

PinICL Export

PC0012010

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a problem, if passwor	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	GRO Infrastructure
EDSC		09/10/1998 11:25:56	C		POLO

References

Name	Value
PROVIDER	PINICL
REQUEST_KEY	97661156
ORIGREF	E-9806120027
CONSUMER	SORBUSA6N9QE
CONSUMERREF	E-9806120027
ORIGINATOR	Phelp
PowerHelp	E-9806120027
Release PinICL	PC0014921

Products

Product Group	Product Name	Product Version
Infrastructure	POLO	

Activities

Date	User	Comment
12/06/1998 14:19:16	Customer Call	CALL PC0012010 opened
12/06/1998 14:19:18	Customer Call	CALL PC0012010:Priority B:CallType L - Target 17/06/98 15:19:16
12/06/1998 14:19:18	Customer Call	Software fix RIPCONF 1_2 has a problem, if password expires whilst counter
12/06/1998 14:19:18	Customer Call	locked out due to user timeout user is unable to log back in without counter
12/06/1998 14:19:18	Customer Call	being re-booted. 12/06/98 15:06 D.Rapacchi Information: This call is
12/06/1998 14:19:18	Customer Call	to be progressed to SSC. 12/06/98 15:10 UK020183 Information:
12/06/1998 14:19:18	Customer Call	Reassigning as requested by
12/06/1998 14:19:18	Customer Call	caller.
12/06/1998 14:19:18	Customer Call	F} Call details
12/06/1998 14:19:19	Customer Call	Customer opened date 12/06/1998 15:03:34
12/06/1998 14:48:13	Barbara Longley	Target Release updated to Release 1c
12/06/1998 14:48:15	Barbara Longley	F} Response :
12/06/1998 14:48:15	Barbara Longley	Graham Jennings has spoken to Karen Morley and Brian Orzel regarding this

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EDSC		09/10/1998 11:25:56	C		POLO
<p>12/06/1998 14:48:15 Barbara Longley problem. Brian believes it is a definite s/w error. He has also spoken to Gill French(Rel Mgmt) to warn her there is a problem with the s/w fix RIPCONF1_2.</p> <p>12/06/1998 14:48:15 Barbara Longley The original PinICL is 7231. I think the original problem was dealt with by Steve Warwick.</p> <p>12/06/1998 14:48:15 Barbara Longley RIP_CONF1_2 = REL Notice 205.</p> <p>12/06/1998 14:48:15 Barbara Longley [END OF REFERENCE 4375898]</p> <p>12/06/1998 14:48:15 Barbara Longley Responded to call type L as Category 2 -Progress update</p> <p>12/06/1998 14:48:17 Barbara Longley The response was delivered to: PowerHelp</p> <p>12/06/1998 14:51:46 Barbara Longley FAO Steve Warwick</p> <p>12/06/1998 14:51:47 Barbara Longley The Call record has been transferred to the Team: BES-Dev</p> <p>12/06/1998 14:53:50 Barbara Longley F} Response :</p> <p>12/06/1998 14:53:50 Barbara Longley The Call record has been transferred to the Team: BES-Dev</p> <p>12/06/1998 14:53:50 Barbara Longley [END OF REFERENCE 4376711]</p> <p>12/06/1998 14:53:50 Barbara Longley Responded to call type L as Category 3 -Product error diagnosed</p> <p>12/06/1998 14:53:52 Barbara Longley The response was delivered to: PowerHelp</p> <p>15/06/1998 14:53:48 Barbara Longley F} Response :</p> <p>15/06/1998 14:53:48 Barbara Longley Call is currently with BES-Dev - no further update.</p> <p>15/06/1998 14:53:48 Barbara Longley [END OF REFERENCE 4412120]</p> <p>15/06/1998 14:53:49 Barbara Longley Responded to call type L as Category 2 -Progress update</p> <p>15/06/1998 14:53:50 Barbara Longley The response was delivered to: PowerHelp</p> <p>16/06/1998 14:55:01 Barbara Longley F} Response :</p> <p>16/06/1998 14:55:01 Barbara Longley Graham Jennings (Live Support Test) has authorised extending target date to 17/7/97.</p> <p>16/06/1998 14:55:01 Barbara Longley [END OF REFERENCE 4439976]</p> <p>16/06/1998 14:55:01 Barbara Longley New target date set 17/07/98 15:19:00</p>					

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EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



16/06/1998 14:55:02	Barbara Longley	Responded to call type L as Category 2 -Progress update
16/06/1998 14:55:05	Barbara Longley	The response was delivered to: PowerHelp
17/06/1998 14:15:55	[David Quick may00]	The Call record has been assigned to the Team Member: David Quick
18/06/1998 13:22:00	Barbara Longley	F} Response :
18/06/1998 13:22:00	Barbara Longley	Call has been assigned to David Quick (Design) - no further update at present.
18/06/1998 13:22:00	Barbara Longley	[END OF REFERENCE 4502420]
18/06/1998 13:22:00	Barbara Longley	Responded to call type L as Category 2 -Progress update
18/06/1998 13:22:03	Barbara Longley	The response was delivered to: PowerHelp
19/06/1998 08:49:14	[David Quick may00]	F} Response :
19/06/1998 08:49:15	[David Quick may00]	This has been tested on the latest release of Escher code (216) and is a
19/06/1998 08:49:15	[David Quick may00]	problem. If the terminal is timed out when the password expires, then when an
19/06/1998 08:49:15	[David Quick may00]	attempt is made to unlock the terminal the error message "Invalid Name or
19/06/1998 08:49:15	[David Quick may00]	Password supplied - Please try again" appears. The only way to clear this is
19/06/1998 08:49:15	[David Quick may00]	to reload the desktop.
19/06/1998 08:49:15	[David Quick may00]	[END OF REFERENCE 4515642]
19/06/1998 08:49:15	[David Quick may00]	Responded to call type L as Category 3 -Product error diagnosed
19/06/1998 08:49:16	[David Quick may00]	The response has been flagged to the gateway team for validation
19/06/1998 08:50:07	[David Quick may00]	The Call record has been transferred to the Team: EDSC
19/06/1998 08:55:54	Barbara Longley	The Call record has been transferred to the Team: Escher-Dev
25/06/1998 12:25:05	Barbara Longley	F} Response :
25/06/1998 12:25:05	Barbara Longley	The Call record has been transferred to the Team: Escher-Dev
25/06/1998 12:25:05	Barbara Longley	[END OF REFERENCE 4634196]
25/06/1998 12:25:05	Barbara Longley	Responded to call type L as Category 2 -Progress update
25/06/1998 12:25:07	Barbara Longley	The response was delivered to: PowerHelp
25/06/1998 13:33:37	Barbara Longley	F} Response :
25/06/1998 13:33:37	Barbara Longley	Call transferred to Escher-Dev - Fault out of pc0007231b.

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EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO

GRO

25/06/1998 13:33:37	Barbara Longley	[END OF REFERENCE 4635305]
25/06/1998 13:33:37	Barbara Longley	Responded to call type L as Category 2 -Progress update
25/06/1998 13:33:41	Barbara Longley	The response was delivered to: PowerHelp
01/07/1998 15:28:41	[Doug Jones]	Although this PinICL is not stopping business, it is now an URGENT priority
01/07/1998 15:28:41	[Doug Jones]	for resolution, PinICL Upgraded to A priority by request of Martin Molloy
01/07/1998 15:28:41	[Doug Jones]	(Customer Services)
01/07/1998 15:28:41	[Doug Jones]	CALL PC0012010:Priority A:Calltype L: Target unchanged (Plan set)
02/07/1998 12:26:58	Barbara Longley	F} Response :
02/07/1998 12:26:58	Barbara Longley	01/07/98 16:28:41 - By Doug Jones - Escher Dev
02/07/1998 12:26:58	Barbara Longley	Although this PinICL is not stopping business, it is now an URGENT priority
02/07/1998 12:26:58	Barbara Longley	for resolution, PinICL Upgraded to A priority by request of Martin Molloy
02/07/1998 12:26:58	Barbara Longley	(Customer Services)
02/07/1998 12:26:58	Barbara Longley	[END OF REFERENCE 4734013]
02/07/1998 12:26:58	Barbara Longley	Responded to call type L as Category 2 -Progress update
02/07/1998 12:27:01	Barbara Longley	The response was delivered to: PowerHelp
06/07/1998 12:36:52	Barbara Longley	F} Response :
06/07/1998 12:36:53	Barbara Longley	Have spoken to Steve Warwick (Development) today and asked him to provide an
06/07/1998 12:36:53	Barbara Longley	update.
06/07/1998 12:36:53	Barbara Longley	[END OF REFERENCE 4801976]
06/07/1998 12:36:53	Barbara Longley	Responded to call type L as Category 2 -Progress update
06/07/1998 12:36:56	Barbara Longley	The response was delivered to: PowerHelp
08/07/1998 10:42:49	Barbara Longley	F} Response :
08/07/1998 10:42:49	Barbara Longley	Have spoken to Steve Warwick today and he will look at call and provide an
08/07/1998 10:42:49	Barbara Longley	update.
08/07/1998 10:42:49	Barbara Longley	[END OF REFERENCE 4839209]
08/07/1998 10:42:49	Barbara Longley	Responded to call type L as Category 2 -Progress update

