

PinICL Expor PC0055072

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0055072	CI4 - Asset Manager Index	03/10/2000 03:43:21	10/01/2002 10:50:37	Chris Gilding/ Irrelevant	Infrastructure
Higman	Creation - Access denied		Closed		RIPOSTE messaging sw

References

Name	Value
PROVIDER	PINICL
ORIGREF	E-0010030009
CONSUMER	16953 A1GATE
CONSUMERREF	E-0010030009
REQUEST_KEY	92186531
ORIGINATOR	Phelp
PowerHelp	E-0010030009
Other	B
SSCKEL	MWright72P

Products

Product Group	Product Name	Product Version
Infrastructure	RIPOSTE messaging sw	

Activities

Date	User	Comment
03/10/2000 03:43:21	Customer Call	CALL PC0055072 opened
03/10/2000 03:43:39	Customer Call	CALL PC0055072:Priority B:CallType L - Target 05/10/00 20:00:00
03/10/2000 03:43:40	Customer Call	03/10/00 04:32 Critical event recieved at 03.35 on H01454600105, Error in
03/10/2000 03:43:40	Customer Call	Riposte API call Access is denied (0x5). No kel for this particular NT error
03/10/2000 03:43:40	Customer Call	03/10/00 04:35 uk079679
03/10/2000 03:43:40	Customer Call	Information: No kel for this particular application programming
03/10/2000 03:43:41	Customer Call	interface error. Raessigning for kel creation
03/10/2000 03:43:41	Customer Call	03/10/00 04:38 uk079679
03/10/2000 03:43:41	Customer Call	Information: Reassigned for investigation
03/10/2000 03:43:41	Customer Call	F} Call details
03/10/2000 03:43:43	Customer Call	Diagnostician name:
03/10/2000 03:43:47	Customer Call	Customer opened date 03/10/2000 04:32:25

Ref	Summary	Opened	Last update	Customer	Product Group
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PC0055072 Higman	CI4 - Asset Manager Index Creation - Access denied	03/10/2000 03:43:21	10/01/2002 10:50:37 Closed	Chris Gilding/ Irrelevant	Infrastructure RIPOSTE messaging sw

03/10/2000 08:46:48	Barbara Longley	Target Release updated to CSR-CI3_2R
03/10/2000 08:46:48	Barbara Longley	Product Infrastructure RIPOSTE messaging sw added
03/10/2000 14:58:01	Steve Parker	The Call record has been assigned to the Team Member: Anne Chambers
03/10/2000 14:58:02	Steve Parker	Defect cause updated to 99:General - Unknown
03/10/2000 14:58:02	Steve Parker	Hours spent since call received: 0 hours
04/10/2000 10:10:43	Deleted User (Frances Mathew Nov/00)	F} Response :
04/10/2000 10:10:43	Deleted User (Frances Mathew Nov/00)	The Call record has been assigned to the EDSC Team Member: Anne Chambers
04/10/2000 10:10:43	Deleted User (Frances Mathew Nov/00)	[END OF REFERENCE 21998420]
04/10/2000 10:10:43	Deleted User (Frances Mathew Nov/00)	Responded to call type L as Category 40 -Incident Under Investigation
04/10/2000 10:10:45	Deleted User (Frances Mathew Nov/00)	The response was delivered to: PowerHelp
05/10/2000 13:49:06	Anne Chambers	Problem is that AssetManager is trying to start up each night and requires
05/10/2000 13:49:06	Anne Chambers	tables which don't exist - then gets 'access is denied' errors when trying to
05/10/2000 13:49:06	Anne Chambers	create them. However AssetManager is not required for UK counters and should
05/10/2000 13:49:06	Anne Chambers	not be trying to load the tables in the first place - investigate why this is
05/10/2000 13:49:06	Anne Chambers	happening.
09/10/2000 10:56:32	Anne Chambers	Target Release updated to CSR-CI4R
09/10/2000 10:56:33	Anne Chambers	CALL PC0055072:Priority B:CallType N - Target 05/10/00 20:00:00
09/10/2000 15:44:49	Anne Chambers	Asked PM to reboot and log on again (failure has occurred each night ever
09/10/2000 15:44:49	Anne Chambers	since last log on)
10/10/2000 12:45:49	Anne Chambers	New evidence added - Message store
10/10/2000 12:45:49	Anne Chambers	New evidence added - Event log
10/10/2000 12:45:49	Anne Chambers	New evidence added - Audit log
10/10/2000 12:45:49	Anne Chambers	F} Response :

