Caller	Mrs Higgins	Phone	GRO Site: 512323
Title	Clerk	Login	Department:
		Caller ID:	Location:
Call Problem Details			
Product Type		Call Type	N ProbType: ND01 Problem:
Problem Text	CC states that the online banking facilities are not working.		
Call Closure Details			
Closed	26/06/2007 15:21	Cause	CR4
Text	Call Close by Jonathan Allen: Advised network test . Successfully pinged .		
Call Asset Details			
Asset ID		Description	Serial No:
Product	PO ADSL	Description	Server Name:
OTI Reference		Counter Affected	1 Associated Reference:
Call Activity Log			
OPEN	Tue 26 June 2007 15:12 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:14	
	New call taken by Jonathan Allen: CC states that the online banking facilities are not working.		
Advice	Tue 26 June 2007 15:16 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:16	
	advised network test x2		
Information	Tue 26 June 2007 15:16 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:16	
	server successfully pinged		
Advice	Tue 26 June 2007 15:16 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:16	
	advised pm to try a card		
Information	Tue 26 June 2007 15:16 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:16	

CC tried a balance on her own card and this has gone through successfully		
Information	Tue 26 June 2007 15:20 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:20
	Ref given	
KEL Ref No.	Tue 26 June 2007 15:21 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:21
	No kels used	
CLEAR	Tue 26 June 2007 15:21 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:21
	Advised network test . Successfully pinged	
CLOSE	Tue 26 June 2007 15:21 by UK959239 / HSH5	Saved: Tue 26 June 2007 15:21
	Call Close by Jonathan Allen: Advised network test . Successfully pinged .	

Post Office Account RMGA Archive 4.1 on msdc01poadb02		PH4POARMGA on msdc01poadb02	10/10/2012	
Call E-0708140165				
©2002 Fujitsu Services Limited				
Status	Closed	Opened	Tue 14 August 2007 09:15	Affected Site 512323
Severity	2 C	Closed	Tue 14 August 2007 09:18	FAD/Path Code 512323
Customer	I039			No. Counters 2
Priority	0	Local / Intermediate / Remote	L	CSR/Team uk958990 / HSH7
Caller Details				
Caller	Land	Phone	GRO	Site 512323
Title	Relief	Login		Department
		Caller ID		Location
Call Problem Details				
Product Type	PT01	Call Type	X	ProbType XI06
Problem Text	Relief states he needed a supply of parcels to be delivered as soon as possible			
Call Closure Details				
Closed	14/08/2007 09:18	Cause	CM1	Repair R58
Text	Call Close by Kam Seshadri: Relief states he needed a supply of parcels to be delivered as soon as possible, advised pm to contact nbsc			
Call Asset Details				
Asset ID		Description		Serial No.
Product	Non Horizon Business	Description	Non Horizon business	Server Name
OTI Reference		Counter Affected	2	Associated Reference
Call Activity Log				
OPEN	Tue 14 August 2007 09:12 by uk958990 / HSH7		Saved: Tue 14 August 2007 09:15	
	New call taken by Kam Seshadri: Relief states he needed a supply of parcels to be delivered as soon as possible			
Information	Tue 14 August 2007 09:18 by uk958990 / HSH7		Saved: Tue 14 August 2007 09:18	
	Relief states he needed a supply of parcels to be delivered as soon as possible, advised pm to contact nbsc			
Advice	Tue 14 August 2007 09:18 by uk958990 / HSH7		Saved: Tue 14 August 2007 09:18	
	Caller referred to nbsc			
CLOSE	Tue 14 August 2007 09:18 by uk958990 / HSH7		Saved: Tue 14 August 2007 09:18	
	Call Close by Kam Seshadri: Relief states he needed a supply of parcels to be delivered as soon as possible, advised pm to contact nbsc			