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08/07/1998 10:42:51	Barbara Longley	The response was delivered to: PowerHelp
09/07/1998 12:15:43	Barbara Longley	F) Response :
09/07/1998 12:15:44	Barbara Longley	I spoke to Steve Warwick today and he said he would look at call and provide
09/07/1998 12:15:44	Barbara Longley	an update.
09/07/1998 12:15:44	Barbara Longley	[END OF REFERENCE 4865808]
09/07/1998 12:15:44	Barbara Longley	Responded to call type L as Category 2 -Progress update
09/07/1998 12:15:46	Barbara Longley	The response was delivered to: PowerHelp
10/07/1998 09:53:14	Barbara Longley	F) Response :
10/07/1998 09:53:14	Barbara Longley	Lionel Higman and Steve Warwick (Development) have been prompted of movement
10/07/1998 09:53:14	Barbara Longley	of this call.
10/07/1998 09:53:14	Barbara Longley	[END OF REFERENCE 4893058]
10/07/1998 09:53:14	Barbara Longley	Responded to call type L as Category 2 -Progress update
10/07/1998 09:53:17	Barbara Longley	The response was delivered to: PowerHelp
13/07/1998 12:39:10	Barbara Longley	F) Response :
13/07/1998 12:39:10	Barbara Longley	Have left a voicemail message for Steve Warwick (Development) asking him for
13/07/1998 12:39:10	Barbara Longley	an urgent update on this call stressing that it is an 'A' priority call.
13/07/1998 12:39:10	Barbara Longley	[END OF REFERENCE 4927843]
13/07/1998 12:39:10	Barbara Longley	Responded to call type L as Category 2 -Progress update
13/07/1998 12:39:13	Barbara Longley	The response was delivered to: PowerHelp
14/07/1998 12:33:15	Barbara Longley	F) Response :
14/07/1998 12:33:15	Barbara Longley	Call still with Escher-Dev. Still waiting for update from Steve Warwick - who
14/07/1998 12:33:15	Barbara Longley	previously agreed to update call when there was a new development.
14/07/1998 12:33:15	Barbara Longley	[END OF REFERENCE 4956658]
14/07/1998 12:33:15	Barbara Longley	Responded to call type L as Category 2 -Progress update
14/07/1998 12:33:18	Barbara Longley	The response was delivered to: PowerHelp
14/07/1998 15:10:11	Barbara Longley	F) Response :

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EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO
14/07/1998 15:10:12	Barbara Longley	Have left another voicemail message for Steve Warwick asking him to update call and stressing that this is an 'A' priority call.			
14/07/1998 15:10:12	Barbara Longley	[END OF REFERENCE 4961335]			
14/07/1998 15:10:12	Barbara Longley	Responded to call type L as Category 2 -Progress update			
14/07/1998 15:10:15	Barbara Longley	The response was delivered to: PowerHelp			
15/07/1998 08:47:50	[Steve Warwick]	F} Response :			
15/07/1998 08:47:50	[Steve Warwick]	The problem has been discussed at length with Escher on several occasions.			
15/07/1998 08:47:50	[Steve Warwick]	Escher have indicated that they have been unable to replicate this problem on their systems and have asked that the scenario is re-tested and that if the problem persists then the precise steps which need to be taken to reproduce the problem should be identified in case they have missed something in their interpretation of the issue.			
15/07/1998 08:47:50	[Steve Warwick]	[END OF REFERENCE 4979626]			
15/07/1998 08:47:50	[Steve Warwick]	Responded to call type L as Category 2 -Progress update			
15/07/1998 08:47:51	[Steve Warwick]	The response has been flagged to the gateway team for validation			
15/07/1998 08:47:52	[Steve Warwick]	The Call record has been transferred to the Team: EDSC			
15/07/1998 09:36:47	Barbara Longley	The Call record has been assigned to the Team Member: Barbara Longley			
15/07/1998 11:59:04	Barbara Longley	FAO Graham Jennings			
15/07/1998 11:59:05	Barbara Longley	The Call record has been transferred to the Team: Live Supp.Test			
15/07/1998 13:01:11	Graham Jennings	It appears from the text in this call that Dave Quick in the Design team has recreated this problem on the latest Escher code(216). It is clearly explained in the text of the call what the problem is and what error is given. Under these circumstances I see no benefit in recreating the problem again(which would waste probably a day of my time). I suggest that Escher talk to Design(if this is allowed) so that they can clearly understand what we are doing.			
15/07/1998 13:01:11	Graham Jennings				
15/07/1998 13:01:11	Graham Jennings				
15/07/1998 13:01:11	Graham Jennings				
15/07/1998 13:01:11	Graham Jennings				
15/07/1998 13:01:11	Graham Jennings				
15/07/1998 13:01:11	Graham Jennings				

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EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



15/07/1998 13:01:12	Graham Jennings	The Call record has been transferred to the Team: EDSC
15/07/1998 13:12:46	Barbara Longley	FAO Steve Warwick - Steve, Please note log entry by Graham Jennings (Live
15/07/1998 13:12:46	Barbara Longley	Support) and call me on 7263 2628 if you need to discuss this. Barbara
15/07/1998 13:12:47	Barbara Longley	The Call record has been transferred to the Team: BES-Dev
15/07/1998 16:20:44	Barbara Longley	F) Response :
15/07/1998 16:20:44	Barbara Longley	The Call record has been transferred to the Team: BES-Dev
15/07/1998 16:20:44	Barbara Longley	[END OF REFERENCE 4995887]
15/07/1998 16:20:44	Barbara Longley	Responded to call type L as Category 2 -Progress update
15/07/1998 16:20:47	Barbara Longley	The response was delivered to: PowerHelp
16/07/1998 10:09:55	Barbara Longley	F) Response :
16/07/1998 10:09:55	Barbara Longley	Call with BES-Dev - awaiting a response from Steve Warwick (Development)
16/07/1998 10:09:55	Barbara Longley	[END OF REFERENCE 5020050]
16/07/1998 10:09:55	Barbara Longley	Responded to call type L as Category 2 -Progress update
16/07/1998 10:09:57	Barbara Longley	The response was delivered to: PowerHelp
17/07/1998 10:35:38	[David Quick may00]	F) Response :
17/07/1998 10:35:38	[David Quick may00]	I have loaded the latest (increment 4) version of software and will retry my
17/07/1998 10:35:38	[David Quick may00]	testing on this to see if it still occurs.
17/07/1998 10:35:38	[David Quick may00]	[END OF REFERENCE 5063962]
17/07/1998 10:35:39	[David Quick may00]	Responded to call type L as Category 2 -Progress update
17/07/1998 10:35:39	[David Quick may00]	The response has been flagged to the gateway team for validation
17/07/1998 10:35:40	[David Quick may00]	The Call record has been assigned to the Team Member: David Quick
17/07/1998 10:47:02	[David Quick may00]	The Call record has been transferred to the Team: Live Supp.Test
17/07/1998 14:00:25	Barbara Longley	F) Response :
17/07/1998 14:00:25	Barbara Longley	The Call record has been transferred to the Team: Live Supp.Test
17/07/1998 14:00:25	Barbara Longley	[END OF REFERENCE 5076446]
17/07/1998 14:00:26	Barbara Longley	Responded to call type L as Category 2 -Progress update

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EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO

GRO

17/07/1998 14:00:28	Barbara Longley	The response was delivered to: PowerHelp			
17/07/1998 14:07:17	Barbara Longley	F} Response :			
17/07/1998 14:07:17	Barbara Longley	Call currently with Live Supp.Test - waiting for Development to produce fix.			
17/07/1998 14:07:17	Barbara Longley	[END OF REFERENCE 5078741]			
17/07/1998 14:07:17	Barbara Longley	Responded to call type L as Category 2 -Progress update			
17/07/1998 14:07:19	Barbara Longley	The response was delivered to: PowerHelp			
17/07/1998 15:39:48	Graham Jennings	Problem recreated as fully as possible, evidence attached, passing back to			
17/07/1998 15:39:48	Graham Jennings	development.			
17/07/1998 15:40:28	Graham Jennings	New evidence added - password and user info from before and after the e			
17/07/1998 15:40:28	Graham Jennings	New evidence added - ripostescanmessage for counter 123457 on 17/7/98			
17/07/1998 15:40:28	Graham Jennings	New evidence added - ripostescan message for counter 123457 on 16/8/98			
17/07/1998 15:40:28	Graham Jennings	New evidence added - Word (7.0a) for NT document			
17/07/1998 15:40:28	Graham Jennings	The Call record has been transferred to the Team: EDSC			
17/07/1998 15:59:38	Barbara Longley	The Call record has been assigned to the Team Member: Barbara Longley			
17/07/1998 16:12:24	Barbara Longley	FAO Steve Warwick - Please see evidence attached by Graham Jennings.			
17/07/1998 16:12:25	Barbara Longley	The Call record has been transferred to the Team: BES-Dev			
20/07/1998 08:46:36	Barbara Longley	F} Response :			
20/07/1998 08:46:36	Barbara Longley	The Call record has been transferred to the Team: BES-Dev - FAO Steve			
20/07/1998 08:46:36	Barbara Longley	Warwick.			
20/07/1998 08:46:36	Barbara Longley	[END OF REFERENCE 5088069]			
20/07/1998 08:46:36	Barbara Longley	Responded to call type L as Category 2 -Progress update			
20/07/1998 08:46:41	Barbara Longley	The response was delivered to: PowerHelp			
20/07/1998 14:01:28	[Dai Jones 0401]	The Call record has been transferred to the Team: Escher-Dev			
20/07/1998 14:26:17	Barbara Longley	F} Response :			
20/07/1998 14:26:17	Barbara Longley	The Call record has been transferred to the Team: Escher-Dev. Fault out of			
20/07/1998 14:26:17	Barbara Longley	PC007231b.			