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Logged By			Status		Product At Fault
PC0055072	CI4 - Asset Manager Index Creation - Access denied	03/10/2000 03:43:21	10/01/2002 10:50:37	Chris Gilding/ Irrelevant	Infrastructure
Higman			Closed		RIPOSTE messaging sw

10/10/2000 12:45:49 Anne Chambers Reboot did not clear problem, which has been happening on every
10/10/2000 12:45:49 Anne Chambers initialisation since CI4 upgrade 11/9/00. Affects only one counter, no other
10/10/2000 12:45:49 Anne Chambers problems reported for counter. Counter message store checked,
10/10/2000 12:45:49 Anne Chambers DesktopInfo/AssetManagerIntegration object is the same as on the
10/10/2000 12:45:49 Anne Chambers correspondence server. Do 4th line have any ideas?
10/10/2000 12:45:49 Anne Chambers Attached: message store
10/10/2000 12:45:49 Anne Chambers event log
10/10/2000 12:45:49 Anne Chambers most recent audit log
10/10/2000 12:45:49 Anne Chambers [END OF REFERENCE 22101842]
10/10/2000 12:45:50 Anne Chambers Responded to call type N as Category 40 -Incident Under Investigation
10/10/2000 12:45:53 Anne Chambers The response was delivered to: PowerHelp
10/10/2000 12:45:54 Anne Chambers The Call record has been transferred to the Team: QFP
10/10/2000 12:45:54 Anne Chambers Hours spent since call received: 0 hours
10/10/2000 14:16:06 Lionel Higman Anne, it turns out that while I was asking you to do a swop out, Brian Orzel
10/10/2000 14:16:06 Lionel Higman (our man who deals with all things Escher) was talking to John Simpkins. It
10/10/2000 14:16:06 Lionel Higman might be as well if you and John get in synch before fetching the offending
10/10/2000 14:16:06 Lionel Higman unit in. Lionel
10/10/2000 14:16:08 Lionel Higman The Call record has been transferred to the Team: EDSC
10/10/2000 14:16:08 Lionel Higman Hours spent since call received: 0 hours
10/10/2000 14:16:27 Lionel Higman The Call record has been assigned to the Team Member: Anne Chambers
10/10/2000 14:16:27 Lionel Higman Hours spent since call received: 0 hours
10/10/2000 14:32:35 Anne Chambers F} Response :
10/10/2000 14:32:35 Anne Chambers 4th line have requested that counter 5 is swapped out and returned to the SSC
10/10/2000 14:32:35 Anne Chambers for investigation.
10/10/2000 14:32:35 Anne Chambers
10/10/2000 14:32:35 Anne Chambers Please return the call to me once the counter has been swapped.

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Logged By			Status		Product At Fault
PC0055072	CI4 - Asset Manager Index Creation - Access denied	03/10/2000 03:43:21	10/01/2002 10:50:37 Closed	Chris Gilding/ Irrelevant	Infrastructure RIPOSTE messaging sw

10/10/2000 14:32:35	Anne Chambers	[END OF REFERENCE 22106120]
10/10/2000 14:32:36	Anne Chambers	Responded to call type N as Category 68 -Administrative Response
10/10/2000 14:32:36	Anne Chambers	Hours spent since call received: 0 hours
10/10/2000 14:32:38	Anne Chambers	CALL PC0055072 closed: Category 68, Type N
10/10/2000 14:32:39	Anne Chambers	The response was delivered to: PowerHelp
10/10/2000 14:36:18	Customer Call	Date and time complete: 10/10/2000 15:41:22
10/10/2000 14:36:18	Customer Call	Service Complete (Confirmation) Received
20/10/2000 14:14:12	Customer Call	CALL PC0055072 Reopened: This incident has been reopened
20/10/2000 14:14:12	Customer Call	CALL PC0055072:Priority B:CallType N - Target 25/10/00 15:14:12
20/10/2000 14:14:12	Customer Call	EMPTY
20/10/2000 14:14:12	Customer Call	10/10/00 15:59 UK061916
20/10/2000 14:14:12	Customer Call	Information: Will raise new call for engineer visit and link it to this
20/10/2000 14:14:12	Customer Call	call and suspend it pending outcome of engineer visit.
20/10/2000 14:14:12	Customer Call	10/10/00 16:06 UK061916
20/10/2000 14:14:12	Customer Call	Access Times: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:12	Customer Call	Access times:
20/10/2000 14:14:12	Customer Call	Tomorrow: 09:00 - 11:30 & 14:30 - 17:30
20/10/2000 14:14:12	Customer Call	10/10/00 16:10 UK061916
20/10/2000 14:14:13	Customer Call	Recommend: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:13	Customer Call	Recommendation: Engineer to site to swap counter 5 CI4 'C'
20/10/2000 14:14:13	Customer Call	base unit due to it generating critical events which SSC
20/10/2000 14:14:13	Customer Call	need to investigate further. This will involve engineer sending
20/10/2000 14:14:13	Customer Call	the base unit to SSC at Bracknell (ICL site BRA01) so that
20/10/2000 14:14:13	Customer Call	4th Line of support can examine the counter.
20/10/2000 14:14:13	Customer Call	10/10/00 16:13 UK061916
20/10/2000 14:14:13	Customer Call	Information: LINKED call E-0010102084 was updated as follows:

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Higman	Creation - Access denied		Closed	Irrelevant	RIPOSTE messaging sw

20/10/2000 14:14:13	Customer Call	Build 2.4
20/10/2000 14:14:13	Customer Call	11/10/00 13:37 GB082308
20/10/2000 14:14:13	Customer Call	Information: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:13	Customer Call	Eng got to 3% when attempting to swap bu. Eventually
20/10/2000 14:14:13	Customer Call	managed to get to 20%,took 35 min and green light went out. he
20/10/2000 14:14:13	Customer Call	attempted retry, which took 45 mins and stuck on 20% again. He
20/10/2000 14:14:13	Customer Call	will put old bu back on and will swap out again tomorrow.
20/10/2000 14:14:13	Customer Call	13/10/00 12:58 UK052512
20/10/2000 14:14:13	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
20/10/2000 14:14:13	Customer Call	13/10/00 12:58 UK052512
20/10/2000 14:14:13	Customer Call	Information: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:13	Customer Call	Reassigning call for counter to be checked, further
20/10/2000 14:14:13	Customer Call	investigation.
20/10/2000 14:14:13	Customer Call	18/10/00 17:30 uk058804
20/10/2000 14:14:13	Customer Call	Information: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:13	Customer Call	The 'Error in Riposte API call: Access is denied. (0x5) is
20/10/2000 14:14:13	Customer Call	still appearing at 03.38 every morning.
20/10/2000 14:14:13	Customer Call	18/10/00 17:33 uk058804
20/10/2000 14:14:13	Customer Call	Recommend: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:13	Customer Call	Can UKSS1 please swap out Counter 5 as requested by SSC.
20/10/2000 14:14:13	Customer Call	Can UKSS1 engineer send the Base unit back to Chris Hawles at
20/10/2000 14:14:13	Customer Call	SSC for investigation.
20/10/2000 14:14:13	Customer Call	18/10/00 17:35 uk058804
20/10/2000 14:14:13	Customer Call	Information: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:13	Customer Call	Build 2.4 Counter 5.
20/10/2000 14:14:13	Customer Call	18/10/00 17:38 uk058804

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Higman	Creation - Access denied		Closed	Irrelevant	RIPOSTE messaging sw

20/10/2000 14:14:14	Customer Call	Access Times: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:14	Customer Call	PO is open from 9am to 5.30pm.
20/10/2000 14:14:14	Customer Call	18/10/00 17:39 uk058804
20/10/2000 14:14:14	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
20/10/2000 14:14:14	Customer Call	19/10/00 09:27 UK061809
20/10/2000 14:14:14	Customer Call	Information: LINKED call E-0010102084 was updated as follows:
20/10/2000 14:14:14	Customer Call	Please send base unit back to BRA01,SSC Anne Chambers for
20/10/2000 14:14:14	Customer Call	further investigation,
20/10/2000 14:14:14	Customer Call	19/10/00 18:52 uk082108
20/10/2000 14:14:14	Customer Call	Information: Engineer has replaced counter 5. Check Event logs tomorrow
20/10/2000 14:14:14	Customer Call	(20/10/00) to see if the events are ok.
20/10/2000 14:14:14	Customer Call	20/10/00 15:08 UK063143
20/10/2000 14:14:14	Customer Call	Information: Event log downloaded, file ID 60400, event re-occurring at
20/10/2000 14:14:14	Customer Call	cleardesk, "Error in Riposte API call: access is denied.
20/10/2000 14:14:14	Customer Call	(0x5) re-assigning call for further investigation
20/10/2000 14:14:14	Customer Call	20/10/00 15:13 UK063143
20/10/2000 14:14:14	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
20/10/2000 14:14:14	Customer Call	F} Call details
20/10/2000 14:14:15	Customer Call	Diagnostician name:
20/10/2000 14:24:47	John Ballantyne	F} Response :
20/10/2000 14:24:47	John Ballantyne	PRESCAN
20/10/2000 14:24:47	John Ballantyne	[END OF REFERENCE 22388842]
20/10/2000 14:24:47	John Ballantyne	Responded to call type N as Category 40 -Incident Under Investigation
20/10/2000 14:24:50	John Ballantyne	The response was delivered to: PowerHelp
20/10/2000 14:24:51	John Ballantyne	The Call record has been assigned to the Team Member: Anne Chambers
20/10/2000 14:24:51	John Ballantyne	Hours spent since call received: 0 hours

