

HOME Pathway NR2 Archive4.0a on pwayweb01

PH4PatNR2 on STE09HSH05 patenqweb 21/06/00 ICL

Call E-0003280186

Remarks

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Status:	Closed	Opened:	Tue 28 March 2000 09:08	Site:	153405
Severity:	4 A	Closed:	Mon 10 April 2000 14:31	Customer:	I039
Priority:	99			CSR/Team:	uk059129 / SMC1
Caller Details					
Caller:	Roger Harrison	Phone:	GRO	Site:	153405
Title:	PostMaster	Login:		Department:	
		Caller ID:		Location:	
Call Problem Details					
Product Type:	PT03	Call Type:	S	ProbType:	SD01
Problem Text:	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 Closure Details					
Closed:	10/04/00 14:31	Cause:	C22	Repair:	R09
Resolution:	RS08				
Text:	Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.				
Call Asset Details					
Asset ID:	1534051	Description:	Multi Counter Gateway 400 - Live PO Sites	Serial No:	792852T
Product:	PATICLX365/400B	Description:	Multi Counter Gateway 400 - Live PO Sites	Network ID:	
Call Activity Log					
OPEN	Tue 28 March 2000 09:04 by uk080012 / HSH1 New call taken by Simon Gavin: 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.			Saved: Tue 28 March 2000 09:08	
OPEN_CALL_TS	Tue 28 March 2000 09:08 by uk080012 / HSH1 Open Calls Troubleshoot (Affected Site:153405)			Saved: Tue 28 March 2000 09:08	
Advice	Tue 28 March 2000 09:11 by uk080012 / HSH1 advised PM to reboot counter as an 0x0.A stop code.			Saved: Tue 28 March 2000 09:11	
REASSIGN	Tue 28 March 2000 09:11 by uk080012 / HSH1 Call # E-0003280186 was Reassigned from Simon Gavin, Group HSH1 to Group SMC1 re-assigning for information and investigation			Saved: Tue 28 March 2000 09:12	
Information	Tue 28 March 2000 09:12 by uk080012 / HSH1 counter affected is the gateway			Saved: Tue 28 March 2000 09:12	
Information	Tue 28 March 2000 13:04 by uk079786 / HSH1 Pm called again to say she rebooted the counter and it has crashed again. She is still waiting for a call back from second line.			Saved: Tue 28 March 2000 13:04	
Information	Tue 28 March 2000 17:24 by uk080007 / HSH1 pm reporting that system gateway counter has crashed. blue debug screen. tried to voice thought to smc for advise as to whether to re boot.			Saved: Tue 28 March 2000 17:24	
Information	Tue 28 March 2000 17:26 by uk080007 / HSH1 - spoke to smc advised that probably memory problem.			Saved: Tue 28 March 2000 17:26	
Information	Tue 28 March 2000 17:27 by uk080007 / HSH1 pm advised that he has rebooted four times today. advised pm that smc will contact him.			Saved: Tue 28 March 2000 17:27	
OPEN_CALL_TS	Wed 29 March 2000 07:10 by UK061801 / SMC1 Open Calls Troubleshoot (Affected Site:153405)			Saved: Wed 29 March 2000 07:10	
REASSIGN	Wed 29 March 2000 09:04 by UK061825 / SMC1 Call # E-0003280186 was Reassigned from Group SMC1 to Kyrstin Stuart, Group SMC1			Saved: Wed 29 March 2000 09:04	
OPEN_CALL_TS	Wed 29 March 2000 09:10 by UK061825 / SMC1 Open Calls Troubleshoot (Affected Site:153405)			Saved: Wed 29 March 2000 09:11	
Contacted	Wed 29 March 2000 09:13 by UK061825 / SMC1 Called PM-per kel ref. rcoleman2040m.htm and advised that we need to change the base unit as reboots haven't cured the problem.			Saved: Wed 29 March 2000 09:13	
Recommend	Wed 29 March 2000 09:14 by UK061825 / SMC1 Engineer required to swap out the base unit, build 2_2. Access times today are till 2pm, tomorrow 9 - 5.30pm.			Saved: Wed 29 March 2000 09:14	
OPEN_CALL_TS	Wed 29 March 2000 09:15 by UK061825 / SMC1 Open Calls Troubleshoot (Affected Site:153405)			Saved: Wed 29 March 2000 09:15	
REASSIGN	Wed 29 March 2000 09:16 by UK061825 / SMC1 Call # E-0003280186 was Reassigned from Kyrstin Stuart, Group SMC1 to Group UKSS passing for engineer visit			Saved: Wed 29 March 2000 09:16	
MODIFY	Wed 29 March 2000 09:09 by UK061825 / SMC1 Call information modified by Kyrstin Stuart Action Group: from 'SMC1' to 'UKSS' CSR ID: from 'uk061825' Product ID: from 'EPOSS' to 'PATICLX365/400B' Prod. Descr.: from 'EPOSS' Counter Aff.: to '1' ...etc.			Saved: Wed 29 March 2000 09:16	