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20/07/1998 14:26:17	Barbara Longley	[END OF REFERENCE 5094572]			
20/07/1998 14:26:17	Barbara Longley	Responded to call type L as Category 2 -Progress update			
20/07/1998 14:26:20	Barbara Longley	The response was delivered to: PowerHelp			
21/07/1998 12:16:04	Barbara Longley	F} Response :			
21/07/1998 12:16:04	Barbara Longley	Have today voicemail Steve Warwick asking him to look at and update this			
21/07/1998 12:16:04	Barbara Longley	call.			
21/07/1998 12:16:04	Barbara Longley	[END OF REFERENCE 5109283]			
21/07/1998 12:16:04	Barbara Longley	Responded to call type L as Category 2 -Progress update			
21/07/1998 12:16:08	Barbara Longley	The response was delivered to: PowerHelp			
22/07/1998 15:54:16	Barbara Longley	F} Response :			
22/07/1998 15:54:17	Barbara Longley	Was unable to contact Steve Warwick (Development) today and as he has not			
22/07/1998 15:54:17	Barbara Longley	responded to yesterday's voiceprompt - no further update available.			
22/07/1998 15:54:17	Barbara Longley	[END OF REFERENCE 5147390]			
22/07/1998 15:54:17	Barbara Longley	Responded to call type L as Category 2 -Progress update			
22/07/1998 15:54:21	Barbara Longley	The response was delivered to: PowerHelp			
23/07/1998 12:11:17	Barbara Longley	F} Response :			
23/07/1998 12:11:17	Barbara Longley	Have emailed Steve Warwick today asking if he can update this call.			
23/07/1998 12:11:17	Barbara Longley	[END OF REFERENCE 5169135]			
23/07/1998 12:11:17	Barbara Longley	Responded to call type L as Category 2 -Progress update			
23/07/1998 12:11:20	Barbara Longley	The response was delivered to: PowerHelp			
24/07/1998 12:46:55	Barbara Longley	F} Response :			
24/07/1998 12:46:55	Barbara Longley	Call with Esher-Dev - have left voicemail today for Steve Warwick to update			
24/07/1998 12:46:55	Barbara Longley	this call.			
24/07/1998 12:46:55	Barbara Longley	[END OF REFERENCE 5193580]			
24/07/1998 12:46:55	Barbara Longley	Responded to call type L as Category 2 -Progress update			
24/07/1998 12:46:57	Barbara Longley	The response was delivered to: PowerHelp			

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EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO
27/07/1998 14:56:17	Barbara Longley	F} Response :			
27/07/1998 14:56:18	Barbara Longley	Have left a voicemail for Steve Warwick asking him to look at this call and			
27/07/1998 14:56:18	Barbara Longley	provide an update.			
27/07/1998 14:56:18	Barbara Longley	[END OF REFERENCE 5246999]			
27/07/1998 14:56:18	Barbara Longley	Responded to call type L as Category 2 -Progress update			
27/07/1998 14:56:21	Barbara Longley	The response was delivered to: PowerHelp			
28/07/1998 13:22:58	Barbara Longley	F} Response :			
28/07/1998 13:22:58	Barbara Longley	Left a voicemail for Steve Warwick yesterday asking him to look at this call			
28/07/1998 13:22:58	Barbara Longley	and provide an update.			
28/07/1998 13:22:58	Barbara Longley	[END OF REFERENCE 5272959]			
28/07/1998 13:22:59	Barbara Longley	Responded to call type L as Category 2 -Progress update			
28/07/1998 13:23:01	Barbara Longley	The response was delivered to: PowerHelp			
29/07/1998 14:39:47	Barbara Longley	F} Response :			
29/07/1998 14:39:47	Barbara Longley	Have spoken to Steve Warwick (Development) today and now that his contact in			
29/07/1998 14:39:47	Barbara Longley	Escher is back in the office, a conference call has been booked for this			
29/07/1998 14:39:47	Barbara Longley	evening. Call will be updated with the outcome.			
29/07/1998 14:39:47	Barbara Longley	[END OF REFERENCE 5291010]			
29/07/1998 14:39:47	Barbara Longley	Responded to call type L as Category 2 -Progress update			
29/07/1998 14:39:50	Barbara Longley	The response was delivered to: PowerHelp			
30/07/1998 13:15:08	Barbara Longley	F} Response :			
30/07/1998 13:15:09	Barbara Longley	Call still with Escher-Dev waiting for Steve Warwick to update with outcome			
30/07/1998 13:15:09	Barbara Longley	of his conference call.			
30/07/1998 13:15:09	Barbara Longley	[END OF REFERENCE 5309526]			
30/07/1998 13:15:09	Barbara Longley	Responded to call type L as Category 2 -Progress update			
30/07/1998 13:15:12	Barbara Longley	The response was delivered to: PowerHelp			
31/07/1998 15:50:08	[Paul Gardner]	The importance of this PinICL has been raised with Tony Oppenheim who will			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



31/07/1998 15:50:08	[Paul Gardner]	escalate it with Mike Murphy of Escher today. An update should be available			
31/07/1998 15:50:08	[Paul Gardner]	on its status next week.			
03/08/1998 09:41:56	Barbara Longley	F} Response :			
03/08/1998 09:41:57	Barbara Longley	31/07/1998 16:50:08 - By Paul Gardner			
03/08/1998 09:41:57	Barbara Longley	The importance of this PiniCL has been raised with Tony Oppenheim (Finance)			
03/08/1998 09:41:57	Barbara Longley	who will escalate it with Mike Murphy of Escher today. An update should be			
03/08/1998 09:41:57	Barbara Longley	available on its status next week.			
03/08/1998 09:41:57	Barbara Longley	[END OF REFERENCE 5352293]			
03/08/1998 09:41:57	Barbara Longley	Responded to call type L as Category 2 -Progress update			
03/08/1998 09:42:00	Barbara Longley	The response was delivered to: PowerHelp			
04/08/1998 12:58:13	Barbara Longley	F} Response :			
04/08/1998 12:58:13	Barbara Longley	Call still with Escher Dev. Previous update by Paul Gardner still applies.			
04/08/1998 12:58:13	Barbara Longley	[END OF REFERENCE 5368510]			
04/08/1998 12:58:13	Barbara Longley	Responded to call type L as Category 2 -Progress update			
04/08/1998 12:58:16	Barbara Longley	The response was delivered to: PowerHelp			
05/08/1998 16:04:21	Barbara Longley	F} Response :			
05/08/1998 16:04:22	Barbara Longley	Call with Escher-Dev - Previous update still applies			
05/08/1998 16:04:22	Barbara Longley	[END OF REFERENCE 5399050]			
05/08/1998 16:04:22	Barbara Longley	Responded to call type L as Category 2 -Progress update			
05/08/1998 16:04:24	Barbara Longley	The response was delivered to: PowerHelp			
06/08/1998 14:58:41	Barbara Longley	F} Response :			
06/08/1998 14:58:41	Barbara Longley	Call still with Escher Dev - previous update by Paul Gardner still applies.			
06/08/1998 14:58:41	Barbara Longley	[END OF REFERENCE 5417502]			
06/08/1998 14:58:41	Barbara Longley	Responded to call type L as Category 2 -Progress update			
06/08/1998 14:58:49	Barbara Longley	The response was delivered to: PowerHelp			
07/08/1998 15:14:00	Barbara Longley	F} Response :			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



07/08/1998 15:14:00	Barbara Longley	Previous update still applies - Call with Escher-Dev - Paul Gardner stated
07/08/1998 15:14:00	Barbara Longley	that update should be available on its status next week.
07/08/1998 15:14:00	Barbara Longley	[END OF REFERENCE 5437845]
07/08/1998 15:14:00	Barbara Longley	Responded to call type L as Category 2 -Progress update
07/08/1998 15:14:03	Barbara Longley	The response was delivered to: PowerHelp
10/08/1998 14:29:14	Barbara Longley	F} Response :
10/08/1998 14:29:14	Barbara Longley	Call still with Escher Dev- have spoken to Paul Gardner today - There have
10/08/1998 14:29:14	Barbara Longley	been developments which he will discuss with me tomorrow when he is back in
10/08/1998 14:29:14	Barbara Longley	the office. He advised speaking to his boss Chris Humphreys but he is
10/08/1998 14:29:14	Barbara Longley	unavailable.
10/08/1998 14:29:14	Barbara Longley	[END OF REFERENCE 5450680]
10/08/1998 14:29:15	Barbara Longley	Responded to call type L as Category 2 -Progress update
10/08/1998 14:29:19	Barbara Longley	The response was delivered to: PowerHelp
11/08/1998 15:40:08	Barbara Longley	F} Response :
11/08/1998 15:40:08	Barbara Longley	Have spoken to Paul Gardner today and he seems to think that there are no
11/08/1998 15:40:08	Barbara Longley	issues. This call and PinICLs pc001112 (9805200004) and pc0012641
11/08/1998 15:40:08	Barbara Longley	9e-9806120027) will be dealt with all together - In Build 167, update 30 -
11/08/1998 15:40:08	Barbara Longley	Delivery expected on 14/8/98 with availability to us from 17/8/98 onwards.
11/08/1998 15:40:08	Barbara Longley	[END OF REFERENCE 5473737]
11/08/1998 15:40:09	Barbara Longley	Responded to call type L as Category 2 -Progress update
11/08/1998 15:40:13	Barbara Longley	The response was delivered to: PowerHelp
12/08/1998 13:45:38	Barbara Longley	F} Response :
12/08/1998 13:45:39	Barbara Longley	Call with Escher-Dev - previous update still applies.
12/08/1998 13:45:39	Barbara Longley	[END OF REFERENCE 5495040]
12/08/1998 13:45:39	Barbara Longley	Responded to call type L as Category 2 -Progress update
12/08/1998 13:45:43	Barbara Longley	The response was delivered to: PowerHelp

