

PinICL Expor PC0033128

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration -	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley	Dugannon 43K		Closed		Balancing

References

Name	Value
Other	E9911040163
Call reference	PC0032801
Customer reference	BSM19991110001
Customer reference	10000035

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Balancing	

Activities

Date	User	Comment
10/11/1999 15:43:07	Ann-Marie Dick	CALL PC0033128 opened
10/11/1999 15:43:07	Ann-Marie Dick	References entered are:-
10/11/1999 15:43:07	Ann-Marie Dick	T Other : E9911040163
10/11/1999 15:43:07	Ann-Marie Dick	Call reference : PC0032801
10/11/1999 15:43:07	Ann-Marie Dick	Product EPOSS & DeskTop Balancing added
10/11/1999 15:43:07	Ann-Marie Dick	Target Release entered: Unknown
10/11/1999 15:43:07	Ann-Marie Dick	PM - Dugannon PO £43k discrepancy
10/11/1999 15:43:07	Ann-Marie Dick	Outlet has a discrepancy of £43,000 after balancing SUs and doing office
10/11/1999 15:43:07	Ann-Marie Dick	snapshot.
10/11/1999 15:43:07	Ann-Marie Dick	
10/11/1999 15:43:07	Ann-Marie Dick	Phil Turnock POCL BSM has advised outlet on this weeks balance. Steve Warwick
10/11/1999 15:43:07	Ann-Marie Dick	development is investigating why this mis-balance occurred.
10/11/1999 15:43:07	Ann-Marie Dick	
10/11/1999 15:43:07	Ann-Marie Dick	Immediate impact of this weeks balance has been addressed but POCL are
10/11/1999 15:43:07	Ann-Marie Dick	concerned that the cause is still unknown and this will affect this and other
10/11/1999 15:43:07	Ann-Marie Dick	outlets.
10/11/1999 15:43:07	Ann-Marie Dick	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration - Dugannon 43K	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley			Closed		Balancing

10/11/1999 15:43:09	Ann-Marie Dick	CALL PC0033128:Priority C:CallType Z - Target 20/12/99 20:00:00
10/11/1999 15:43:09	Ann-Marie Dick	The Call record has been assigned to the Team Member: Paul Curley
10/11/1999 15:43:10	Ann-Marie Dick	Defect cause updated to 99:General - Unknown
10/11/1999 15:43:10	Ann-Marie Dick	Hours spent since call received: 0.5 hours
10/11/1999 17:16:42	Ann-Marie Dick	Steve Warwick believes that this may be an isolated incident as we have no
10/11/1999 17:16:42	Ann-Marie Dick	similar reports from anywhere else. The branch manager and POCL agreed to
10/11/1999 17:16:42	Ann-Marie Dick	amend the WK32 CA balance figures manually and send into POCL. We anticipate
10/11/1999 17:16:42	Ann-Marie Dick	wk33 will balance as normal. PO to be monitored until week 33 balance
10/11/1999 17:16:42	Ann-Marie Dick	completed.
12/11/1999 11:32:19	Ann-Marie Dick	Rang Dungannon PO this morning (12/11/99) and confirmed that Week 33 balance
12/11/1999 11:32:19	Ann-Marie Dick	went ok. Spoke with John Rovinson Post Master who confirmed that "everything
12/11/1999 11:32:19	Ann-Marie Dick	went ok".
12/11/1999 11:32:19	Ann-Marie Dick	
12/11/1999 11:32:19	Ann-Marie Dick	I will monitor progress of the incident which is now with the EPOSS
12/11/1999 11:32:19	Ann-Marie Dick	development teams for investigation. Paul Curley 12/11/99
23/11/1999 15:05:11	Julie Welsh	The call references have been updated. They are now:-
23/11/1999 15:05:11	Julie Welsh	T Other : E9911040163
23/11/1999 15:05:11	Julie Welsh	Call reference : PC0032801
23/11/1999 15:05:11	Julie Welsh	Customer reference : BSM19991110001
03/12/1999 11:10:19	Janet Reynolds	29/11/99 15:29 - By Dave Fletcher
03/12/1999 11:10:19	Janet Reynolds	I have talked with development ref this problem. It is seen as a one off. No
03/12/1999 11:10:19	Janet Reynolds	fault can be found and developments do not expect to be able to find a fault
03/12/1999 11:10:19	Janet Reynolds	with the evidence available. There is no additional information available as
03/12/1999 11:10:19	Janet Reynolds	evidence. I suggest this call be placed on monitor for 1 month.
23/12/1999 09:56:07	Janet Reynolds	Update by Paul Curley:
23/12/1999 09:56:07	Janet Reynolds	This problem was discussed at the HSRF 22/12/99 where it was agreed to keep