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20/10/2000 15:19:19	Barbara Longley	F} Response :
20/10/2000 15:19:19	Barbara Longley	The Call record has been assigned to the EDSC Team Member: Anne Chambers
20/10/2000 15:19:19	Barbara Longley	[END OF REFERENCE 22397268]
20/10/2000 15:19:19	Barbara Longley	Responded to call type N as Category 40 -Incident Under Investigation
20/10/2000 15:19:22	Barbara Longley	The response was delivered to: PowerHelp
20/10/2000 15:28:07	Anne Chambers	F} Response :
20/10/2000 15:28:07	Anne Chambers	Event is still occurring with new base unit - so must be message store
20/10/2000 15:28:07	Anne Chambers	problem? After discussion with John Simpkins, passing to Brian Orzel for
20/10/2000 15:28:07	Anne Chambers	investigation - message store (from old counter) attached.
20/10/2000 15:28:07	Anne Chambers	Old counter should be on its way to SSC.
20/10/2000 15:28:07	Anne Chambers	[END OF REFERENCE 22399026]
20/10/2000 15:28:07	Anne Chambers	Responded to call type N as Category 40 -Incident Under Investigation
20/10/2000 15:28:12	Anne Chambers	The response was delivered to: PowerHelp
20/10/2000 15:28:13	Anne Chambers	The Call record has been transferred to the Team: QFP
20/10/2000 15:28:13	Anne Chambers	Hours spent since call received: 0 hours
20/10/2000 15:41:20	Lionel Higman	The Call record has been transferred to the Team: Escher-Dev
20/10/2000 15:41:20	Lionel Higman	Hours spent since call received: 0 hours
23/10/2000 07:00:36	Gareth Jenkins	The Call record has been assigned to the Team Member: Brian Orzel
23/10/2000 07:00:36	Gareth Jenkins	Hours spent since call received: 0 hours
23/10/2000 08:55:04	Barbara Longley	F} Response :
23/10/2000 08:55:04	Barbara Longley	The Call record has been assigned to the Escher-Dev Team Member: Brian Orzel
23/10/2000 08:55:04	Barbara Longley	[END OF REFERENCE 22410738]
23/10/2000 08:55:04	Barbara Longley	Responded to call type N as Category 40 -Incident Under Investigation
23/10/2000 08:55:07	Barbara Longley	The response was delivered to: PowerHelp
23/10/2000 11:46:43	Brian Orzel	Counter not yet back at SSC.
24/10/2000 07:48:41	Brian Orzel	Anne was out, but I talked to John who tells me that the counter has not yet

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PC0055072	CI4 - Asset Manager Index	03/10/2000 03:43:21	10/01/2002 10:50:37	Chris Gilding	Infrastructure
Higman	Creation - Access denied		Closed	<input type="checkbox"/> Irrelevant	RIPOSTE messaging sw