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings/	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



13/08/1998 15:38:26	Barbara Longley	F} Response :
13/08/1998 15:38:26	Barbara Longley	Call still with Escher-Dev - Paul Gardener has emailed progress for majority
13/08/1998 15:38:26	Barbara Longley	of Escher calls today, but no news on this one. Unable to contact him to
13/08/1998 15:38:26	Barbara Longley	establish progress.
13/08/1998 15:38:26	Barbara Longley	[END OF REFERENCE 5528769]
13/08/1998 15:38:26	Barbara Longley	Responded to call type L as Category 2 -Progress update
13/08/1998 15:38:36	Barbara Longley	The response was delivered to: PowerHelp
14/08/1998 15:51:13	Barbara Longley	F} Response :
14/08/1998 15:51:13	Barbara Longley	Call still with Escher Dev - previous update applies.
14/08/1998 15:51:13	Barbara Longley	[END OF REFERENCE 5560483]
14/08/1998 15:51:13	Barbara Longley	Responded to call type L as Category 2 -Progress update
14/08/1998 15:51:19	Barbara Longley	The response was delivered to: PowerHelp
17/08/1998 14:41:05	Barbara Longley	F} Response :
17/08/1998 14:41:06	Barbara Longley	Have spoken to Paul Gardner today and he will update the call.
17/08/1998 14:41:06	Barbara Longley	[END OF REFERENCE 5581626]
17/08/1998 14:41:06	Barbara Longley	Responded to call type L as Category 2 -Progress update
17/08/1998 14:41:08	Barbara Longley	The response was delivered to: PowerHelp
17/08/1998 14:47:05	[Paul Gardner]	F} Response :
17/08/1998 14:47:05	[Paul Gardner]	A fix for this PinICL has been delivered by Escher in Riposte 167 Update 30.
17/08/1998 14:47:05	[Paul Gardner]	This drop will be processed and handed over to the Tivoli Management team on
17/08/1998 14:47:05	[Paul Gardner]	Thursday 20th Aug. The resulting Tivoli download mechanism will then need to
17/08/1998 14:47:05	[Paul Gardner]	be tested, handed over to CM and thence to Live Supp. Test for releasing to
17/08/1998 14:47:05	[Paul Gardner]	Live.
17/08/1998 14:47:05	[Paul Gardner]	[END OF REFERENCE 5581822]
17/08/1998 14:47:05	[Paul Gardner]	New target date set 20/08/98 15:19:00
17/08/1998 14:47:06	[Paul Gardner]	Responded to call type L as Category 2 -Progress update

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



17/08/1998 14:47:06	[Paul Gardner]				The response has been flagged to the gateway team for validation
19/08/1998 16:08:11	Barbara Longley				F} Response :
19/08/1998 16:08:11	Barbara Longley				In the absence of Paul Gardner I have spoken to Lionel Higman today and he
19/08/1998 16:08:11	Barbara Longley				will
19/08/1998 16:08:11	Barbara Longley				update as appropriate.
19/08/1998 16:08:11	Barbara Longley				[END OF REFERENCE 5636076]
19/08/1998 16:08:11	Barbara Longley				Responded to call type L as Category 2 -Progress update
19/08/1998 16:08:15	Barbara Longley				The response was delivered to: PowerHelp
20/08/1998 14:27:05	Janet Dore				This has been delivered 14/08/98 and needs to come off the Escher-Dev stack.
20/08/1998 14:27:05	Janet Dore				Janet
20/08/1998 15:14:04	Lionel Higman				Alec, I believe Robin has now delivered this. Lionel
20/08/1998 15:14:05	Lionel Higman				The Call record has been transferred to the Team: CM
20/08/1998 15:14:06	Lionel Higman				Hours spent since call received: 0 hours
20/08/1998 15:22:05	Barbara Longley				F} Response :
20/08/1998 15:24:46	Barbara Longley				F} Response :
20/08/1998 15:24:46	Barbara Longley				The Call record has been transferred to the Team: CM
20/08/1998 15:24:46	Barbara Longley				[END OF REFERENCE 5672082]
20/08/1998 15:24:46	Barbara Longley				Responded to call type L as Category 2 -Progress update
20/08/1998 15:24:50	Barbara Longley				The response was delivered to: PowerHelp
20/08/1998 17:31:47	[Del(Alec Hanson 1000)]				Fix processed through CM today as handover 2047
20/08/1998 17:31:48	[Del(Alec Hanson 1000)]				The Call record has been transferred to the Team: Infrastruc-Rel
20/08/1998 17:31:48	[Del(Alec Hanson 1000)]				Hours spent since call received: 0.2 hours
20/08/1998 19:01:05	Karen Morley				Tivoli download script has been produced and is being tested
21/08/1998 12:45:49	Barbara Longley				F} Response :
21/08/1998 12:45:49	Barbara Longley				Call with Infrastru-Rel - Tivoli download script has been produced and is
21/08/1998 12:45:49	Barbara Longley				being tested.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



21/08/1998 12:45:49	Barbara Longley	[END OF REFERENCE 5702206]			
21/08/1998 12:45:49	Barbara Longley	Responded to call type L as Category 2 -Progress update			
21/08/1998 12:45:53	Barbara Longley	The response was delivered to: PowerHelp			
21/08/1998 14:20:34	Karen Morley	Tivoli download scripts (for Counters) in package RIPSIG 1_5 (version 1_5.1)			
21/08/1998 14:20:34	Karen Morley	have been handed over to CM in folder RIPSIG1_5V1 in CMServer\handover share.			
21/08/1998 14:20:34	Karen Morley				
21/08/1998 14:20:34	Karen Morley	Associated Agent installation script in package SECOBJ 1_5 has been handed			
21/08/1998 14:20:34	Karen Morley	over in folder SECOBJ1_5V1.			
21/08/1998 14:20:34	Karen Morley	Note that RIPSIG 1_5 redelivers fixes already delivered in RIPSIG 1_4 (as			
21/08/1998 14:20:34	Karen Morley	well as new fixes), so can be applied either on top of or instead of RIPSIG			
21/08/1998 14:20:34	Karen Morley	1_4.			
21/08/1998 14:20:34	Karen Morley	For box-swaps, the two (immediate) fixes required are RIPSIG 1_3 and RIPSIG			
21/08/1998 14:20:34	Karen Morley	1_5.			
21/08/1998 14:20:36	Karen Morley	The Call record has been transferred to the Team: CM			
21/08/1998 15:43:46	Barbara Longley	F} Response :			
21/08/1998 15:43:46	Barbara Longley	The Call record has been transferred to the Team: CM			
21/08/1998 15:43:46	Barbara Longley				
21/08/1998 15:43:46	Barbara Longley	[END OF REFERENCE 5716292]			
21/08/1998 15:43:46	Barbara Longley	Responded to call type L as Category 2 -Progress update			
21/08/1998 15:43:49	Barbara Longley	The response was delivered to: PowerHelp			
24/08/1998 11:03:59	[Del(Alec Hanson 1000)]	Fix processed through CM as handover 2049 and 2050			
24/08/1998 11:04:00	[Del(Alec Hanson 1000)]	The Call record has been transferred to the Team: Live Supp.Test			
24/08/1998 11:04:00	[Del(Alec Hanson 1000)]	Hours spent since call received: 0.3 hours			
24/08/1998 14:30:25	Barbara Longley	F} Response :			
24/08/1998 14:30:25	Barbara Longley	Fix processed through CM as handover 2049 and 2050			
24/08/1998 14:30:25	Barbara Longley	The Call record has been transferred to the Team: Live Supp.Test			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO

GRO

24/08/1998 14:30:25	Barbara Longley	[END OF REFERENCE 5737103]			
24/08/1998 14:30:25	Barbara Longley	Responded to call type L as Category 2 -Progress update			
24/08/1998 14:30:28	Barbara Longley	The response was delivered to: PowerHelp			
25/08/1998 14:04:03	Barbara Longley	F} Response :			
25/08/1998 14:04:03	Barbara Longley	Call with Live Support who are in the process of writing a script.			
25/08/1998 14:04:03	Barbara Longley	[END OF REFERENCE 5764411]			
25/08/1998 14:04:03	Barbara Longley	Responded to call type L as Category 2 -Progress update			
25/08/1998 14:04:08	Barbara Longley	The response was delivered to: PowerHelp			
26/08/1998 08:00:02	Russ Thirkell	Script written but not tested			
26/08/1998 15:14:56	Barbara Longley	F} Response :			
26/08/1998 15:14:56	Barbara Longley	26/08/1998 09:00:02 - By Russ Thirkell - Live Support Test			
26/08/1998 15:14:56	Barbara Longley	Script written but not tested			
26/08/1998 15:14:56	Barbara Longley	[END OF REFERENCE 5803359]			
26/08/1998 15:14:56	Barbara Longley	Responded to call type L as Category 2 -Progress update			
26/08/1998 15:15:00	Barbara Longley	The response was delivered to: PowerHelp			
27/08/1998 13:15:11	Barbara Longley	F} Response :			
27/08/1998 13:15:12	Barbara Longley	By Russ Thirkell - Live Support Test			
27/08/1998 13:15:12	Barbara Longley	Script written but not tested			
27/08/1998 13:15:12	Barbara Longley	[END OF REFERENCE 5829701]			
27/08/1998 13:15:13	Barbara Longley	Responded to call type L as Category 1 -Evidence required			
27/08/1998 13:15:22	Barbara Longley	The response was delivered to: PowerHelp			
28/08/1998 12:19:15	Barbara Longley	F} Response :			
28/08/1998 12:19:15	Barbara Longley	Call with live Support Test - previous update still applies - Call will be			
28/08/1998 12:19:15	Barbara Longley	reviewed at this afternoon's RMF meeting .			
28/08/1998 12:19:15	Barbara Longley	[END OF REFERENCE 5870192]			
28/08/1998 12:19:16	Barbara Longley	Responded to call type L as Category 2 -Progress update			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a problem, if passwor	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC		09/10/1998 11:25:56	C		POLO



28/08/1998 12:19:20	Barbara Longley	The response was delivered to: PowerHelp			
28/08/1998 12:58:36	Customer Call	15/06/98 08:53 D.Rapacchi HSH1 Information: Contacted SSC and spoke to			
28/08/1998 12:58:36	Customer Call	Diane Rowe to request an update. 15/06/98 15:56 PINICL HSH1 UPDATE: By			
28/08/1998 12:58:36	Customer Call	Barbara Longley at 15-jun-1998 15:53:00 Category 2 - Progress update Call is			
28/08/1998 12:58:36	Customer Call	currentlywith BES-Dev - no further update. 16/06/98 10:00 D.Rapacchi HSH1			
28/08/1998 12:58:36	Customer Call	Information: Contacted Barbara Longley @ SSC to request an update on this			
28/08/1998 12:58:36	Customer Call	incident. 16/06/98 17:00 PINICL HSH1 UPDATE: By Barbara Longley at			
28/08/1998 12:58:36	Customer Call	16-jun-1998 15:55:00 Category 2 - Progress update Graham Jennings (Live			
28/08/1998 12:58:36	Customer Call	Support Test) has authorised extending target date to 17/7/97. 17/06/98 09:09			
28/08/1998 12:58:36	Customer Call	D.Rapacchi HSH1 STSA: I have escalated this call to Debbie Hall as it is			
28/08/1998 12:58:36	Customer Call	now 1 day over it's SLA and in the last Log entry the target date is being			
28/08/1998 12:58:36	Customer Call	extended, by one month. 17/06/98 13:46 D.Hall HSH1 Information: Pat			
28/08/1998 12:58:36	Customer Call	Lywood(Graham Jennings boss) has agreed that this call does not need to be			
28/08/1998 12:58:36	Customer Call	chased until the new target date, but that thePriority cannot be dropped to			
28/08/1998 12:58:36	Customer Call	a C or D. This is due to the fact that this will reflect in PinICL and may			
28/08/1998 12:58:36	Customer Call	in turn slow down the speed at which the developers provide the fix.			
28/08/1998 12:58:36	Customer Call	Therefore, please do not chase this call until 17/07/98. 17/06/98 13:57			
28/08/1998 12:58:36	Customer Call	D.Rapacchi HSH1 Information: HSHD need not chase SSC for an update on			
28/08/1998 12:58:36	Customer Call	this call until the 17/07/98. 18/06/98 08:55 D.Rapacchi HSH1 Information:			
28/08/1998 12:58:36	Customer Call	HSHD need not chase SSC for an update on this call until the 17/07/98. 1			
28/08/1998 12:58:36	Customer Call	8/06/98 14:26 PINICL HSH1 UPDATE: By Barbara Longley at 18-jun-1998 14:22			
28/08/1998 12:58:36	Customer Call	:00 Category 2 - Progress update Call has been assigned to David Quick			
28/08/1998 12:58:36	Customer Call	(Design) -no further update at present. 19/06/98 10:49 D.Rapacchi HSH1			
28/08/1998 12:58:36	Customer Call	Information: HSHD need not chase SSC for an update on this call until the			
28/08/1998 12:58:36	Customer Call	17/07/98. 25/06/9813:27 PINICL HSH1 UPDATE: By Barbara Longley at			
28/08/1998 12:58:36	Customer Call	25-jun-1998 13:25:00 Category 2 - Progress update The Call record has been			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a problem, if passwor	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC		09/10/1998 11:25:56	C		POLO



28/08/1998 12:58:36	Customer Call	transferred to the Team: Escher-Dev 25/06/98 14:36 PINICL HSH1 UPDATE:			
28/08/1998 12:58:37	Customer Call	By Barbara Longley at 25-jun-1998 14:33:00 Category 2 - Progress update Call			
28/08/1998 12:58:37	Customer Call	transferred to Escher-Dev - Fault out of pc0007231b. 26/06/98 08:59 uk058567			
28/08/1998 12:58:37	Customer Call	HSH1 Information: Target date of 17/7/98 set for this call, please do not			
28/08/1998 12:58:37	Customer Call	chase. 02/07/98 13:30 PINICL HSH1 UPDATE: By Barbara Longley at			
28/08/1998 12:58:37	Customer Call	02-jul-1998 13:26:00 Category 2 - Progress update 01/07/98 16:28:41 - By Doug			
28/08/1998 12:58:37	Customer Call	Jones - Escher Dev Although this PinICL is not stopping business, it is now			
28/08/1998 12:58:37	Customer Call	an URGENT priority for resolution, PinICL Upgraded to A priority by request			
28/08/1998 12:58:37	Customer Call	of Martin Molloy (Customer Services) 06/07/98 11:44 D.Rapacchi HSH1			
28/08/1998 12:58:37	Customer Call	Information: Contacted Barbara Longley @ SSC to request an update. 06/			
28/08/1998 12:58:37	Customer Call	07/98 13:40 PINICL HSH1 UPDATE: By Barbara Longley at 06-jul-1998 13:36:0			
28/08/1998 12:58:37	Customer Call	0Category 2 - Progress update Have spoken to Steve Warwick (Development)			
28/08/1998 12:58:37	Customer Call	todayand asked him to provide an update. 07/07/98 11:26 D.Rapacchi HSH1			
28/08/1998 12:58:37	Customer Call	Information: Contacted Barbara Longley @ SSC to request an update.			
28/08/1998 12:58:37	Customer Call	08/07/98 09:48 D.Rapacchi HSH1 Information: Contacted Barbara Longley @			
28/08/1998 12:58:37	Customer Call	SSC to request an update. 08/07/98 11:46 PINICL HSH1 UPDATE: By Barbara			
28/08/1998 12:58:37	Customer Call	Longley at 08-jul-1998 11:42:00 Category 2 - Progress update Have spoken to			
28/08/1998 12:58:37	Customer Call	Steve Warwick today and he will look at call and provide an update. 09/07/98			
28/08/1998 12:58:37	Customer Call	10:09 D.Rapacchi HSH1 Information: Contacted Barbara Longley @ SSC to			
28/08/1998 12:58:37	Customer Call	request an update. 09/07/98 13:19 PINICL HSH1 UPDATE: By Barbara Longley			
28/08/1998 12:58:37	Customer Call	at 09-jul-1998 13:15:00 Category 2 - Progress update I spoke to Steve Warwick			
28/08/1998 12:58:37	Customer Call	today and he said he would look at call and provide an update. 10/07/98 10:56			
28/08/1998 12:58:37	Customer Call	PINICL HSH1 UPDATE: By Barbara Longley at 10-jul-1998 10:53:00 Category			
28/08/1998 12:58:37	Customer Call	2 - Progress update Lionel Higman and Steve Warwick (Development) have been			
28/08/1998 12:58:37	Customer Call	prompted of movement of this call. 13/07/98 12:18 D.Rapacchi HSH1			
28/08/1998 12:58:37	Customer Call	Information: Contacted SSC and spoke to Sampath Kumar to request an			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a problem, if passwor	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC		09/10/1998 11:25:56	C		POLO