REASSIGN	Wed 29 March 2000 09:13 by G.Simpson / UKSS Call # E-0003280186 was Reassigned from Group UKSS to Glynis Simpson, Group UKSS Reassigned for progression	Saved: Wed 29 March 2000 09:14
MODIFY	Wed 29 March 2000 09:17 by G.Simpson / UKSS Call information modified by Glynis Simpson Serial #: to '792852T' Tag: to '1534051'	Saved: Wed 29 March 2000 09:17
REASSIGN	Wed 29 March 2000 09:18 by G.Simpson / UKSS Call # E-0003280186 was Reassigned from Glynis Simpson, Group UKSS to Group UKSS1 Reassigned for engineers visit	Saved: Wed 29 March 2000 09:18
REASSIGN	Wed 29 March 2000 09:40 by Dispatch 1 / The projected arrival date for engineer 064008 is 29-03-2000 10:25:00 Engineer 064008 allocated	Saved: Wed 29 March 2000 09:38
UPDATE	Wed 29 March 2000 14:10 by Dispatch 1 / Engineer 064008 despatched to site at 29-03-2000 14:00:00 ** [No Remark entered.]	Saved: Wed 29 March 2000 14:08
UPDATE	Wed 29 March 2000 15:10 by Dispatch 1 / Engineer 064008 arrived on site at 29-03-2000 15:01:00 ** [Engineer 064008 Logged On.]	Saved: Wed 29 March 2000 15:09
UPDATE	Wed 29 March 2000 16:10 by Dispatch 1 / Base unit failed on fit	Saved: Wed 29 March 2000 16:07
UPDATE	Wed 29 March 2000 16:10 by Dispatch 1 / base unit 400B failed on fit. serial number of base unit given to Becky	Saved: Wed 29 March 2000 16:07
UPDATE	Wed 29 March 2000 17:30 by Dispatch 1 / Engineer 064008 allocated	Saved: Wed 29 March 2000 17:28
SUSPEND	Wed 29 March 2000 18:03 by UK052525 / UKSS2 Call suspended by Jayne Drew SUSPENDING PENDING RETURN VISIT BY ENG TOMORROW	Saved: Wed 29 March 2000 18:03
RELEASE	Thu 30 March 2000 07:56 by UK052525 / UKSS2 Call released by Jayne Drew: releasing for eng visit	Saved: Thu 30 March 2000 07:56
ENG VISIT	Thu 30 March 2000 09:00 by 064008 / ENGINEERS ENG REPLACED BASE UNIT STILL NO CHANGE IN THE SPEED OF THE SYSTEM REINSTALLED OLD BASE UNIT ENG ADVISED PM TO RELOG IF PROBLEM GETS ANY SLOWER. Call closure code of unnecessary and repair code 819	Saved: Thu 30 March 2000 12:00
REASSIGN	Thu 30 March 2000 13:14 by Dispatch 1 / OTI monitor reassigned this call from Dispatch 1 to G.Simpson (UKSS)	Saved: Thu 30 March 2000 13:14
REASSIGN	Thu 30 March 2000 13:20 by G.Simpson / UKSS Call # E-0003280186 was Reassigned from Glynis Simpson, Group UKSS to Group SMC1 Engineer visit complete, call returned for action	Saved: Thu 30 March 2000 13:21
Repeat Call	Thu 30 March 2000 16:07 by uk080108 / HSH1 Base unit was installed at 10.30 and crashed immediately. Engineer rebooted but has just crashed again. - Pm is sure that problem could not with base unit as this has been changed many times and problem is still occurring.	Saved: Thu 30 March 2000 16:07
Advice	Fri 31 March 2000 13:47 by uk079782 / HSH1 caller wants this escalated.	Saved: Fri 31 March 2000 13:47
Advice	Fri 31 March 2000 16:49 by uk080011 / HSH1 Call e-0003311246 was raised on the back of this and is related to the same problem - voiced SMC who advised to merge the calls.	Saved: Fri 31 March 2000 16:49
OPEN_CALL_TS	Fri 31 March 2000 16:51 by uk080011 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Fri 31 March 2000 16:52
Information	Fri 31 March 2000 16:52 by uk080011 / HSH1 New call taken by Bev Brown: 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	Saved: Fri 31 March 2000 16:52
OPEN_CALL_TS	Fri 31 March 2000 16:52 by uk080011 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Fri 31 March 2000 16:52
Advice	Fri 31 March 2000 16:52 by uk080011 / HSH1 Reassigning to SMC for further investigation. The system crashed 3 or 4 times a day. New base units have been installed but the problem persists	Saved: Fri 31 March 2000 16:52
OPEN_CALL_TS	Fri 31 March 2000 16:53 by uk080011 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Fri 31 March 2000 16:53
Advice	Fri 31 March 2000 16:53 by uk080011 / HSH1 Advised PM to reboot the counter - PM happy to carry this out as long as this is investigated.	Saved: Fri 31 March 2000 16:53
OPEN_CALL_TS	Fri 31 March 2000 16:54 by uk080011 / HSH1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Fri 31 March 2000 16:54
Repeat Call	Sat 01 April 2000 08:49 by uk080054 / HSH1 PM reports that the gateway has crashed yet again(blue stop screen 0x0000000A.) Pm not happy as no amount of reboots or swapping of base units seems to work. There is no pattern to the system crashing. PM states they have had about 5 base units only went live 7/2/2000. System is crashing at least once a day up to 4 times a day.	Saved: Sat 01 April 2000 08:49
OPEN_CALL_TS	Sat 01 April 2000 08:51 by UK061354 / SMC1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Sat 01 April 2000 08:52
Information	Sat 01 April 2000 08:54 by uk080054 / HSH1 PM states that they had a call yesterday after the system crashed. E-0003311246. VOiced SMC who said they will have a look into it.	Saved: Sat 01 April 2000 08:54

