

0002100	Closed	0	3 B	10/02/00 10:48	10/02/00 10:57	153405	S	SD02		HSH1	Pm reports that the barcode scanner and the swipe card reader are not operational. Pm reports that a clerk was entering a barcoded bt bill and she entered the amount and then she accidentally pressed the receipt key and it printed a receipt for a pre	Call Close by Matthew Taylor: Advised pm to print report to see if the transaction has gone thru. it had not gone thru. they have the transaction details. advised pm Hard reboot counter 3. navigated pm thru rebooting.
0002100	Closed	0	3 B	10/02/00 13:00	10/02/00 13:03	153405	S	SD02		HSH1	PM was ringing to say that the system keeps on crashing and has STOP 0X0000000A message.	Call Close by Anthony Leddra: PM cut off due to bad line.
0002100	Closed	0	2 C	10/02/00 13:04	10/02/00 13:11	153405	X	XI05		HSH1	PM called regarding the gateway crashing, he started telling me what was on the screen but the line cut off.	Call Close by Sangita Patel: PM got cut off.
0002100	Closed	0	3 B	10/02/00 13:09	10/02/00 15:07	153405	S	FE05		SMC1	reporting gateway counter has blue screen message "stop..0x0000000a)0x0000029b,0x000000ff,0x00000000,0x80846dc6" has already happened twice this morning and have rebooted system - happy to reboot again but would like the cause explaining/investigating.	Call Close by Anthony Obi: NT blue screen - counter re-booted problem resolved closure agreed.
0002190	Closed	0	2 C	19/02/00 09:57	19/02/00 10:00	153405	A	AD12		HSH1	A clerk has locked himself out of the system.	Call Close by Andrew Titman: PM happy with the advice and HTCC.
0002220	Closed	0	1 D	22/02/00 11:52	22/02/00 11:56	153405	X	XI05		HSH1	PM is calling rpt that she has entered an incorrect amt onto the quantum machine	Call Close by Jamie Lee: pmhtc.
0002240	Closed	0	3 B	24/02/00 08:05	01/03/00 18:17	153405	S	SD02		SMC1	Couldn't print due to a session being suspended last night, has rolled su & the office into the next week. Rebooted to clear the problem.	Call Close by Dave Smith: Engineer is going to site to swap out the counter anyway and PM has agreed closure of this call.
0002241	Closed	0	2 C	24/02/00 15:59	24/02/00 16:01	153405	A	AD14		HSH1	pm has a problem	Call Close by Nicola Harrison: pm happy to close the call,
0002290	Closed	0	2 C	29/02/00 08:49	29/02/00 08:53	153405	S	SD02		HSH1	Gateway has on screen 00000000A	Call Close by Paul Fitzpatrick: PMHTCC

101

0003082	Closed	0	2 C	08/03/00 21:02	08/03/00 21:49	153405	S	FE05		SMC1	Pm has had the system busy icon on for approx 10minutes. Pm was trying to preview the balance report, so pm can rollover. Pm complains that on every screen he has tried working on has had the system busy icon on, for approx 15 minutes at a time.	Call Close by Santok Chahal: PM is happy for inclosure.
0003090	Closed	0	2 C	09/03/00 09:13	09/03/00 09:14	153405	S	SD02		HSH1	Caller has turned on the gateway and the screen is frozen on the riposte screen the arrow is frozen as well . he was just trying to log on	Call Close by Tina Brown: pm ahppy to reboot
0003100	Closed	0	3 B	10/03/00 13:20	30/03/00 08:54	153405	H	HD01		SMC1	RNM states that the gateway crashes at least 3 or 4 times a week now, but in the beginning it was at least 2 times a day - An Engineer has been out to swap the base unit in the past and advised that they should have a Pentium 3 not a Pentium 2 processor	Call Close by Shaun Jowett: Duplicate Call E-0003280186 open for an engineer visit. Closing this call.
0003130	Closed	0	3 B	13/03/00 09:07	13/03/00 09:10	153405	S	SD02		HSH1	Pm rang to say that the main gateway has crashed this morning. He has rebooted and this solved the problem. He ws told to ring in to report this.	Call Close by Matthew Saunders: PMHTCC...
0003200	Closed	0	3 B	20/03/00 10:48	20/03/00 10:51	153405	S	SD02		HSH1	The gateway has crashed, it has Stop0x0000000a on the screen with a blue background.	Call Close by Shelley Hatch: pm happy to reboot unassisted
0003210	Closed	0	3 B	21/03/00 08:54	22/03/00 15:18	153405	S	SD02		SMC1	gateway has blue nt screen with stop message, this has happened very regularly and pm is re-booting almost daily,ref:0002240009,0003010031,0003070610,0003080691,01132372993,01132372903,01132373714. he had already begun re-boot this morning on his own	Call Close by Seema Shah: PM happy to close call as system is working ok.