Post Office Account RMGA Archive 4.1 on msdc01poadb02		PH4POARMGA on msdc01poadb02	10/10/2012	
Call E-0708300389				
©2002 Fujitsu Services Limited				
Status	Closed	Opened	Thu 30 August 2007 11:28	Affected Site 512323
Severity	4 A	Closed	Thu 30 August 2007 12:07	FAD/Path Code 512323
Customer	I039			No. Counters 2

Priority	99	Local / Intermediate / Remote	L	CSR/Team	uk085263 / HSH6
Caller Details					
Caller	Alison Hall	Phone	GRO	Site	512323
Title	Sub-Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type	PT12	Call Type	H	Prob type	HD09
Problem Text	Keyboard - Cards not accepting from insert slot				
Call Closure Details					
Closed	30/08/2007 12:07	Cause	CN1	Repair	R70
Text	Call Close by Imran Hussain: reboot successful - keyboard in operation				
Call Asset Details					
Asset ID	5123231	Description		Serial No	P009102
Product	PATDEVLKBD	Description	Keyboard - Live PO Sites	Server Name	
OTI Reference		Counter Affected	1	Associated Reference	
Call Activity Log					
OPEN	Thu 30 August 2007 11:26 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:28		
	New call taken by Imran Hussain: Keyboard - Cards not accepting from insert slot				
Information	Thu 30 August 2007 11:31 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:31		
	Lights do not change when swiping cards				
Information	Thu 30 August 2007 11:31 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:31		
	Light on Keyboard currently shows orange				
Advice	Thu 30 August 2007 11:31 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:31		
	Advised: reboot node: 1				
Access Times	Thu 30 August 2007 11:31 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:31		
	Mon – Fri: 0900 – 1730 ½ Days: NONE Lunches: NONE				
Information	Thu 30 August 2007 11:31 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:31		
	HSD To Callback Shortly				
MODIFY	Thu 30 August 2007 11:31 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:31		
	Call information modified by Imran Hussain Priority: from '45' to '99' Severity: from '2' to '4'				
Contacted	Thu 30 August 2007 11:59 by uk085263 / HSH6	Saved:	Thu 30 August 2007 11:59		
	contacting				
Information	Thu 30 August 2007 12:06 by uk085263 / HSH6	Saved:	Thu 30 August 2007 12:06		
	reboot successful - keyboard in operation				
CLEAR	Thu 30 August 2007 12:07 by uk085263 / HSH6	Saved:	Thu 30 August 2007 12:07		
	reboot successful - keyboard in operation				
CLOSE	Thu 30 August 2007 12:07 by uk085263 / HSH6	Saved:	Thu 30 August 2007 12:07		
	Call Close by Imran Hussain: reboot successful - keyboard in operation				

Post Office Account RMGA Archive 4.1 on msdc01poadb02	PH4POARMGA on msdc01poadb02	10/10/2012
--	--------------------------------	------------

Call E-0708310181

©2002 Fujitsu Services Limited

Status	Closed	Opened	Fri 31 August 2007 10:03	Affected Site	512323
Severity	2 C	Closed	Fri 31 August 2007 10:11	FAD/Path Code	512323
Customer	1039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSR/Team	uk956665 / HSH7