REASSIGN	Sat 01 April 2000 08:58 by uk080054 / HSH1 Call # E-0003280186 was Reassigned from Group SMC1 to Group SMC1 Reassign for investigation	Saved: Sat 01 April 2000 08:58
OPEN_CALL_TS	Sat 01 April 2000 09:00 by UK061354 / SMC1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Sat 01 April 2000 09:00
REASSIGN	Sat 01 April 2000 10:45 by UK061354 / SMC1 Call # E-0003280186 was Reassigned from Group SMC1 to Stephen Corney, Group SMC1	Saved: Sat 01 April 2000 10:45
Information	Sat 01 April 2000 12:38 by UK061354 / SMC1 Gateway counter has been swapped out before and still there is continual problems with the gateway counter blue screens, can this site be investigated to see if there is any reasons for this.	Saved: Sat 01 April 2000 12:38
Information	Sat 01 April 2000 14:42 by UK061354 / SMC1 Event logs down loaded ref:32019	Saved: Sat 01 April 2000 14:42
Information	Sat 01 April 2000 14:43 by UK061354 / SMC1 For investigation	Saved: Sat 01 April 2000 14:43
ReOpen OTI	Sat 01 April 2000 14:43 by UK061354 / SMC1 For investigation	Saved: Sat 01 April 2000 14:43
REASSIGN	Sat 01 April 2000 14:43 by UK061354 / SMC1 Call # E-0003280186 was Reassigned from Stephen Corney, Group SMC1 to Group EDSC1	Saved: Sat 01 April 2000 14:43
UPDATE	Mon 03 April 2000 09:42 by PINICL / By Paul Steed at 03-apr-2000 09:40:00 Category 40 - Incident Under Investigation PRESCAN:Routing to Mike in the absence of Pat	Saved: Mon 03 April 2000 09:42
OTI_CLOSE	Tue 04 April 2000 10:22 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 04-apr-2000 10:23:00 Category 92 - Suspected hardware fault SSC cannot ping gateway - please pass to CFM ASAP to check comms to this site.	Saved: Tue 04 April 2000 10:22
REASSIGN	Tue 04 April 2000 10:22 by PINICL / OTI monitor reassigned this call from PINICL to UK061354 (SMC1)	Saved: Tue 04 April 2000 10:22
Information	Tue 04 April 2000 10:57 by UK061356 / SMC1 Raising call to an 'A' priority - on aithorisation of Alison Peacock.	Saved: Tue 04 April 2000 10:57
Information	Tue 04 April 2000 10:58 by UK061356 / SMC1 Passing call to CFM3 - please check comms.	Saved: Tue 04 April 2000 10:58
REASSIGN	Tue 04 April 2000 10:58 by UK061356 / SMC1 Call # E-0003280186 was Reassigned from Stephen Corney, Group SMC1 to Group CFM3	Saved: Tue 04 April 2000 10:58
MODIFY	Tue 04 April 2000 10:58 by UK061356 / SMC1 Call information modified by Anthony Obi CSR ID: Priority: from '0' to '99' Severity: from '3' to '4'	Saved: Tue 04 April 2000 10:59
Information	Tue 04 April 2000 11:15 by uk058547 / CFM3 We are establishing Normal call clearing to this counter but are not passing packets, this suggests problems with counter, KEL points towards the eicon driver. There is not a fault on this ISDN line. PH	Saved: Tue 04 April 2000 11:15