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration -	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley	Dugannon 43K		Closed		Balancing

23/12/1999 09:56:07	Janet Reynolds	the problem open.
23/12/1999 09:56:07	Janet Reynolds	The problem will remain on monitor
23/12/1999 09:56:07	Janet Reynolds	To date, no further occurrences have been reported from Dungannon or similar
23/12/1999 09:56:07	Janet Reynolds	instances detected elsewhere.
23/12/1999 09:56:07	Janet Reynolds	Paul Curley 23/12/99
13/01/2000 14:53:12	Janet Reynolds	Update by Paul Curley:
13/01/2000 14:53:12	Janet Reynolds	No further reports of this type of problem detected from other outlets.
13/01/2000 14:53:12	Janet Reynolds	Dugannon has not reported any further instances.
13/01/2000 14:53:12	Janet Reynolds	Investigations have still continued into the initial incident but so far
13/01/2000 14:53:12	Janet Reynolds	findings have been inconclusive.
13/01/2000 14:53:12	Janet Reynolds	Call will remain on monitor until end of January.
13/01/2000 14:53:12	Janet Reynolds	Paul Curley, 13th Jan 2000
18/02/2000 17:07:25	Janet Reynolds	Update by Paul curely:
18/02/2000 17:07:25	Janet Reynolds	Update - 3rd Feb 2000
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	Support rechecked the message store for the 03-Nov-1999, SU 1A was rolled on
18/02/2000 17:07:25	Janet Reynolds	counter 5 and the office was rolled on counter 1. This outlet is a six
18/02/2000 17:07:25	Janet Reynolds	counter office.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	Further examination of the event logs for these two counters indicate that
18/02/2000 17:07:25	Janet Reynolds	counter 5 looks suspect (C drive nearly full and big gap of no messages).
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	Calls from PO into HSH for period between 30-Oct and 10-Nov indicate a reboot
18/02/2000 17:07:25	Janet Reynolds	(counter not specified, but would tie in with counter 5 event log) on
18/02/2000 17:07:25	Janet Reynolds	Saturday 30-Oct-1999.
18/02/2000 17:07:25	Janet Reynolds	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration -	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley	Dugannon 43K		Closed		Balancing

18/02/2000 17:07:25	Janet Reynolds	The evidence in the message store was that messages continued to be written to the message store but that all the 'Payment' transactions which should have been recorded in the rollover trailer messages failed to appear (although others did, such as the Rem OUT and Transfer OUT totals).
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	This indicates that the problem was not one of running out of Disk space but of failing either to retrieve, or write out, transaction totals for one particular node in the node hierarchy.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	Given that there were known problems with corrupted Persistent Object indexes at about this time, it is possible that an update to an EPOSSNodes object failed to be registered correctly at the outlet, causing the node accumulation to fail.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	It was decided to prove this out by deleting the 'Payments' node in the node Hierarchy and then running the SU balance, to attempt to identify the root cause of the problem. Call passed to testing to be scheduled.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	Update 18th Feb 2000
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	The test was carried out on 16th February as follows: delete the Payments EPOSSNodes object before producing a SU balance, on a version of the current live system (CI2_2R).
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	When trying to print the Payments part of the SU balance, the missing node is

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration -	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley	Dugannon 43K		Closed		Balancing