24/10/2000 07:48:41	Brian Orzel	returned from live, but that the replacement counter is now working fine.
24/10/2000 07:48:41	Brian Orzel	
24/10/2000 07:48:41	Brian Orzel	I am thus sending this call to QFP because I think the priority should be
24/10/2000 07:48:41	Brian Orzel	lowered, and thence on to EDSC. Once the counter arrives, I expect it will
24/10/2000 07:48:41	Brian Orzel	still show the fault, and if it does, I will be more than willing to pop over
24/10/2000 07:48:41	Brian Orzel	to Bracknell and help determine what is wrong with it. I don't think we
24/10/2000 07:48:41	Brian Orzel	should just ignore it. Brian
24/10/2000 07:48:42	Brian Orzel	The Call record has been transferred to the Team: QFP
24/10/2000 07:48:43	Brian Orzel	Hours spent since call received: .5 hours
24/10/2000 07:51:22	Lionel Higman	F} Response :
24/10/2000 07:51:22	Lionel Higman	Please call Brian when the counter arrives in BRA01.
24/10/2000 07:51:22	Lionel Higman	[END OF REFERENCE 22432796]
24/10/2000 07:51:22	Lionel Higman	Responded to call type N as Category 94 -Advice and guidance given
24/10/2000 07:51:23	Lionel Higman	Hours spent since call received: 0 hours
24/10/2000 07:51:23	Lionel Higman	The Call record has been transferred to the Team: EDSC
24/10/2000 07:51:23	Lionel Higman	The response has been routed to the gateway team for validation
24/10/2000 09:21:31	Barbara Longley	Ann Chambers will not be back till next Monday, so call may need assigning to
24/10/2000 09:21:31	Barbara Longley	another team member if it cannot wait till then.
24/10/2000 10:36:37	Paul Steed	F} Response :
24/10/2000 10:36:39	Paul Steed	PRESCAN:I think that this can wait for Anne's return.
24/10/2000 10:36:39	Paul Steed	[END OF REFERENCE 22441740]
24/10/2000 10:36:39	Paul Steed	Responded to call type N as Category 40 -Incident Under Investigation
24/10/2000 10:36:44	Paul Steed	The response was delivered to: PowerHelp
24/10/2000 10:36:54	Paul Steed	The Call record has been assigned to the Team Member: Anne Chambers
24/10/2000 10:36:54	Paul Steed	Hours spent since call received: 0 hours
24/10/2000 15:55:44	Barbara Longley	F} Response :

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Higman			Closed		RIPOSTE messaging sw

24/10/2000 15:55:44	Barbara Longley	The Call record has been assigned to the EDSC Team Member: Anne Chambers
24/10/2000 15:55:44	Barbara Longley	[END OF REFERENCE 22456920]
24/10/2000 15:55:44	Barbara Longley	Responded to call type N as Category 40 -Incident Under Investigation
24/10/2000 15:55:58	Barbara Longley	The response was delivered to: PowerHelp
26/10/2000 13:15:11	Barbara Longley	The call summary has been changed from:-
26/10/2000 13:15:11	Barbara Longley	Critical event recieved at 03.35 on H01454600105,
26/10/2000 13:15:11	Barbara Longley	The call summary is now:-
26/10/2000 13:15:11	Barbara Longley	CI4 - Critical event recieved at 03.35 on H014546
30/10/2000 13:20:52	Chris Hawkes	Faulty counter has arrived at SSC. (Was addressed to me - why?) I have passed
30/10/2000 13:20:52	Chris Hawkes	it over to Anne, who owns this call at present.
15/11/2000 14:48:56	Anne Chambers	CALL PC0055072:Priority D:CallType N - Target 03/11/00 14:14:12
15/11/2000 14:48:57	Anne Chambers	F} Response :
15/11/2000 14:48:57	Anne Chambers	Downgrading to D priority as repeated error appears to cause no problems.
15/11/2000 14:48:57	Anne Chambers	Event log error can be ignored as per Kel AChambers232k.
15/11/2000 14:48:57	Anne Chambers	
15/11/2000 14:48:57	Anne Chambers	Problem seems to occur after upgrade to CI4 - usually first initialisation
15/11/2000 14:48:57	Anne Chambers	after upgrade creates Data.Balanceld index before disabling AssetManager. In
15/11/2000 14:48:57	Anne Chambers	this case it tries and fails to create index each time it goes through
15/11/2000 14:48:57	Anne Chambers	initialisation. Happens also on replacement counter at site, and seen on one
15/11/2000 14:48:57	Anne Chambers	other site also (on the gateway machine in that case).
15/11/2000 14:48:57	Anne Chambers	
15/11/2000 14:48:57	Anne Chambers	Awaiting further investigation.
15/11/2000 14:48:57	Anne Chambers	[END OF REFERENCE 22965715]
15/11/2000 14:48:57	Anne Chambers	Responded to call type N as Category 40 -Incident Under Investigation
15/11/2000 14:49:03	Anne Chambers	The response was delivered to: PowerHelp
05/12/2000 10:43:04	Anne Chambers	New evidence added - Extract of event logs for successful / failing cou