28/08/1998 12:58:37	Customer Call	update. 13/07/98 13:42	PINICL HSH1 UPDATE: By Barbara Longley at 13
28/08/1998 12:58:37	Customer Call	-jul-1998 13:39:00	Category 2 - Progress update Have left a voicemail message
28/08/1998 12:58:37	Customer Call	for Steve Warwick (Development) asking him for an urgent update on this call	
28/08/1998 12:58:37	Customer Call	stressing that it is an 'A' priority call. 14/07/98 10:52	D.Rapacchi HSH1
28/08/1998 12:58:37	Customer Call	Information: Contacted Barbara Longley @ SSC to request an update.	
28/08/1998 12:58:37	Customer Call	14/07/98 13:36	PINICL HSH1 UPDATE: By Barbara Longley at 14-jul-1998
28/08/1998 12:58:37	Customer Call	13:33:00	Category 2 - Progress update Call still with Escher-Dev. Still
28/08/1998 12:58:38	Customer Call	waiting for update from Steve Warwick - who previously agreed to update call	
28/08/1998 12:58:38	Customer Call	when there was a new development. 14/07/98 16:14	PINICL HSH1 UPDATE: By
28/08/1998 12:58:38	Customer Call	Barbara Longley at 14-jul-1998 16:10:00	Category 2 - Progress update Have
28/08/1998 12:58:38	Customer Call	left another voicemail message for Steve Warwick asking him to update call	
28/08/1998 12:58:38	Customer Call	and stressing that this is an 'A' priority call. 15/07/98 12:33	D.Rapacchi
28/08/1998 12:58:38	Customer Call	HSH1 Information: Contacted Barbara Longley @ SSCto request an update.	
28/08/1998 12:58:38	Customer Call	15/07/98 17:24	PINICL HSH1 UPDATE: By Barbara Longley at 15-jul-1998
28/08/1998 12:58:38	Customer Call	17:20:00	Category 2 - Progress update The Call record has been transferred to
28/08/1998 12:58:38	Customer Call	the Team: BES-Dev 16/07/98 08:51	D.Rapacchi HSH1 Information: Contacted
28/08/1998 12:58:38	Customer Call	SSC and spoke to Diane Rowe to request an update. 16/07/98 11:12	PINICL HSH1
28/08/1998 12:58:38	Customer Call	UPDATE: By Barbara Longley at 16-jul-1998 11:09:00	Category 2 - Progress
28/08/1998 12:58:38	Customer Call	update Call with BES-Dev - awaiting a response from Steve Warwick (Devel	
28/08/1998 12:58:38	Customer Call	opment) 17/07/98 14:31	D.Rapacchi HSH1 Information: Contacted SSC to requ
28/08/1998 12:58:38	Customer Call	est an update. 20/07/98 09:50	PINICL HSH1 UPDATE: By Barbara Longley at
28/08/1998 12:58:38	Customer Call	20-jul-1998 09:46:00	Category 2 - Progress update The Call record has been
28/08/1998 12:58:38	Customer Call	transferred to the Team: BES-Dev - FAO Steve Warwick. 20/07/98 15:29	PINICL
28/08/1998 12:58:38	Customer Call	HSH1 UPDATE: By Barbara Longley at 20-jul-1998 15:26:00	Category 2 -
28/08/1998 12:58:38	Customer Call	Progress update TheCall record has been transferred to the Team: Escher-Dev.	
28/08/1998 12:58:38	Customer Call	Fault out of PC007231b. 21/07/98 11:50	D.Rapacchi HSH1 Information:

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



28/08/1998 12:58:38	Customer Call	Contacted Barbara Longley @ SSC to request an update. 21/07/98 13:19		PINICL
28/08/1998 12:58:38	Customer Call	HSH1 UPDATE: By Barbara Longley at 21-jul-1998 13:16:00		Category 2 -
28/08/1998 12:58:38	Customer Call	Progress update Have today voicemail Steve Warwick asking him to look at and		
28/08/1998 12:58:38	Customer Call	update this call. 22/07/98 08:41 D.Rapacchi HSH1 Information: Contacted		
28/08/1998 12:58:38	Customer Call	SSC and spoke to Diane Rowe to request an update. 22/07/98 16:57		PINICL HSH1
28/08/1998 12:58:38	Customer Call	UPDATE: By Barbara Longley at 22-jul-1998 16:54:00		Category 2 - Progress
28/08/1998 12:58:38	Customer Call	update Was unable to contact Steve Warwick (Development) today and as he has		
28/08/1998 12:58:38	Customer Call	not responded to yesterday's voiceprompt - no further update available.		
28/08/1998 12:58:38	Customer Call	23/07/98 10:54 D.Rapacchi HSH1 Information: Contacted Barbara Longley @		
28/08/1998 12:58:38	Customer Call	SSC to request an update. 23/07/98 13:15		PINICL HSH1 UPDATE: By Barbara
28/08/1998 12:58:38	Customer Call	Longley at 23-jul-1998 13:11:00		Category 2 - Progress update Have emailed
28/08/1998 12:58:39	Customer Call	Steve Warwick today asking if he can update this call. 24/07/98 10:16		
28/08/1998 12:58:39	Customer Call	D.Rapacchi HSH1 Information: Contacted Barbara Longley @ SSC to request an		
28/08/1998 12:58:39	Customer Call	update. 24/07/98 13:50		PINICL HSH1 UPDATE: By Barbara Longley at
28/08/1998 12:58:39	Customer Call	24-jul-1998 13:46:00		Category 2 - Progress update Call with Esher-Dev - have
28/08/1998 12:58:39	Customer Call	left voicemail today for Steve Warwick to update this call. 27/07/98 20:08		
28/08/1998 12:58:39	Customer Call	PINICL HSH1 UPDATE: By Barbara Longley at 27-jul-1998 15:56:00		Category 2
28/08/1998 12:58:39	Customer Call	- Progress update Have left a voicemail for Steve Warwick asking him to look		
28/08/1998 12:58:39	Customer Call	at this call and provide an update. 28/07/98 10:29		D.Rapacchi HSH1
28/08/1998 12:58:39	Customer Call	Information: Contacted Barbara Longley @ SSC to request an update. 28/07/98		
28/08/1998 12:58:39	Customer Call	14:26		PINICL HSH1 UPDATE: By Barbara Longley at 28-jul-1998 14:22:00
28/08/1998 12:58:39	Customer Call	Category 2 - Progress update Left a voicemail for Steve Warwick yesterday		
28/08/1998 12:58:39	Customer Call	asking him to look at this call and provide an update. 29/07/98 13:35		
28/08/1998 12:58:39	Customer Call	D.Rapacchi HSH1 Information: Contacted Barbara Longley @ SSC to request		
28/08/1998 12:58:39	Customer Call	an update. 29/07/98 15:43		PINICL HSH1 UPDATE: By Barbara Longley at
28/08/1998 12:58:39	Customer Call	29-jul-1998 15:39:00		Category 2 - Progress update Have spoken to Steve

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO

GRO

28/08/1998 12:58:39	Customer Call	Warwick (Development) today and now that his contact in Escher is back in the
28/08/1998 12:58:39	Customer Call	office, a conference call has been booked for this evening. Call will be u
28/08/1998 12:58:39	Customer Call	pdated with the outcome. 30/07/98 10:02 D.Rapacchi HSH1 Information: Cont
28/08/1998 12:58:39	Customer Call	acted Barbara Longley @ SSC to request an update. 30/07/98 14:18 PINICL HSH1
28/08/1998 12:58:39	Customer Call	UPDATE: By Barbara Longley at 30-jul-1998 14:15:00 Category 2 - Progress
28/08/1998 12:58:39	Customer Call	updateCall still with Escher-Dev waiting for Steve Warwick to update with
28/08/1998 12:58:39	Customer Call	outcome of his conference call. 31/07/98 15:58 uk059132 HSH1 Information:
28/08/1998 12:58:39	Customer Call	Contacted Barbara at EDSC for an update. 03/08/98 09:47 D.Rapacchi HSH1
28/08/1998 12:58:39	Customer Call	Information: Contacted Barbara Longley @ SSC to request an update.
28/08/1998 12:58:39	Customer Call	03/08/98 10:55 PINICL HSH1UPDATE: By Barbara Longley at 03-aug-1998
28/08/1998 12:58:39	Customer Call	10:41:00 Category 2 - Progress update 31/07/1998 16:50:08 - By Paul Gardner
28/08/1998 12:58:39	Customer Call	The importance of this PinICL has been raised with Tony Oppenheim (Finance)
28/08/1998 12:58:39	Customer Call	who will escalate it with Mike Murphy of Escher today. An update should be
28/08/1998 12:58:40	Customer Call	available on its status next week. 04/08/98 09:22 D.Rapacchi HSH1
28/08/1998 12:58:40	Customer Call	Information: Contacted Barbara Longley @ SSC to confirm that HSHD need
28/08/1998 12:58:40	Customer Call	not chase this call for an update until Monday '10th August '1998. 04/08/98
28/08/1998 12:58:40	Customer Call	09:23 D.Rapacchi HSH1 Information: HSHD need not chase SSC for an update
28/08/1998 12:58:40	Customer Call	on this call until 10/08/98. 04/08/98 14:10 PINICL HSH1 UPDATE:
28/08/1998 12:58:40	Customer Call	By Barbara Longley at 04-aug-1998 13:58:00 Category 2 - Progress update Call
28/08/1998 12:58:40	Customer Call	still with Escher Dev. Previous update by Paul Gardner still applies.
28/08/1998 12:58:40	Customer Call	05/08/98 17:08 PINICL HSH1 UPDATE: By Barbara Longley at 05-aug-1998
28/08/1998 12:58:40	Customer Call	17:04:00 Category 2 - Progress update Call with Escher-Dev - Previous update
28/08/1998 12:58:40	Customer Call	still applies 06/08/98 09:46 D.Rapacchi HSH1 Information: HSHD need not
28/08/1998 12:58:40	Customer Call	chase SSC for an update on this call until 10/08/98. 06/08/98 16:02 PINICL
28/08/1998 12:58:40	Customer Call	HSH1 UPDATE: By Barbara Longley at 06-aug-1998 15:58:00 Category 2 -
28/08/1998 12:58:40	Customer Call	Progress update Call still with Escher Dev - previous update by Paul Gardner

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a problem, if passwor	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC		09/10/1998 11:25:56	C		POLO