18/02/2000 17:07:25	Janet Reynolds	detected by the system and an error tablet with message "A system error has
18/02/2000 17:07:25	Janet Reynolds	occurred whilst printing. Please ring the helpdesk. Error at 67640." is
18/02/2000 17:07:25	Janet Reynolds	generated. So the balance could not be finished.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	This type of error trapping error trapping was introduced at the end of last
18/02/2000 17:07:25	Janet Reynolds	year when resolving AI298 issues and we are investigating if the outlet did
18/02/2000 17:07:25	Janet Reynolds	not have such error handling when the problem occurred.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	Certainly, with the current system, a missing Payments node now would not go
18/02/2000 17:07:25	Janet Reynolds	undetected.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	The problem is currently back with development for further investigation.
18/02/2000 17:07:25	Janet Reynolds	
18/02/2000 17:07:25	Janet Reynolds	
09/03/2000 11:20:44	Janet Reynolds	The call summary has been changed from:-
09/03/2000 11:20:44	Janet Reynolds	PM - Dugannon PO £43k discrepancy
09/03/2000 11:20:44	Janet Reynolds	The call summary is now:-
09/03/2000 11:20:44	Janet Reynolds	PM - Stock Unit Intergration - Dugannon 43K
09/03/2000 11:20:44	Janet Reynolds	The call references have been updated. They are now:-
09/03/2000 11:20:44	Janet Reynolds	Other : E9911040163
09/03/2000 11:20:44	Janet Reynolds	Call reference : PC0032801
09/03/2000 11:20:44	Janet Reynolds	Customer reference : BSM19991110001
09/03/2000 11:20:44	Janet Reynolds	T Customer reference : 10000035
17/03/2000 15:01:24	Janet Reynolds	Update by Paul Curley:
17/03/2000 15:01:24	Janet Reynolds	Monday 13/03 -
17/03/2000 15:01:24	Janet Reynolds	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration - Dugannon 43K	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley			Closed		Balancing

17/03/2000 15:01:24	Janet Reynolds	Email chaser to Steve Warwick/ Les Ong to determine progress.
17/03/2000 15:01:24	Janet Reynolds	
17/03/2000 15:01:24	Janet Reynolds	Thursday 16/03 -
17/03/2000 15:01:24	Janet Reynolds	
17/03/2000 15:01:24	Janet Reynolds	Response from Steve Warwick
17/03/2000 15:01:24	Janet Reynolds	
17/03/2000 15:01:24	Janet Reynolds	"Although there is nothing more we can do about this incident and have exhausted all lines of investigation with the evidence available, we had a further occurrence of a very similar nature at another office in CAP 48. This has been documented in PinICL 39313 and is under investigation at the moment".
17/03/2000 15:01:24	Janet Reynolds	
17/03/2000 15:01:24	Janet Reynolds	I propose this problem is dicussed at the XDMF on Monday.
17/03/2000 15:01:24	Janet Reynolds	
17/03/2000 15:01:24	Janet Reynolds	The similar occurrence is currently an incident and I am investigating if the similarities are such that we can add this into this problem.
17/03/2000 15:01:24	Janet Reynolds	
17/03/2000 15:01:24	Janet Reynolds	Paul 17/03/00
17/03/2000 15:01:24	Janet Reynolds	The call summary has been changed from:-
17/03/2000 15:01:24	Janet Reynolds	PM - Stock Unit Intergration - Dugannon 43K
17/03/2000 15:01:24	Janet Reynolds	The call summary is now:-
17/03/2000 15:01:24	Janet Reynolds	PM - Stock Unit Intergration - Dugannon 43K
07/04/2000 09:40:18	Janet Reynolds	Update by Paul Curley 04/04/2000
07/04/2000 09:40:18	Janet Reynolds	21/03/00
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	Discussed this issue at XDMF and it is thought that a similar incident has

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration -	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley	Dugannon 43K		Closed		Balancing