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05/12/2000 10:43:04	Anne Chambers	New evidence added - List of processes on successful (6)/ failing(5) co
05/12/2000 10:43:04	Anne Chambers	New evidence added - Counters currently failing
05/12/2000 10:43:07	Anne Chambers	F} Response :
05/12/2000 10:43:07	Anne Chambers	Responded to call type N as Category 40 -Incident Under Investigation
05/12/2000 10:43:25	Anne Chambers	The response was delivered to: PowerHelp
05/12/2000 10:43:27	Anne Chambers	The Call record has been transferred to the Team: QFP
05/12/2000 10:43:28	Anne Chambers	Hours spent since call received: 0 hours
05/12/2000 15:19:26	deleted user (John McLean 05/01)	The Call record has been transferred to the Team: Infrastruc-Dev
05/12/2000 15:19:27	deleted user (John McLean 05/01)	Hours spent since call received: 0 hours
08/12/2000 14:34:21	Lionel Higman	The Call record has been assigned to the Team Member: Brian Orzel
08/12/2000 14:34:21	Lionel Higman	Hours spent since call received: 0 hours
08/12/2000 16:28:18	deleted (Denise Jackson 0/01)	MRB confirmed by QFP
08/12/2000 16:28:18	deleted (Denise Jackson 0/01)	Target Release updated to MRB
08/12/2000 16:28:18	deleted (Denise Jackson 0/01)	The call references have been updated. They are now:-
08/12/2000 16:28:18	deleted (Denise Jackson 0/01)	ORIGINATOR : Phelp
08/12/2000 16:28:18	deleted (Denise Jackson 0/01)	T PowerHelp : E-0010030009
08/12/2000 16:28:18	deleted (Denise Jackson 0/01)	Other : B
04/01/2001 16:12:42	Brian Orzel	I am copying this call to Kevin at Escher, because even if we get the
04/01/2001 16:12:42	Brian Orzel	security of the index creation wrong we should not fail due to asset manager
04/01/2001 16:12:42	Brian Orzel	which suggests that the index creation and the disabling of Asset Manager are
04/01/2001 16:12:42	Brian Orzel	happening in the wrong order. I am also emailing Anne to se if she was able
04/01/2001 16:12:42	Brian Orzel	to get the problem reproduced when the counter was returned from the field.
04/01/2001 16:12:42	Brian Orzel	
04/01/2001 16:12:42	Brian Orzel	Brian
04/01/2001 16:17:17	Brian Orzel	The call summary has been changed from:-

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04/01/2001 16:17:17	Brian Orzel	CI4 - Critical event recieved at 03.35 on H014546
04/01/2001 16:17:17	Brian Orzel	The call summary is now:-
04/01/2001 16:17:17	Brian Orzel	CI4 - Asset Manager Index Creation - Access denied
22/01/2001 14:36:17	Lionel Higman	Target Release updated to CSR-CI3_2R
23/01/2001 15:09:22	Brian Orzel	Have sent evidence to Escher which implies that Retail Broker is ignoring the
23/01/2001 15:09:22	Brian Orzel	DesktopInfo AssetManagerIntegration DisableAssetManager = 1 data and
23/01/2001 15:09:22	Brian Orzel	proceeding to create the indicies anyway. This is a bug that has performance
23/01/2001 15:09:22	Brian Orzel	impact, particularly when swapping out bad hardware, as well as causing the
23/01/2001 15:09:22	Brian Orzel	above problems when security issues intervene. Brian
23/01/2001 15:09:24	Brian Orzel	The Call record has been transferred to the Team: Escher-Dev
23/01/2001 15:09:24	Brian Orzel	Hours spent since call received: 2 hours
23/01/2001 15:14:08	Brian Orzel	The Call record has been assigned to the Team Member: At-Escher
23/01/2001 15:14:08	Brian Orzel	Hours spent since call received: 0 hours
25/01/2001 14:44:08	Tara Mills	F} Response :
25/01/2001 14:44:08	Tara Mills	The Call record has been assigned to the Team Member: At-Escher
25/01/2001 14:44:08	Tara Mills	[END OF REFERENCE 24389423]
25/01/2001 14:44:09	Tara Mills	Responded to call type N as Category 40 -Incident Under Investigation
25/01/2001 14:44:14	Tara Mills	The response was delivered to: PowerHelp
05/02/2001 14:42:22	Barbara Longley	F} Response :
05/02/2001 14:42:23	Barbara Longley	Call currently with Escher-Dev.
05/02/2001 14:42:23	Barbara Longley	[END OF REFERENCE 24600773]
05/02/2001 14:42:23	Barbara Longley	Responded to call type N as Category 40 -Incident Under Investigation
05/02/2001 14:42:36	Barbara Longley	The response was delivered to: PowerHelp
27/03/2001 09:27:12	Brian Orzel	Escher have responded CP. I disagree I think this is a bug.
27/03/2001 09:27:13	Brian Orzel	The Call record has been assigned to the Team Member: Chris Wannell
27/03/2001 09:27:14	Brian Orzel	Hours spent since call received: 0 hours