28/08/1998 12:58:40	Customer Call	still applies. 07/08/98 16:17 PINICL HSH1 UPDATE: By Barbara Longley at
28/08/1998 12:58:40	Customer Call	07-aug-1998 16:14:00 Category 2 - Progress update Previous update still
28/08/1998 12:58:40	Customer Call	applies - Call with Escher-Dev - Paul Gardner stated that update should be
28/08/1998 12:58:40	Customer Call	available on its status next week. 10/08/98 10:09 D.Rapacchi HSH1
28/08/1998 12:58:40	Customer Call	Information: Contacted Barbara at EDSC requesting an update for this call.
28/08/1998 12:58:40	Customer Call	10/08/98 15:32 PINICL HSH1 UPDATE: By Barbara Longley at 10-aug-1998
28/08/1998 12:58:40	Customer Call	15:29:00 Category 2 - Progress update Call still with Escher Dev- have spoken
28/08/1998 12:58:40	Customer Call	to Paul Gardner today - There have been developments which he will discuss w
28/08/1998 12:58:40	Customer Call	ith me tomorrow when he is back in the office. He advised speaking to his boss
28/08/1998 12:58:40	Customer Call	Chris Humphreys but he is unavailable. 11/08/98 16:43 PINICL HSH1 UPDATE:
28/08/1998 12:58:40	Customer Call	By Barbara Longley at 11-aug-1998 16:40:00 Category 2 - Progress update Have
28/08/1998 12:58:40	Customer Call	spoken to Paul Gardner today and he seems to think that there are no issues.
28/08/1998 12:58:40	Customer Call	This call and PinICLs pc001112 (9805200004) and pc0012641 9e-9806120027) will
28/08/1998 12:58:40	Customer Call	be dealt with all together - In Build 167, update 30 - Delivery expected on
28/08/1998 12:58:40	Customer Call	14/8/98 with availability to us from 17/8/98 onwards. 12/08/98 10:10
28/08/1998 12:58:40	Customer Call	UK052512 HSH1 Information: Will chase on 17/8/98 to see if the build 167
28/08/1998 12:58:40	Customer Call	is available or not. 12/08/98 14:48 PINICL HSH1 UPDATE: By Barbara
28/08/1998 12:58:40	Customer Call	Longley at 12-aug-1998 14:45:00 Category 2 - Progress update Call with
28/08/1998 12:58:40	Customer Call	Escher-Dev - previous update still applies. 13/08/98 16:42 PINICL HSH1
28/08/1998 12:58:40	Customer Call	UPDATE: By Barbara Longley at 13-aug-1998 16:38:00 Category 2 - Progress
28/08/1998 12:58:40	Customer Call	update Call still with Escher-Dev - Paul Gardener has emailed progress for
28/08/1998 12:58:41	Customer Call	majority of Escher calls today, but no news on this one. Unable to contact
28/08/1998 12:58:41	Customer Call	him to establish progress. 14/08/98 16:55 PINICL HSH1 UPDATE: By Barbara
28/08/1998 12:58:41	Customer Call	Longley at 14-aug-1998 16:51:00 Category 2 - Progress update Callstill with
28/08/1998 12:58:41	Customer Call	Escher Dev - previous update applies. 17/08/98 15:11 UK052512 HSH1
28/08/1998 12:58:41	Customer Call	Information: Asked SSC for an update. 17/08/98 15:43 PINICL HSH1 UPDATE:

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings/	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO



28/08/1998 12:58:41	Customer Call	By Barbara Longley at 17-aug-1998 15:41:00	Category 2 - Progress update	Have
28/08/1998 12:58:41	Customer Call	spoken to Paul Gardner today and he will update the call. 18/08/98 15:25		
28/08/1998 12:58:41	Customer Call	UK052512 HSH1 Information: Have asked SSC for an update to this call.		
28/08/1998 12:58:41	Customer Call	19/08/98 17:12 PINICL HSH1 UPDATE: By Barbara Longley at 19-aug-1998		
28/08/1998 12:58:41	Customer Call	17:08:00 Category 2- Progress update In the absence of Paul Gardner I have		
28/08/1998 12:58:41	Customer Call	spoken to Lionel Higmantoday and he will update as appropriate. 20/08/98		
28/08/1998 12:58:41	Customer Call	16:30 PINICL HSH1 UPDATE: By Barbara Longley at 20-aug-1998 16:24:00		
28/08/1998 12:58:41	Customer Call	Category 2 - Progress update The Call record has been transferred to the		
28/08/1998 12:58:41	Customer Call	Team: CM 21/08/98 13:49 PINICL HSH1 UPDATE: By Barbara Longley at		
28/08/1998 12:58:41	Customer Call	21-aug-1998 13:45:00 Category 2 - Progress update Call with Infrastru-Rel -		
28/08/1998 12:58:41	Customer Call	Tivoli download script has been produced and is being tested. 21/08/98 16:47		
28/08/1998 12:58:41	Customer Call	PINICL HSH1 UPDATE: By Barbara Longley at 21-aug-199816:43:00 Category 2		
28/08/1998 12:58:41	Customer Call	- Progress update The Call record has been transferred to the Team: CM		
28/08/1998 12:58:41	Customer Call	24/08/98 13:08 UK052512 HSH1 Information: Have asked Barbara ifthere is		
28/08/1998 12:58:41	Customer Call	an update for this call. 24/08/98 15:33 PINICL HSH1 UPDATE: By Barbara		
28/08/1998 12:58:41	Customer Call	Longley at 24-aug-1998 15:30:00 Category 2 - Progress update Fix processed		
28/08/1998 12:58:41	Customer Call	through CM as handover 2049 and 2050 The Call record has been transferred to t		
28/08/1998 12:58:41	Customer Call	he Team: Live Supp.Test 25/08/98 15:08 PINICL HSH1 UPDATE: By Barbara		
28/08/1998 12:58:41	Customer Call	Longley at 25-aug-1998 15:04:00 Category 2 - Progress update Call with Live		
28/08/1998 12:58:41	Customer Call	Support who are in the process of writing a script. 26/08/98 16:18 PINICL		
28/08/1998 12:58:41	Customer Call	HSH1 UPDATE: By Barbara Longley at 26-aug-1998 16:14:00 Category 2 -		
28/08/1998 12:58:41	Customer Call	Progress update 26/08/1998 09:00:02 - By Russ Thirkell - Live Support Test		
28/08/1998 12:58:41	Customer Call	Script written but not tested 27/08/98 14:18 PINICL HSH1 UPDATE: By		
28/08/1998 12:58:42	Customer Call	Barbara Longley at 27-aug-1998 14:15:00 Category 1 - Evidence required By		
28/08/1998 12:58:42	Customer Call	Russ Thirkell - Live Support Test Scriptwritten but not tested 28/08/98 11:09		
28/08/1998 12:58:42	Customer Call	UK052512 HSH1 Information: Have asked SSC for an update to this call if		

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a problem, if passwor	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC		09/10/1998 11:25:56	C		POLO



28/08/1998 12:58:42	Customer Call	one is available.			
01/09/1998 12:50:09	Barbara Longley	F) Response :			
01/09/1998 12:50:09	Barbara Longley	Have spoken to Gill French (RMF) today, but results of the RMF meeting are			
01/09/1998 12:50:09	Barbara Longley	not available yet.			
01/09/1998 12:50:09	Barbara Longley	[END OF REFERENCE 5901888]			
01/09/1998 12:50:09	Barbara Longley	Responded to call type L as Category 1 -Evidence required			
01/09/1998 12:50:14	Barbara Longley	The response was delivered to: PowerHelp			
02/09/1998 10:58:53	Customer Call	02/09/98 11:49 UK052512 HSH1 Information: Have asked SSC for an update			
02/09/1998 10:58:53	Customer Call	tothis call if one is			
02/09/1998 10:58:53	Customer Call	available.			
02/09/1998 14:56:36	Barbara Longley	Product Security POLO added			
02/09/1998 14:56:37	Barbara Longley	F) Response :			
02/09/1998 14:56:37	Barbara Longley	Call with Live Support Test - in testing - Release Note 258 applies - Fault			
02/09/1998 14:56:37	Barbara Longley	out of PC7231b			
02/09/1998 14:56:37	Barbara Longley	[END OF REFERENCE 5929992]			
02/09/1998 14:56:37	Barbara Longley	Responded to call type L as Category 1 -Evidence required			
02/09/1998 14:56:41	Barbara Longley	The response was delivered to: PowerHelp			
03/09/1998 09:09:01	Russ Thirkell	Cannot test as Release Number 0258 (PinICL 14921) is with CM			
03/09/1998 09:56:20	Russ Thirkell	The call references have been updated. They are now:-			
03/09/1998 09:56:20	Russ Thirkell	ORIGINATOR : Phelp			
03/09/1998 09:56:20	Russ Thirkell	T PowerHelp : E-9806120027			
03/09/1998 09:56:20	Russ Thirkell	Release PinICL : PC0014921			
03/09/1998 16:14:58	Barbara Longley	F) Response :			
03/09/1998 16:14:58	Barbara Longley	03/09/1998 10:09:01 - By Russ Thirkell - Live support Test			
03/09/1998 16:14:58	Barbara Longley	Cannot test as Release Number 0258 (PinICL 14921) is with CM			
03/09/1998 16:14:58	Barbara Longley	[END OF REFERENCE 5960229]			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings/	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C	GRO	POLO