REASSIGN	Tue 04 April 2000 11:17 by uk058547 / CFM3 Call # E-0003280186 was Reassigned from Group CFM3 to Group SMC1	Saved: Tue 04 April 2000 11:17
Information	Tue 04 April 2000 23:39 by UK061825 / SMC1 Passing back to EDSC per update from CFM, counter has already been swopped out previously and still experiencing the same problem.	Saved: Tue 04 April 2000 23:39
ReOpen OTI	Tue 04 April 2000 23:40 by UK061825 / SMC1 Passing back to EDSC per update from CFM, counter has already been swopped out previously and still experiencing the same problem.	Saved: Tue 04 April 2000 23:40
REASSIGN	Tue 04 April 2000 23:41 by UK061825 / SMC1 Call # E-0003280186 was Reassigned from Group SMC1 to Group EDSC1 Passing for investigation	Saved: Tue 04 April 2000 23:41
Information	Wed 05 April 2000 04:24 by UK061826 / SMC1 Noted on shift handover for am shift to voice prompt.	Saved: Wed 05 April 2000 04:24
Repeat Call	Wed 05 April 2000 09:04 by uk079785 / HSH1 pm reporting yet another crash, advised that 3rd line software support are investigating and he will be updated asap	Saved: Wed 05 April 2000 09:04
Advice	Wed 05 April 2000 14:52 by uk079746 / HSH1 Pm called in to advise us that again it has windows crash, spoke to Mike Croshaw he advised reboot to clear.	Saved: Wed 05 April 2000 14:52
UPDATE	Wed 05 April 2000 16:47 by PINICL / By Mike Croshaw at 05-apr-2000 16:49:00 Category 40 - Incident Under Investigation This looks like a problem with the Eicon driver (together with some very intermittent comms). Continuing to gather further evidence.	Saved: Wed 05 April 2000 16:47
UPDATE	Wed 05 April 2000 17:22 by PINICL / By Mike Croshaw at 05-apr-2000 17:23:00 Category 40 - Incident Under Investigation POStatus messages indicate a history of comms failures (at least 3 major comms failures within the last month).	Saved: Wed 05 April 2000 17:22
Repeat Call	Thu 06 April 2000 11:35 by uk079674 / HSH1 pm states that his gateway counter has crashed again.... i advised him that as it was a re-occurring problem i would send it to smc for investigation-he then advised me that the call was with EDSC and was under investigation and gave the ref number of this call-the pm will reboot the counter, and continue.	Saved: Thu 06 April 2000 11:35
UPDATE	Thu 06 April 2000 11:38 by PINICL / By Barbara Longley at 06-apr-2000 11:38:00 Category 40 - Incident Under Investigation Shelley from HSH rang for an urgent update on this call saying it was an 'A' priority. It is a 'B' and has always been a 'B'.	Saved: Thu 06 April 2000 11:38

