

Export

### Peak Incident Management System

Call Reference	<b>PC0049308</b>	Call Logger	<u>Customer Call</u> -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0007031533
Call Type	Live Incidents	Priority	D -- Internal
Contact	EDSC	Call Status	Closed -- User error
Target Date	17/07/2000	Effort (Man Days)	0
Summary	fad 3912 has not polled for two days since 30/6/00		

Progress Narrative

Date:04-Jul-2000 01:35:00 User: Customer Call  
 CALL PC0049308:Priority A:CallType L - Target 04/07/00 20:00:00  
 03/07/00 15:19 fad 3912 has not polled for two days since 30/6/00  
 04/07/00 02:42 uk082135  
 Information: This 10 counter site health checks fine..large pkts. & O.D.  
 alive.  
 F) Call details  
 Diagnostician name:  
 Customer opened date 03/07/2000 15:19:00  
 CALL PC0049308 opened

Date:04-Jul-2000 07:15:00 User:Richard Coleman  
 Target Release updated to CSR-CI3\_2R  
 CALL PC0049308:Priority D:CallType L - Target 17/07/00 20:00:00  
 Product General/Other/Misc ISDN added  
 The Call record has been assigned to the Team Member: Richard Coleman  
 Defect cause updated to 42:Gen - Outside Pathway Control  
 Hours spent since call received: 0 hours

Date:04-Jul-2000 12:15:00 User:Richard Coleman  
 F) Response :  
 Counter 6 was rebooted 1/7/2000 and POLO was not done until 3/7/2000.  
 Request closure.  
 [END OF REFERENCE 19721521]  
 Responded to call type L as Category 40 -Incident Under Investigation  
 The response was delivered to: PowerHelp  
 The Call record has been transferred to the Team: MSU-NPOs  
 Hours spent since call received: 0 hours

Date:04-Jul-2000 15:48:00 User:Ilka Koehler-Wain  
 F) Response :  
 Please close this call.  
 [END OF REFERENCE 19738928]  
 Responded to call type L as Category 68 -Administrative Response  
 Hours spent since call received: 0 hours  
 The Call record has been transferred to the Team: EDSC  
 The response has been routed to the gateway team for validation

Date:04-Jul-2000 15:53:00 User:Barbara Longley  
 F) Response :  
 7/4/2000 16:48:49 - By Ilka Koehler-Wain -MSU  
 Please close this call.  
 counter rebooted  
 closing as user error  
 [END OF REFERENCE 19739151]  
 Responded to call type L as Category 98 -User error

Date:04-Jul-2000 15:54:00 User:Barbara Longley  
 Hours spent since call received: 0 hours  
 CALL PC0049308 closed: Category 98, Type L  
 The response was delivered to: PowerHelp

Date:04-Jul-2000 15:57:00 User: Customer Call  
 Date and time complete: 04/07/2000 16:56:55  
 Service Complete (Confirmation) Received

Root Cause	Gen - Outside Program Control
Logger	<u>Customer Call</u> -- EDSC

Subject Product	General/Other/Misc -- ISDN (version unspecified)
Assignee	_Unassigned_ -- EDSC
Last Progress	04-Jul-2000 15:57 -- _Customer Call_