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0055072	CI4 - Asset Manager Index Creation - Access denied	03/10/2000 03:43:21	10/01/2002 10:50:37	Chris Gilding	Infrastructure
Higman			Closed	Irrelevant	RIPOSTE messaging sw

05/04/2001 14:04:08	Barbara Longley	F} Response :
05/04/2001 14:04:08	Barbara Longley	The Call record has been assigned to Escher-Dev Team Member:Chris Wannell
05/04/2001 14:04:08	Barbara Longley	[END OF REFERENCE 25624485]
05/04/2001 14:04:08	Barbara Longley	Responded to call type N as Category 40 -Incident Under Investigation
05/04/2001 14:04:11	Barbara Longley	The response was delivered to: PowerHelp
10/06/2001 07:52:46	SMC User 1	The Call record has been transferred to the Team: EDSC
10/06/2001 07:52:46	SMC User 1	Hours spent since call received: 0 hours
10/06/2001 08:08:42	SMC User 2	F} Response :
10/06/2001 08:08:42	SMC User 2	The call is being closed temporarily so that the OTI link can be changed.
10/06/2001 08:08:42	SMC User 2	[END OF REFERENCE 26426187]
10/06/2001 08:08:42	SMC User 2	Responded to call type N as Category 68 -Administrative Response
10/06/2001 08:08:43	SMC User 2	Hours spent since call received: 0 hours
10/06/2001 08:08:46	SMC User 2	CALL PC0055072 closed: Category 68, Type N
10/06/2001 08:08:46	SMC User 2	The response was delivered to: PowerHelp
10/06/2001 10:30:58	Customer Call	Date and time complete: 10/06/2001 11:23:07
10/06/2001 10:30:58	Customer Call	Service Complete (Confirmation) Received
10/06/2001 15:22:01	Customer Call	CALL PC0055072 Reopened: This incident has been reopened
10/06/2001 15:22:01	Customer Call	CALL PC0055072:Priority D:CallType N - Target 22/06/01 20:00:00
10/06/2001 15:22:02	Customer Call	EMPTY
10/06/2001 15:22:02	Customer Call	10/06/01 16:20 UK065182
10/06/2001 15:22:02	Customer Call	ReOpen OTI: * NULL TEXT SUPPLIED *
10/06/2001 15:22:02	Customer Call	F} Call details
10/06/2001 15:22:03	Customer Call	Diagnostician name:
10/06/2001 15:28:22	SMC User 6	F} Response :
10/06/2001 15:28:22	SMC User 6	The last response entered before the OTI closure still applies - see details
10/06/2001 15:28:22	SMC User 6	above.

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0055072	CI4 - Asset Manager Index	03/10/2000 03:43:21	10/01/2002 10:50:37	Chris Gilding/ Irrelevant	Infrastructure
Higman	Creation - Access denied		Closed		RIPOSTE messaging sw

