

PinICL Expor PC0051108

Ref	Summary	Opened	Last update	Customer	Product Group
PC0051108	counter2 icons have not updated the same as on 1&3	25/07/2000 11:08:03	26/07/2000 08:39:35	Ann Vannan/ GRO	EPOSS & DeskTop
EDSC			Closed		Desktop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	64523244
ORIGREF	E-0007250072
CONSUMER	16953 A1GATE
CONSUMERREF	E-0007250072
PowerHelp	E-0007250072

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Desktop	

Activities

Date	User	Comment
25/07/2000 11:08:03	Customer Call	CALL PC0051108 opened
25/07/2000 11:08:08	Customer Call	CALL PC0051108:Priority B:CallType L - Target 28/07/00 12:08:03
25/07/2000 11:08:08	Customer Call	25/07/00 08:44 Counter 2 is having problems, lots of anomilies, keyboard has
25/07/2000 11:08:08	Customer Call	been replaced once, base unit twice, and still problem, the icon which
25/07/2000 11:08:08	Customer Call	changed appearance on other counters about a fortnight ago have not changed
25/07/2000 11:08:08	Customer Call	on counter 2. ISDN comms are OK.
25/07/2000 11:08:08	Customer Call	25/07/00 10:43 UK061916
25/07/2000 11:08:08	Customer Call	Contacted: Contacted PO. Spoke to PM.
25/07/2000 11:08:08	Customer Call	She said that icon that was wrong is new F15 Fast Cash
25/07/2000 11:08:08	Customer Call	icon. The new icon picture has not updated correctly.
25/07/2000 11:08:08	Customer Call	I advised PM to reboot counter 2 just in case the new
25/07/2000 11:08:08	Customer Call	version icon was never initialised.
25/07/2000 11:08:08	Customer Call	PM ok to reboot by herself so I will call her back at
25/07/2000 11:08:08	Customer Call	11:00 to see if that's cured the problem.

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25/07/2000 11:08:08	Customer Call	25/07/00 11:11 UK061916
25/07/2000 11:08:08	Customer Call	Information: Counter 2 rebooted fine but the icon still not updated.
25/07/2000 11:08:08	Customer Call	Counters 1 and 2 health check fine and counter 2 seems to
25/07/2000 11:08:08	Customer Call	have all the software required. Counter 2 was wapped on 3rd
25/07/2000 11:08:08	Customer Call	July during time that new icons were beingsent to all
25/07/2000 11:08:08	Customer Call	counters.
25/07/2000 11:08:08	Customer Call	Will investigate further.
25/07/2000 11:08:08	Customer Call	25/07/00 11:45 UK061916
25/07/2000 11:08:08	Customer Call	Information: Spoke to Jovan on Software Distribution Team and he said
25/07/2000 11:08:08	Customer Call	that this site does not appear on list of FAD's still needing
25/07/2000 11:08:08	Customer Call	software updates.
25/07/2000 11:08:08	Customer Call	Suggested this call be sent to SSC for furthe
25/07/2000 11:08:08	Customer Call	rinvestigation.
25/07/2000 11:08:08	Customer Call	Counetr 2 has not received update of Fast cash icon F15 on
25/07/2000 11:08:08	Customer Call	main serve customer menu. PM only complaining about this
25/07/2000 11:08:08	Customer Call	icon but not any of the other ic9on updates. Seems strange as
25/07/2000 11:08:08	Customer Call	surely if one icon hadn't updated then all others shouldn't
25/07/2000 11:08:08	Customer Call	have either.
25/07/2000 11:08:08	Customer Call	25/07/00 11:57 UK061916
25/07/2000 11:08:08	Customer Call	Contacted: Contacted PM again to find out if any other icons not
25/07/2000 11:08:08	Customer Call	updated. It's also Fast Cash/Cheque icons on Settlement, i.e. on
25/07/2000 11:08:08	Customer Call	Settelemt screen from Functions and also when ordinary
25/07/2000 11:08:08	Customer Call	transaction done and settlement screen appears as part of that.
25/07/2000 11:08:09	Customer Call	Again, counters 1 and 3 got the icon updates but counter 2
25/07/2000 11:08:09	Customer Call	didn't.
25/07/2000 11:08:09	Customer Call	Have searched KEL but found nothing relevant. This might