07/04/2000 09:40:18	Janet Reynolds	occurred at FAD 025511 Yate Sodbury to the value of £52,814.29p, the problem
07/04/2000 09:40:18	Janet Reynolds	will now remain open and be appended with this information for investigation.
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	23/03/00
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	A further occurrence has arisen at FAD 158410 Appleby in Westmorland value
07/04/2000 09:40:18	Janet Reynolds	£9,368.40p.
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	Chased call with development and spoke to Martin McConnell. Martin has made
07/04/2000 09:40:18	Janet Reynolds	extensive investigations on the issue and using the message stores from the
07/04/2000 09:40:18	Janet Reynolds	outlet, has been unable to recreate the fault. Martin is will recommend that
07/04/2000 09:40:18	Janet Reynolds	a diagnositic patch is developed and issued into the estate to trap any
07/04/2000 09:40:18	Janet Reynolds	future occurrances.
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	Escalated the issue to Chris Wannell (development) who will discuss options
07/04/2000 09:40:18	Janet Reynolds	with Martin and Steve Warwick.
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	30/03/00
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	Chris Wannell reported back that a diagnostic fix was being prepared and was
07/04/2000 09:40:18	Janet Reynolds	to be submitted to the next Release Management Forum to authorised release
07/04/2000 09:40:18	Janet Reynolds	into the live estate. Development have also identified the following
07/04/2000 09:40:18	Janet Reynolds	activities that are in the area of stock unit integration and are therefore
07/04/2000 09:40:18	Janet Reynolds	being tracked as being relevent to this problem.
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	03/04/00

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration -	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley	Dugannon 43K		Closed		Balancing

07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	An incident has identified a stock unit that attempts to commit discrepancies
07/04/2000 09:40:18	Janet Reynolds	to the messagestore via EPOSSCore and fails. The reason this fails is because
07/04/2000 09:40:18	Janet Reynolds	of unit price checks on the discrepancy. A fix has been developed and is
07/04/2000 09:40:18	Janet Reynolds	currently in testing.
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	Futher checking of progress of the diagnostic fix for installation onto the
07/04/2000 09:40:18	Janet Reynolds	dataserver shows it has been developed but not yet released for testing.
07/04/2000 09:40:18	Janet Reynolds	
07/04/2000 09:40:18	Janet Reynolds	
28/04/2000 14:51:20	Janet Reynolds	Update by Paul curley:
28/04/2000 14:51:20	Janet Reynolds	The fix is still in testing . Paul Curley has agreed with Phil Turnock that
28/04/2000 14:51:20	Janet Reynolds	once the diagnostic fix has been deployed this problem will be put on monitor
28/04/2000 14:51:20	Janet Reynolds	status for 12 weeks.
18/05/2000 13:13:44	Janet Reynolds	Update by Paul Curley:
18/05/2000 13:13:44	Janet Reynolds	As of Tuesday 16th May the software diagnostic patch now distributed to 99%
18/05/2000 13:13:44	Janet Reynolds	of estate (the stragglers are Non polled offices, closed offices etc and are
18/05/2000 13:13:44	Janet Reynolds	being worked through as they come online). Therefore as agreed with Phil
18/05/2000 13:13:44	Janet Reynolds	Turnock this problem can now be placed into "monitor" mode to await the next
18/05/2000 13:13:44	Janet Reynolds	occurrence.
18/05/2000 13:13:44	Janet Reynolds	
18/05/2000 13:13:44	Janet Reynolds	Paul 18/05/99
16/06/2000 13:52:08	Paul Curley	Two additional call numbers have been identified with simliar problems they
16/06/2000 13:52:08	Paul Curley	are PC0045847 & PC0043811 wrote to development to progress on Friday
16/06/2000 13:52:08	Paul Curley	09/06/2000.
16/06/2000 13:52:08	Paul Curley	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration - Dugannon 43K	10/11/1999 15:43:07	29/11/2000 13:58:21		EPOSS & DeskTop
Curley			Closed		Balancing