103

003280	Closed	99	4:00 AM	28/03/00 09:08	10/04/00 14:31	153405	S	SD01		SMC1	PM states that system has already crashed this morning. System was rebooted and has crashed again. This has occurred within 10mins of each other. ***STOP 0x0000000A.	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.
003280	Closed	0	3 B	28/03/00 12:53	28/03/00 12:57	153405	S	SD02		HSH1	Pm says the gateway counter has crashed again.	Call Close by Nick Winger: Close this call as there is another one on the stack for the same problem. PMHTCC.
003281	Closed	0	3 B	28/03/00 17:58	29/03/00 09:18	153405	S	SD02		SMC1	Counter printer not working - green ready light on steady - trying to print giro report at first but then tried cheques listing that did not work either - not run out of paper - problem first noticed approx 16.45 printing giro report - PM went live 07.0	Call Close by Kyrstin Stuart: Has crash debug error on counter.
0003310	Closed	0	3 B	31/03/00 08:55	31/03/00 08:57	153405	S	SD01		HSH1	gate way turned on and has blue screen with STOPX0000000XA.	Call Close by Simon Davies: gate way turned on and has blue screen with STOPX0000000XA., advised pm to reboot counter. pmhtc
0003311	Closed	0	2 C	31/03/00 17:35	01/04/00 09:20	153405	S	SD02		SMC1	The system keeps crashing and IS DOING 3 or 4 times a day and is getting worse. They have had several base units installed but the problem persists	Call Close by Stephen Corney: Duplicate call.
0004051	Closed	0	2 C	05/04/00 17:04	01/05/00 14:06	153405	S	SD02		SMC1	Caller Caller has put in some travellers cqs and it came off the screen and she had to log in again	Call Close by Ross Wilmott - GRO Caller happy with the advice given call can be closed
0004052	Closed	0	1 D	05/04/00 17:53	13/04/00 17:21	153405	X	CC24		UKSS2	OBC work schedule. Engineer to site 7/4/00 at 13:00 to increase the number of counters from 4 to 5. Additional counter equipment shipped to PRE02 FAO Imraan Rawat 5/4/00.	Call Close by L. Betts: OBC work complete
0004060	Closed	0	3 B	06/04/00 09:19	06/04/00 13:37	153405	H	HD08		HSH1	pm reports that BOP OKI laser printer not working	Call Close by Joseph Fitzgerald: pmhtc
0004060	Closed	0	3 B	06/04/00 12:56	06/04/00 13:01	153405	S	SD02		HSH1	Roger Harrison - this morning 06/03/00 scre	Call Close by Ashley Molyneaux: Pm htcc