Caller Details

Caller	alison	Phone	GRO	Site	512323
Title	Postmistress	Login		Department	

Call Problem Details					
Product Type		Call Type	H	ProbType	HD18
Problem Text	pm states that her pinpad is declining cards				
Call Closure Details					
Closed	31/08/2007 10:11	Cause	CT3	Repair	RM9
Text	Call Close by Tom Field: advised to replace both ink cartridges -clerk will do this and call back if there are any probs				
Call Asset Details					
Asset ID	5123231	Description		Serial No	3020625
Product	PATPINPAD	Description		Server Name	
OTI Reference		Counter Affected	2	Associated Reference	
Call Activity Log					
OPEN	Fri 31 August 2007 10:01 by uk956665 / HSH7	Saved:	Fri 31 August 2007 10:03		
	New call taken by Tom Field: pm states that her pinpad is declining cards				
Advice	Fri 31 August 2007 10:05 by uk956665 / HSH7	Saved:	Fri 31 August 2007 10:05		
	advised to reinstall pinpad				
Information	Fri 31 August 2007 10:06 by uk956665 / HSH7	Saved:	Fri 31 August 2007 10:06		
	pinpad reported error code 0				
Information	Fri 31 August 2007 10:10 by uk956665 / HSH7	Saved:	Fri 31 August 2007 10:10		
	Install complete				
CLEAR	Fri 31 August 2007 10:10 by uk956665 / HSH7	Saved:	Fri 31 August 2007 10:10		
	advised to replace both ink cartridges -clerk will do this and call back if there are any probs				
CLOSE	Fri 31 August 2007 10:11 by uk956665 / HSH7	Saved:	Fri 31 August 2007 10:11		
	Call Close by Tom Field: advised to replace both ink cartridges -clerk will do this and call back if there are any probs				

Post Office Account RMGA Archive 4.1 on msdc01\poadb02	PH4POARMGA on msdc01\poadb02	10/10/2012
---	---------------------------------	------------

Call E-0708310242					
©2002 Fujitsu Services Limited					
Status	Closed	Opened	Fri 31 August 2007 10:59	Affected Site	512323
Severity	2 C	Closed	Tue 04 September 2007 14:18	FAD/Fault Code	512323
Customer	I039			No. Counters	2
Priority	45	Local / Intermediate / Remote	L	CSR/Team	uk959644 / HSH5
Caller Details					
Caller	Alison	Phone	GRO	Site	512323
Title	Sub Postmistress	Login		Department	
		Caller ID		Location	
Call Problem Details					
Product Type		Call Type	H	ProbType	HD18
Problem Text	PM states that her pin pad on node 2 is not working.				
Call Closure Details					
Closed	04/09/2007 14:18	Cause	CS9	Repair	R01
Text	Call Close by James Mercer: Call closure code of completed and repair code 821				
Call Asset Details					
Asset ID	5123232	Description	Hypercom PinPad	Serial No	3042302
Product	PATPINPAD	Description	Hypercom PinPad	Server Name	
OTI Reference	WH08310113	Counter Affected	2	Associated Reference	
Call Activity Log					
OPEN	Fri 31 August 2007 10:58 by UK938118 / HSH5	Saved:	Fri 31 August 2007 10:59		
	New call taken by Nadia Razzaq: PM states that her pin pad on node 2 is not working.				
Information	Fri 31 August 2007 11:00 by UK938118 / HSH5	Saved:	Fri 31 August 2007 11:00		