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25/07/2000 11:08:09	Customer Call	have something to do with countyer 2 being swapped on
25/07/2000 11:08:09	Customer Call	03/07/00, that could've been during when counters 1 and 3 were
25/07/2000 11:08:09	Customer Call	receiving icon updates, causing counter 2 to be potentially
25/07/2000 11:08:09	Customer Call	missed out. Counter 2 rolled out successfully at 2.3 at 10:33
25/07/2000 11:08:09	Customer Call	03/07/00, this was the box swap. Counters 1 and 3 seem fine
25/07/2000 11:08:09	Customer Call	from event archives for July. Will pass to SSC for
25/07/2000 11:08:09	Customer Call	investigation.
25/07/2000 11:08:09	Customer Call	25/07/00 12:04 UK061916
25/07/2000 11:08:09	Customer Call	Information: Downloaded counter 2 event logs, file id: 48639.
25/07/2000 11:08:09	Customer Call	F} Call details
25/07/2000 11:08:09	Customer Call	Diagnostician name:
25/07/2000 11:08:11	Customer Call	Customer opened date 25/07/2000 08:44:13
25/07/2000 12:09:36	Deleted User (Anna Croft Sep/00)	The call summary has been changed from:-
25/07/2000 12:09:36	Deleted User (Anna Croft Sep/00)	Counter 2 is having problems, lots of anomilies, k
25/07/2000 12:09:36	Deleted User (Anna Croft Sep/00)	The call summary is now:-
25/07/2000 12:09:36	Deleted User (Anna Croft Sep/00)	counter2 icons have not updated the same as on 1&3
25/07/2000 12:09:36	Deleted User (Anna Croft Sep/00)	Target Release updated to CSR-CI3_2R
25/07/2000 12:09:36	Deleted User (Anna Croft Sep/00)	Product EPOSS & DeskTop Desktop added
25/07/2000 13:27:07	Diane Rowe	The Call record has been assigned to the Team Member: Richard Coleman
25/07/2000 13:27:08	Diane Rowe	Defect cause updated to 99:General - Unknown
25/07/2000 13:27:08	Diane Rowe	Hours spent since call received: 0 hours
26/07/2000 08:39:31	Richard Coleman	F} Response :

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26/07/2000 08:39:32	Richard Coleman	The reason that the icons haven't been updated is because the counter has not
26/07/2000 08:39:32	Richard Coleman	had all the software patches required. In particular RIPOSTE_UNSIGNED 5_2.
26/07/2000 08:39:32	Richard Coleman	SMC to distribute and commit RIPOSTE_UNSIGNED 5_2 on counter 2 which will
26/07/2000 08:39:32	Richard Coleman	make the new icons available.
26/07/2000 08:39:32	Richard Coleman	Please also distribute and commit any other required patches. Counter 2 has
26/07/2000 08:39:32	Richard Coleman	only 9 patches, whereas counter 3 has 25. I don't know which are required and
26/07/2000 08:39:32	Richard Coleman	which aren't, so can SMC please check that counter 2 is patched to the latest
26/07/2000 08:39:32	Richard Coleman	level.
26/07/2000 08:39:32	Richard Coleman	Thank you.
26/07/2000 08:39:32	Richard Coleman	
26/07/2000 08:39:32	Richard Coleman	KEL RColeman2110J created.
26/07/2000 08:39:32	Richard Coleman	PM has not been contacted.
26/07/2000 08:39:32	Richard Coleman	Closing call as no fault in product.
26/07/2000 08:39:32	Richard Coleman	[END OF REFERENCE 20488893]
26/07/2000 08:39:32	Richard Coleman	Responded to call type L as Category 62 -No fault in product
26/07/2000 08:39:32	Richard Coleman	Hours spent since call received: 0 hours
26/07/2000 08:39:32	Richard Coleman	Defect cause updated to 41:General - in Procedure
26/07/2000 08:39:35	Richard Coleman	CALL PC0051108 closed: Category 62, Type L
26/07/2000 08:39:35	Richard Coleman	The response was delivered to: PowerHelp