10/06/2001 15:28:22	SMC User 6	[END OF REFERENCE 26443604]			
10/06/2001 15:28:22	SMC User 6	Responded to call type N as Category 40 -Incident Under Investigation			
10/06/2001 15:28:23	SMC User 6	The response has been flagged to the gateway team for validation			
10/06/2001 15:28:55	SMC User 6	The Call record has been transferred to the Team: Escher-Dev			
10/06/2001 15:28:55	SMC User 6	Hours spent since call received: 0 hours			
10/06/2001 15:29:10	SMC User 6	The Call record has been assigned to the Team Member: Chris Wannell			
10/06/2001 15:29:10	SMC User 6	Hours spent since call received: 0 hours			
14/06/2001 07:40:36	Lionel Higman	Target Release updated to DTL - unknown			
14/06/2001 13:01:38	Lionel Higman	Target Release updated to CI4S10R			
07/08/2001 12:57:43	Lionel Higman	The Call record has been assigned to the Team Member: Ian Morrison			
07/08/2001 12:57:43	Lionel Higman	Hours spent since call received: 0 hours			
07/08/2001 13:27:34	Lionel Higman	Target Release respecified during Escher-Dev PinICL Review.			
07/08/2001 13:27:34	Lionel Higman	Target Release updated to Future Unspecified			
18/09/2001 14:27:33	Barbara Longley	F} Response :			
18/09/2001 14:27:34	Barbara Longley	Call currently assigned to Ian Morrison in Escher-Dev team.			
18/09/2001 14:27:34	Barbara Longley	[END OF REFERENCE 27624810]			
18/09/2001 14:27:34	Barbara Longley	Responded to call type N as Category 40 -Incident Under Investigation			
18/09/2001 14:27:36	Barbara Longley	The response was delivered to: PowerHelp			
06/11/2001 15:47:32	Brian Orzel	As advised by Mik Peack, a KEL entry should be made and the PINICL then			
06/11/2001 15:47:32	Brian Orzel	closed.			
06/11/2001 15:48:01	Brian Orzel	The Call record has been transferred to the Team: Awaiting KEL			
06/11/2001 15:48:01	Brian Orzel	Hours spent since call received: 0 hours			
06/11/2001 17:03:53	Lionel Higman	Target Release updated to NFR - No Fix Req'd			
03/01/2002 11:44:45	Lionel Higman	F} Response :			
03/01/2002 11:44:46	Lionel Higman	Reassigning call type for all calls Awaiting KEL to 34 - fix deferred.			
03/01/2002 11:44:46	Lionel Higman	[END OF REFERENCE 28503970]			

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0055072 Higman	CI4 - Asset Manager Index Creation - Access denied	03/10/2000 03:43:21	10/01/2002 10:50:37 Closed	Chris Gilding/ Irrelevant	Infrastructure RIPOSTE messaging sw

03/01/2002 11:44:46	Lionel Higman	Responded to call type N as Category 34 -PIAT Approved - Fix deferred			
03/01/2002 11:44:46	Lionel Higman	Hours spent since call received: 0 hours			
03/01/2002 11:44:46	Lionel Higman	The response has been flagged to the gateway team for validation			
03/01/2002 13:02:49	Lionel Higman	Changing contact to Lionel Higman to prevent confusion during closure process.			
03/01/2002 13:02:49	Lionel Higman	Contact changed to Lionel Higman			
10/01/2002 10:49:55	Mark Wright	The call references have been updated. They are now:-			
10/01/2002 10:49:55	Mark Wright	ORIGINATOR : Phelp			
10/01/2002 10:49:55	Mark Wright	PowerHelp : E-0010030009			
10/01/2002 10:49:55	Mark Wright	Other : B			
10/01/2002 10:49:55	Mark Wright	T SSCKEL : MWright72P			
10/01/2002 10:49:57	Mark Wright	F} Response :			
10/01/2002 10:49:57	Mark Wright	This issue is having insufficient effect on the live estate to warrant the			
10/01/2002 10:49:57	Mark Wright	investigation of the fault and production and application of any subsequent			
10/01/2002 10:49:57	Mark Wright	fix.			
10/01/2002 10:49:57	Mark Wright				
10/01/2002 10:49:57	Mark Wright	Should the problem recur and prove to cause a major impact on either the			
10/01/2002 10:49:57	Mark Wright	support community or the end user then the status of this fault will be			
10/01/2002 10:49:57	Mark Wright	reviewed.			
10/01/2002 10:49:57	Mark Wright	[END OF REFERENCE 28562559]			
10/01/2002 10:49:57	Mark Wright	Responded to call type N as Category 63 -PIAT approved - No fix required			
10/01/2002 10:49:58	Mark Wright	Hours spent since call received: 0 hours			
10/01/2002 10:49:58	Mark Wright	Defect cause updated to 14:Development - Code			
10/01/2002 10:50:37	Mark Wright	CALL PC0055072 closed: Category 63, Type N			
10/01/2002 10:50:37	Mark Wright	The response was delivered to: PowerHelp			