16/06/2000 13:52:08	Paul Curley	16/06/00 - No progress reported from Development calls are still being
16/06/2000 13:52:08	Paul Curley	investigated - Paul Curley
16/06/2000 13:52:09	Paul Curley	F} Response :
16/06/2000 13:52:09	Paul Curley	Update 16/06/00
16/06/2000 13:52:09	Paul Curley	[END OF REFERENCE 19206800]
16/06/2000 13:52:09	Paul Curley	New target date set 30/06/00 21:00:00
16/06/2000 13:52:10	Paul Curley	Responded to call type Z as Category 5 -Monitoring
16/06/2000 13:52:11	Paul Curley	The response was delivered on the system
04/07/2000 10:40:34	Paul Curley	Root cause of stock unit integration problem.
04/07/2000 10:40:34	Paul Curley	
04/07/2000 10:40:34	Paul Curley	Data trees have been failing to build fully, and the system has not been
04/07/2000 10:40:34	Paul Curley	detecting this. Consequently, discrepancies in the balancing have been
04/07/2000 10:40:34	Paul Curley	occurring. In the case of Dungannon a whole Payments node was missing. There
04/07/2000 10:40:34	Paul Curley	have been a number of calls relating to this kind of issue.
04/07/2000 10:40:34	Paul Curley	
04/07/2000 10:40:34	Paul Curley	A fix has been put in at CI4 which will prevent this happening.
04/07/2000 10:40:34	Paul Curley	
04/07/2000 10:40:34	Paul Curley	The root cause identified under PC43811 is as follows:-
04/07/2000 10:40:34	Paul Curley	
04/07/2000 10:40:34	Paul Curley	"Dataserver trees have failed to build. This has now been fixed in CI4 and in
04/07/2000 10:40:34	Paul Curley	conjunction with CP2587 (where the data tree rebuild is minimised to 2
04/07/2000 10:40:34	Paul Curley	attempts instead of 4) should return an abort right back up to the user to
04/07/2000 10:40:34	Paul Curley	retry the balancing process. Instances where this can potentially occur is
04/07/2000 10:40:34	Paul Curley	for example if the Riposte service has stopped/failed/unable to complete an
04/07/2000 10:40:34	Paul Curley	IO request issued etc".
04/07/2000 10:40:36	Paul Curley	F} Response :

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration - Curley Dugannon 43K	10/11/1999 15:43:07	29/11/2000 13:58:21 Closed		EPOSS & DeskTop Balancing

04/07/2000 10:40:37	Paul Curley	Progress text relating to root cause identification added by Paul Curley
04/07/2000 10:40:37	Paul Curley	04/07/20. It is suggested that this problem is closed as part of the CI4
04/07/2000 10:40:37	Paul Curley	upgrade analysis agreed between PON and ICLP. Paul Curley
04/07/2000 10:40:37	Paul Curley	[END OF REFERENCE 19717055]
04/07/2000 10:40:37	Paul Curley	New target date set 30/09/00 18:00:00
04/07/2000 10:40:37	Paul Curley	Responded to call type Z as Category 5 -Monitoring
04/07/2000 10:40:38	Paul Curley	The response was delivered on the system
09/10/2000 12:39:11	Paul Curley	No further instances since upgrade to CSR+ I will seek call closure from POCL
09/10/2000 12:39:12	Paul Curley	F} Response :
09/10/2000 12:39:12	Paul Curley	Call updated by Paul Curley 9/10
09/10/2000 12:39:12	Paul Curley	[END OF REFERENCE 22076526]
09/10/2000 12:39:12	Paul Curley	New target date set 30/10/00 18:00:00
09/10/2000 12:39:13	Paul Curley	Responded to call type Z as Category 5 -Monitoring
09/10/2000 12:39:13	Paul Curley	The response was delivered on the system
29/11/2000 13:57:34	Paul Curley	This problem has now been on monitor since the introduction of CSR+ and no
29/11/2000 13:57:34	Paul Curley	further incidents have occurred. I have agreed closure with Theresa Walsh
29/11/2000 13:57:34	Paul Curley	(POCL) who will close the corresponding POCL problem call.
29/11/2000 13:57:34	Paul Curley	
29/11/2000 13:57:34	Paul Curley	Paul Curley 29/11/00
29/11/2000 13:57:35	Paul Curley	F} Response :
29/11/2000 13:57:35	Paul Curley	Call closure agreed with POCL 29/11/00 - Paul Curley
29/11/2000 13:57:35	Paul Curley	[END OF REFERENCE 23356382]
29/11/2000 13:57:35	Paul Curley	Responded to call type Z as Category 15 -Completed
29/11/2000 13:57:35	Paul Curley	Hours spent since call received: 1 hours
29/11/2000 13:57:35	Paul Curley	Defect cause updated to 14:Development - Code
29/11/2000 13:57:36	Paul Curley	The response was delivered on the system

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033128	PM - Stock Unit Intergration - Curley	10/11/1999 15:43:07	29/11/2000 13:58:21 Closed		EPOSS & DeskTop Balancing
29/11/2000 13:58:20	Paul Curley	CALL PC0033128 closed: Category 15, Type Z			
29/11/2000 13:58:21	Paul Curley	Hours spent since call received: 1 hours			