683

0004061	Closed	0	3 B	06/04/00 14:02	08/04/00 13:58	153405	X	CC24	HS1	please swap Gateway tomorrow in addition to adding an extra counter.	Call Close by Anthony Marsh: as per log gateway replr call closed
0004080	Closed	0	2 C	08/04/00 12:46	08/04/00 13:02	153405	A	AD03	HS1	PM reports that she is	Call Close by Anthony Marsh: Awaiting reboot...she is ok now the system is back up.
0004100	Closed	0	3 B	10/04/00 11:41	10/04/00 15:39	153405	N	ND02	SMC1	On Node 5 - 2,3 & 4 are disconnected - this was also happening on Saturday and they had a message on Saturday saying disconnected from the network - the base units are all switched on seem to functioning fine. Please investigate...	Call Close by Kyrstin Stuart: to reboot all counters.
0004101	Closed	99	4:00 AM	10/04/00 16:46	19/04/00 12:48	153405	N	ND02	HS1	Mike Croshaw at SSC rang on behalf of this FAD to say wants this call routed to CFM3 so that they can liaise with Energis re the quality of teh ISDN line as the line seems to be losing Packets on standard Ping tests.	Call Close by Lyndsey Elliot: Call closed as per instruction in call log.
0004110	Closed	0	4:00 AM	11/04/00 09:32	25/05/00 15:24	153405	S	SD02	EDSC1	PM is calling due to existing problem call E-0004100575(Which is closed now. Just for info). PM was getting problems with the gateway where it was crashing a lot in the mornings. (0x0000000A). PM has got that again. Also som of the counters are running	Call Close by uktemp27: 17/04/2000 15:35:07 - By Pat Carroll CALL PC0042858 closed: Category 92, Type L 17/04/2000 15:35:07 - By Pat Carroll The response was delivered to: PowerHelp 17/04/2000 15:40:19 - By Customer Call Date and time complete
0004110	Closed	0	3 B	11/04/00 13:26	17/04/00 12:25	153405	N	ND03	SMC1	please allocate engineer to site to check cables and land connections to counters	Call Close by Russell King: Call can be closed.
0004122	Closed	0	3 B	12/04/00 19:54	22/04/00 22:09	153405	N	ND02	SMC1	Arrange to put the ISDN out of service for 2 to 3 days to test the circuit on this post office - have been many problems with comms.	Call Close by Russell King: ISDN repaired, commsa re now fine - call closed

105

0004130	Closed	0	3 B	13/04/00 10:36	13/04/00 10:40	153405	S	SD02		HSH1	Pm reports that node 5 is getting an error message when trying to log on "cannot perform session transfer while processing report".	Call Close by Matthew Taylor: Asked pm to log on to gateway. he could log in and he had the ap recovery screen navigated pm thru that. then advised pm to log off and then log in on node 5. he could log in ok.
0004141	Closed	99	4:00 AM	14/04/00 17:01	17/04/00 10:20	153405	S	SD02		HSH1	Repeated blue screen on Gateway. Please replace gateway UNIT.	Call Close by Anthony Marsh: Calling PM who advised that the call can be closed off.
0005090	Closed	0	3 B	09/05/00 11:36	10/05/00 00:23	153405	S	SD01		SMC1	"Stop: 0x0000000A (0xA2A2A2,0x000000FF,0x0000001,0x0000000837DC4) RQL not less or equal." message on blue screen on gateway station. No-one was logged on at the time.	Call Close by Wayne Bragg: NT blue screen stop0x000000a, rebooted.
0006011	Closed	0	2 C	01/06/00 12:32	01/06/00 12:51	153405	A	AD03		HSH1	PM reports that last night he produced ONCH declaration last night and it showed some things which the Pm is not aware of.	Call Close by Carl hunt: PMHTCC
0006211	Closed	0	2 C	21/06/00 12:49	21/06/00 13:16	153405	A	AD03		HSH4	PM has called to say that they need us to send a print out of the calls that they have made to us from 7th February. They are being liable for a lot of money and need to prove that they have called us. They mainly need the reference numbers.	Call Close by Aidan Heritage: as above
0006260	Closed	0	2 C	26/06/00 10:53	26/06/00 11:02	153405	A	AD14		HSH1	PM has a cash shortage that is held in susp acc. Susp acc now shows double the original figure.	Call Close by Hardev Raikmo: Transferred PM to NBSC. PMHTCC
0007053	Closed	0	2 C	05/07/00 19:29	05/07/00 19:32	153405	A	AD03		HSH1	PM wanted to reboot that his system was running slow when completing his roll over	Call Close by Roger Parsons: PM advised that the system is running slow due to the amount of network traffic today. PMHTCC.