03/09/1998 16:14:59	Barbara Longley		Responded to call type L as Category 2 -Progress update		
03/09/1998 16:15:15	Barbara Longley		The response was delivered to: PowerHelp		
09/09/1998 11:57:17	Russ Thirkell		Progress delayed because of moving LiveTest rig kit on September 8th and 9th.		
09/09/1998 13:08:36	Barbara Longley		F} Response :		
09/09/1998 13:08:37	Barbara Longley		09/09/1998 12:54:35 - By Russ Thirkell - Live Support Test		
09/09/1998 13:08:37	Barbara Longley		Progress delayed because of moving LiveTest rig kit on September 8th and 9th.		
09/09/1998 13:08:37	Barbara Longley				
09/09/1998 13:08:37	Barbara Longley				
09/09/1998 13:08:37	Barbara Longley		[END OF REFERENCE 6056320]		
09/09/1998 13:08:37	Barbara Longley		Responded to call type L as Category 2 -Progress update		
09/09/1998 13:08:41	Barbara Longley		The response was delivered to: PowerHelp		
10/09/1998 18:21:23	Russ Thirkell		Release Number 0258 has been installed and testing has started		
11/09/1998 12:22:11	Barbara Longley		F} Response :		
11/09/1998 12:22:12	Barbara Longley		10/09/1998 19:21:23 - By Russ Thirkell - Live Support Test		
11/09/1998 12:22:12	Barbara Longley		Release Number 0258 has been installed and testing has started		
11/09/1998 12:22:12	Barbara Longley		[END OF REFERENCE 6134954]		
11/09/1998 12:22:12	Barbara Longley		Responded to call type L as Category 1 -Evidence required		
11/09/1998 12:22:14	Barbara Longley		The response was delivered to: PowerHelp		
14/09/1998 16:43:44	Russ Thirkell		Testing still in progress		
15/09/1998 14:29:26	Russ Thirkell		Testing still in progress		
15/09/1998 16:07:47	Barbara Longley		F} Response :		
15/09/1998 16:07:47	Barbara Longley		15/09/1998 15:29:26 - By Russ Thirkell - Live Support		
15/09/1998 16:07:47	Barbara Longley		Testing still in progress		
15/09/1998 16:07:47	Barbara Longley		[END OF REFERENCE 6209291]		
15/09/1998 16:07:47	Barbara Longley		Responded to call type L as Category 2 -Progress update		
15/09/1998 16:07:52	Barbara Longley		The response was delivered to: PowerHelp		

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a problem, if passwor	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC		09/10/1998 11:25:56	C		POLO
16/09/1998 12:02:39	Barbara Longley	F} Response :			
16/09/1998 12:02:39	Barbara Longley	Graham Jennings (Live Support) has authorised extending target date to 28/9/98			
16/09/1998 12:02:39	Barbara Longley	[END OF REFERENCE 6227906]			
16/09/1998 12:02:39	Barbara Longley	New target date set 28/09/98 15:19:00			
16/09/1998 12:02:41	Barbara Longley	Responded to call type L as Category 2 -Progress update			
16/09/1998 12:02:53	Barbara Longley	The response was delivered to: PowerHelp			
21/09/1998 16:36:54	Russ Thirkell	Testing Completed			
22/09/1998 13:27:40	Barbara Longley	F} Response :			
22/09/1998 13:27:40	Barbara Longley	21/09/1998 17:36:54 - By Russ Thirkell - Live Support Test			
22/09/1998 13:27:40	Barbara Longley	Testing Completed			
22/09/1998 13:27:40	Barbara Longley	[END OF REFERENCE 6379320]			
22/09/1998 13:27:41	Barbara Longley	Responded to call type L as Category 2 -Progress update			
22/09/1998 13:27:50	Barbara Longley	The response was delivered to: PowerHelp			
25/09/1998 10:14:24	Customer Call	15/09/98 11:56 uk059303 HSH1 Information: Contacted Barbara at SSC to			
25/09/1998 10:14:24	Customer Call	Request an update 15/09/98 17:11 PINICL HSH1 UPDATE: By Barbara Longley			
25/09/1998 10:14:24	Customer Call	at 15-sep-1998 17:07:00 Category 2 - Progress update 15/09/1998 15:29:26 - By			
25/09/1998 10:14:25	Customer Call	Russ Thirkell - Live Support Testing still in progress 16/09/98 13:06 PINICL			
25/09/1998 10:14:25	Customer Call	HSH1 UPDATE: By Barbara Longley at 16-sep-1998 13:02:00 Category 2 -			
25/09/1998 10:14:25	Customer Call	Progress update Graham Jennings (Live Support) has authorised extending			
25/09/1998 10:14:25	Customer Call	target date to 28/9/98 17/09/98 10:15 uk059133 HSH1 Information: DO NOT			
25/09/1998 10:14:25	Customer Call	CHASE UNTIL 28/9. 22/09/98 14:31 PINICL HSH1 UPDATE: By Barbara Longley			
25/09/1998 10:14:25	Customer Call	at 22-sep-1998 14:27:00 Category 2 - Progress update 21/09/1998 17:36:54 - By			
25/09/1998 10:14:25	Customer Call	Russ Thirkell - Live Support TestTesting Completed 25/09/98 11:03 uk059132			
25/09/1998 10:14:25	Customer Call	HSH1 Information: Contacted Barbara at EDSC to request an			
25/09/1998 10:14:25	Customer Call	update.			
25/09/1998 14:53:32	Barbara Longley	F} Response :			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings/	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO

GRO

25/09/1998 14:53:33	Barbara Longley	Call with Live Support Test - Release Note 258 applies. Fault out of pc7231b
25/09/1998 14:53:33	Barbara Longley	- waiting customer approval of CP. Estimated release date 5/10/98
25/09/1998 14:53:33	Barbara Longley	[END OF REFERENCE 6476594]
25/09/1998 14:53:33	Barbara Longley	New target date set 05/10/98 15:19:00
25/09/1998 14:53:35	Barbara Longley	Responded to call type L as Category 2 -Progress update
25/09/1998 14:53:58	Barbara Longley	The response was delivered to: PowerHelp
01/10/1998 12:18:52	Barbara Longley	F} Response :
01/10/1998 12:18:53	Barbara Longley	Call with Live Support Test - Release Note 258 applies. Fault out of pc7231b
01/10/1998 12:18:53	Barbara Longley	- waiting customer approval of CP. Estimated release date 5/10/98 - do not
01/10/1998 12:18:53	Barbara Longley	chase until then.
01/10/1998 12:18:53	Barbara Longley	[END OF REFERENCE 6582942]
01/10/1998 12:18:53	Barbara Longley	Responded to call type L as Category 2 -Progress update
01/10/1998 12:18:56	Barbara Longley	The response was delivered to: PowerHelp
07/10/1998 16:23:22	Graham Jennings	Rel 258 tested and is now being applied to the live estate. See PC 14921 for
07/10/1998 16:23:22	Graham Jennings	further details.
08/10/1998 14:11:34	Barbara Longley	F} Response :
08/10/1998 14:11:34	Barbara Longley	07/10/1998 17:23:22 - By Graham Jennings - Live Support Test
08/10/1998 14:11:34	Barbara Longley	Rel 258 tested and is now being applied to the live estate. See PC 14921 for
08/10/1998 14:11:34	Barbara Longley	further details.
08/10/1998 14:11:34	Barbara Longley	[END OF REFERENCE 6701143]
08/10/1998 14:11:34	Barbara Longley	Responded to call type L as Category 2 -Progress update
08/10/1998 14:11:45	Barbara Longley	The response was delivered to: PowerHelp
09/10/1998 10:11:19	[Gill French]	F} Response :
09/10/1998 10:11:20	[Gill French]	Fix has been applied to live 08/10/98. Please close call.
09/10/1998 10:11:20	[Gill French]	[END OF REFERENCE 6719560]
09/10/1998 10:11:20	[Gill French]	Responded to call type L as Category 13 -Fix released

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By		Closed	Status		Product At Fault
PC0012010	Software fix RIPCONF 1_2 has a	12/06/1998 15:19:16	09/10/1998 11:42:56	Graham Jennings	Infrastructure
EDSC	problem, if passwor	09/10/1998 11:25:56	C		POLO

GRO

09/10/1998 10:11:22	[Gill French]	Hours spent since call received: .1 hours
09/10/1998 10:11:22	[Gill French]	The Call record has been transferred to the Team: EDSC
09/10/1998 10:11:23	[Gill French]	The response has been routed to the gateway team for validation
09/10/1998 10:25:36	Barbara Longley	F} Response :
09/10/1998 10:25:36	Barbara Longley	09/10/1998 11:11:20 - By Gill French - RMF
09/10/1998 10:25:36	Barbara Longley	Fix has been applied to live 08/10/98. Please close call.
09/10/1998 10:25:36	Barbara Longley	Have spoken to Graham Jennings/ GRO /ICL PATHWAY LIMITED and he has
09/10/1998 10:25:36	Barbara Longley	authorised closure of call.
09/10/1998 10:25:36	Barbara Longley	[END OF REFERENCE 6720728]
09/10/1998 10:25:36	Barbara Longley	Responded to call type L as Category 13 -Fix released
09/10/1998 10:25:38	Barbara Longley	Hours spent since call received: 9 hours
09/10/1998 10:25:56	Barbara Longley	CALL PC0012010 closed: Category 13, Type L
09/10/1998 10:25:57	Barbara Longley	The response was delivered to: PowerHelp
09/10/1998 10:42:55	Customer Call	Date and time complete: 09/10/1998 11:32:44
09/10/1998 10:42:56	Customer Call	Service Complete (Confirmation) Received