	pm states that she has called up about this already today Please see call ref no- E-0708310181	
Advice	Fri 31 August 2007 11:00 by UK938118 / HSH5 48 hour sla	Saved: Fri 31 August 2007 11:00
Information	Fri 31 August 2007 11:00 by UK938118 / HSH5 ref given	Saved: Fri 31 August 2007 11:00
KEL Ref No.	Fri 31 August 2007 11:01 by UK938118 / HSH5 wims used	Saved: Fri 31 August 2007 11:01
Access Times	Fri 31 August 2007 11:01 by UK938118 / HSH5 Mon-Fri- 09.00 - 17.30 Sat- 09.00 - 12.30# No lunches No half days	Saved: Fri 31 August 2007 11:01
Node status	Fri 31 August 2007 11:01 by UK938118 / HSH5 node operational OLS operational	Saved: Fri 31 August 2007 11:01
Recommend	Fri 31 August 2007 11:01 by UK938118 / HSH5 *****ENGR to re install and check or swap pin pad***** call logged at 10.59	Saved: Fri 31 August 2007 11:01
Open OTI	Fri 31 August 2007 11:02 by SYSADM / ASTEA Automatic Open OTI ***Updated by Nadia Razzaq at 31/08/2007 11:02:17	Saved: Fri 31 August 2007 11:02
REASSIGN	Fri 31 August 2007 11:02 by UK938118 / HSH5 Call # E-0708310242 was Reassigned from Nadia Razzaq, Group HSH5 to Group UKSS1	Saved: Fri 31 August 2007 11:02
OTI Success	New call sent to Dispatch 1	
OTI Success	Received an Acknowledgement from Dispatch 1 Dispatch 1 call number is WH08310113	
UPDATE	Fri 31 August 2007 11:36 by PATHWAY / D1 Calculated SLA is 03/09/07 at 17:30	Saved: Fri 31 August 2007 11:41
UPDATE	Fri 31 August 2007 11:36 by PATHWAY / No opening hours were received in this call - Please alert the administrator	Saved: Fri 31 August 2007 11:41
UPDATE	Fri 31 August 2007 11:38 by PATHWAY / Call Accepted by Provider. Ref 304268	Saved: Fri 31 August 2007 11:42
UPDATE	Sun 02 September 2007 16:34 by Dispatch 1 / Job Assigned with ETA Eng: 000419 ETA: Call Being Progressed	Saved: Sun 02 September 2007 16:36
UPDATE	Mon 03 September 2007 16:26 by PATHWAY / Job Assigned with ETA Eng: ETA: Call Being Progressed	Saved: Mon 03 September 2007 16:31
UPDATE	Mon 03 September 2007 16:26 by PATHWAY / UpdateFrom Touch: Schedule Updated Update Details: Schedule Changed to: 04/09/2007 12:00:00 Call Being Progressed	Saved: Mon 03 September 2007 16:31
UPDATE	Mon 03 September 2007 21:08 by Dispatch 1 / Job Assigned with ETA Eng: 000419 ETA: Call Being Progressed	Saved: Mon 03 September 2007 21:10
ENG VISIT	Mon 03 September 2007 16:45 by 000419 / ENGINEERS Technician Information: Location: Eng: 000419 Arrival Time: 03/09/2007 16:45:00 Job Completed: 03/09/2007 16:53:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: As Requested Collected (Old) Items: Serial: 3042302 Model: PATPINPAD Fault: BAD Notes: Delivered (New) Items: Serial: 3039236 Model: PATPINPAD Fault: GOOD Notes: Engineer Summary: NOT ACCEPTING LABLES. SWAPPED ALL TESTED OK INFO: CSR Code 000419 is known to D1 - AND updated ** PARTS USAGE VALIDATION INFORMATION ** INFO: The number of OTI spares records found is 2. INFO: Spares usage information found. INFO: Line 1: Old Unit part no. is BLANK - not processed. INFO: Line 1: New Unit part no. >PATPINPAD<, is serialised. INFO: Line 1: New Unit part no. >PATPINPAD<, Serial >3039236< not found on equip file - so its OK. INFO: Line 2: Old Unit part no. >PATPINPAD<, is serialised. INFO: Line 2: New Unit part no. is BLANK - not processed. INFO: Line 2: This call is for Site >512323<, Old Unit Model >PATPINPAD<, Serial >3042302<, is on Site >512323<. ** END OF PARTS USAGE VALIDATION INFORMATION ** INFO: Cause Code completed is known to D1 - AND updated INFO: Repair Code 821 is known to D1 - AND updated OTI Auto Closing this call to CM. Call closure code of completed and repair code 821	Saved: Mon 03 September 2007 16:53
REASSIGN	Tue 04 September 2007 14:13 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity	Saved: Tue 04 September 2007 14:13
OTI Success	OTI monitor reassigned this call from Dispatch 1 to the Action Group HSH5 as directed by the OTIReturn activity	
OTI Success	Received call closure from Dispatch 1	
CLEAR	Mon 03 September 2007 16:53 by uk959644 / HSH5 Call closure code of completed and repair code 821	Saved: Mon 03 September 2007 16:53
CLOSE	Tue 04 September 2007 14:18 by uk959644 / HSH5 Call Close by James Mercer: Call closure code of completed and repair code 821	Saved: Tue 04 September 2007 14:18