UPDATE	Thu 06 April 2000 14:00 by PINICL / By Mike Croshaw at 06-apr-2000 13:59:00 Category 40 - Incident Under Investigation Requested gateway to be swapped as engineer is visiting site to add an extra counter anyway. Call ref for new call is E-0004061124.	Saved: Thu 06 April 2000 14:00
OPEN_CALL_TS	Thu 06 April 2000 18:16 by UK061809 / SMC1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Thu 06 April 2000 18:17
OPEN_CALL_TS	Thu 06 April 2000 18:17 by UK061809 / SMC1 Open Calls Troubleshoot (Affected Site:153405)	Saved: Thu 06 April 2000 18:23
Information	Thu 06 April 2000 18:24 by uk080066 / HSH1 Pm called to say that gateway crashed again but this time the stop error is 1E instead of A. On Kel, this states that they the counter may need an increase of RAM SMC advised to reboot the counter and to stop use of it if possible.	Saved: Thu 06 April 2000 18:24
Information	Fri 07 April 2000 08:56 by uk066871 / HSH1 System has crashed again. STOP 0x0000000a(0x00004000,0x000000ff,0x00000001,0x808511d6) PM to reboot again	Saved: Fri 07 April 2000 08:56
Advice	Sat 08 April 2000 12:54 by uk079832 / HSH1 PM calling to advise that the gateway counter has crashed. The system has gone to the blue setup screen, stop message 0x0000000a, advising hard reboot.	Saved: Sat 08 April 2000 12:54
REASSIGN	Mon 10 April 2000 11:41 by uk079782 / HSH1 Call # E-0003280186 was Reassigned from Group EDSC1 to Group CFM3 re assigned for action	Saved: Mon 10 April 2000 11:41
OTI_CLOSE	Mon 10 April 2000 11:38 by PINICL / NO TRANSACTION DATE AND TIME WAS PROVIDED FOR THIS ACTION USING CURRENT DATE AND TIME By Mike Croshaw at 10-apr-2000 11:34:00 Category 100 - Route call to CFM SSC unable to ping this site. Please pass to CFM3 again to check comms - counter has been swapped 3 times and crashes are still occurring, this suggests consistent ISDN failure. Please perform an end to end check of the line. HARDWARE FAULT	Saved: Mon 10 April 2000 11:38
REASSIGN	Mon 10 April 2000 11:38 by PINICL / OTI monitor reassigned this call from PINICL to uk080012 (HSH1)	Saved: Mon 10 April 2000 11:38
REASSIGN	Mon 10 April 2000 11:44 by uk059368 / HSH1 Call # E-0003280186 was Reassigned from Simon Gavin, Group HSH1 to David John Flood, Group HSH1 Reassigning for action.	Saved: Mon 10 April 2000 11:44
REASSIGN	Mon 10 April 2000 11:45 by uk059368 / HSH1 Call # E-0003280186 was Reassigned from David John Flood, Group HSH1 to Group SMC1 Reassigning for further progression. Please route to CFM as requested.	Saved: Mon 10 April 2000 11:45
Information	Mon 10 April 2000 11:45 by uk059368 / HSH1 Printed off and handed call to SMC.	Saved: Mon 10 April 2000 11:45
Information	Mon 10 April 2000 11:39 by uk061353 / SMC1 passing this call to CFM3 as per SSC update.	Saved: Mon 10 April 2000 11:39
REASSIGN	Mon 10 April 2000 11:40 by uk061353 / SMC1 Call # E-0003280186 was Reassigned from Group SMC1 to Group CFM3	Saved: Mon 10 April 2000 11:40
REASSIGN	Mon 10 April 2000 11:46 by contin3 / CFM3 Call # E-0003280186 was Reassigned from Group CFM3 to Group CFM3 WIGAN	Saved: Mon 10 April 2000 11:46
Information	Mon 10 April 2000 11:52 by contin3 / CFM3 Re-tested comms to site, we are seeing normal call clearing on the ISDN line and counter is also accepting small and large packets, comms to site working okay.	Saved: Mon 10 April 2000 11:52
REASSIGN	Mon 10 April 2000 12:04 by contin3 / CFM3 Call # E-0003280186 was Reassigned from Group CFM3 WIGAN to Group SMC1	Saved: Mon 10 April 2000 12:04
REASSIGN	Mon 10 April 2000 14:29 by uk059129 / SMC1 Call # E-0003280186 was Reassigned from Group SMC1 to Shaun Jowett, Group SMC1	Saved: Mon 10 April 2000 14:29
CLOSE	Mon 10 April 2000 14:31 by uk059129 / SMC1 Call Close by Shaun Jowett: I have spoken to the PM and everything now seems to be functioning correctly.	Saved: Mon 10 April 2000 14:31

This call has remarks