

PinICL Expor PC0036116

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0036116	Copy PC0034332 this call is a system call related	01/12/1999 16:16:58	16/02/2000 17:25:32	John Moran/7263 2643/	EPOSS & DeskTop
EDSC			Closed		Cash Account

References

Name	Value
Acceptance Incident	AI0376H
Copy From	PC0034332
Work Package	PWY_WP_7012
Fast track fix	FSTK_2_0_WP7012

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Cash Account	

Activities

Date	User	Comment
01/12/1999 16:16:58	Customer Call	CALL PC0034332 opened
01/12/1999 16:17:15	Customer Call	CALL PC0034332:Priority B:CallType L - Target 06/12/99 16:16:58
01/12/1999 16:17:15	Customer Call	01/12/99 16:01 this call is a system call related to, e-9912010403.this is
01/12/1999 16:17:15	Customer Call	an acception issue of ai376. please call to john in MSU
01/12/1999 16:17:15	Customer Call	F} Call details
01/12/1999 16:17:16	Customer Call	Diagnostician name:
01/12/1999 16:17:18	Customer Call	Customer opened date 01/12/1999 16:01:51
01/12/1999 16:21:28	Barbara Longley	Target Release updated to CSR
01/12/1999 16:21:28	Barbara Longley	Product EPOSS & DeskTop Cash Account added
01/12/1999 16:21:38	Barbara Longley	F} Response :
01/12/1999 16:21:39	Barbara Longley	Routing call to MSU FAO John Moran.
01/12/1999 16:21:39	Barbara Longley	[END OF REFERENCE 13834032]
01/12/1999 16:21:39	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
01/12/1999 16:21:53	Barbara Longley	The response was delivered to: PowerHelp
01/12/1999 16:21:55	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
01/12/1999 16:21:57	Barbara Longley	Defect cause updated to 99:General - Unknown
01/12/1999 16:21:57	Barbara Longley	Hours spent since call received: 0 hours

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01/12/1999 17:14:38 John Moran F} Response :

01/12/1999 17:14:39 John Moran 01/12/99 14:05 Interm TIP Incident 1015 Business incident for MSU. Within CA

01/12/1999 17:14:39 John Moran week 35 week ending 24/11/99 comparison between values received within the

01/12/1999 17:14:39 John Moran CA Files and theose derived from the Transaction stream Identified the

01/12/1999 17:14:39 John Moran following annomilies for outlet 0083232. Line 1085 Declared Value £252226.07

01/12/1999 17:14:39 John Moran dervied Value £251369.87 Difference £856.20. Line 1700 Declared Value

01/12/1999 17:14:39 John Moran £575950.26 Dervied £575094.06 Difference £856.20. Line 2057 Declared

01/12/1999 17:14:39 John Moran £40757.68 Derived £40210.98 Difference £546.70. Line 2058 Declared £1720.00

01/12/1999 17:14:39 John Moran Derived £1620.00 Difference £100. Line 2068 Declared 16949.50 Devired

01/12/1999 17:14:39 John Moran £16749.50 Difference £200. Line 2069 Declared £1477.80 Derived £1468.30

01/12/1999 17:14:39 John Moran Difference £9.50. Line 2072 dDECLARED £251637.97 Derived £250781.77

01/12/1999 17:14:39 John Moran Difference £856.20. Line 2700 Declared £255440.10 Derived £254883.90

01/12/1999 17:14:39 John Moran differnce £856.20. Line 5001 Declared £27647.06 Derived £27225.16 Difference

01/12/1999 17:14:39 John Moran £421.90. Line 5010 Declared £2464.63 Derived £2443.83 Differnce £20.80. Line

01/12/1999 17:14:39 John Moran 5011 Declared £5319.86 Derived £5215.86 Difference £104. Line 5021 Declared

01/12/1999 17:14:39 John Moran £195.70 Derived £186.20 Difference £9.50. Line differences require

01/12/1999 17:14:39 John Moran investigation and explanation.

01/12/1999 17:14:39 John Moran

01/12/1999 17:14:39 John Moran The above comment is from the original business call ref: 34322 e-9912010403.

01/12/1999 17:14:39 John Moran Please investigate asap as this is releat4ed to AI376. Might have to be

01/12/1999 17:14:39 John Moran investigated by Eposs Developement(steve Warwick)

01/12/1999 17:14:39 John Moran [END OF REFERENCE 13836368]

01/12/1999 17:14:39 John Moran Responded to call type L as Category 40 -Incident Under Investigation

01/12/1999 17:14:41 John Moran The response has been flagged to the gateway team for validation

01/12/1999 17:14:42 John Moran The Call record has been transferred to the Team: EDSC

01/12/1999 17:14:42 John Moran Hours spent since call received: 0 hours

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EDSC	system call related		Closed		Cash Account

02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	F} Response :	
02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	PRESCAN:	
02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13863487]	
02/12/1999 16:39:59	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation	
02/12/1999 16:40:05	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp	
02/12/1999 16:40:06	Deleted User (Mike Croshaw Sep/00)	The Call record has been assigned to the Team Member: Richard Coleman	
02/12/1999 16:40:06	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure	
02/12/1999 16:40:06	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours	
06/12/1999 14:50:24	Richard Coleman	New evidence added - Messagestore for FAD 8323	
06/12/1999 14:51:14	Richard Coleman	Messagestore for FAD 8323 attached as evidence.	
06/12/1999 14:51:14	Richard Coleman	Passing to development for investigation	
06/12/1999 14:51:15	Richard Coleman	The Call record has been transferred to the Team: QFP	
06/12/1999 14:51:16	Richard Coleman	Defect cause updated to 99:General - Unknown	
06/12/1999 14:51:16	Richard Coleman	Hours spent since call received: 0 hours	
06/12/1999 16:40:21	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick	
06/12/1999 16:40:22	Lionel Higman	Hours spent since call received: 0 hours	
07/12/1999 17:12:25	Barbara Longley	F} Response :	
07/12/1999 17:12:26	Barbara Longley	The Call record has been assigned to QFP Team Member: Steve Warwick	
07/12/1999 17:12:26	Barbara Longley	[END OF REFERENCE 13943711]	
07/12/1999 17:12:26	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation	
07/12/1999 17:12:27	Barbara Longley	The response was delivered to: PowerHelp	

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EDSC	system call related		Closed		Cash Account

07/12/1999 19:10:13	John Pope	The call references have been updated. They are now:-			
07/12/1999 19:10:13	John Pope	ORIGINATOR	:	Phelp	
07/12/1999 19:10:13	John Pope	T PowerHelp	:	E-9912010595	
07/12/1999 19:10:13	John Pope	Acceptance Incident : AI0376H			
09/12/1999 15:45:41	Steve Warwick	F} Response :			
09/12/1999 15:45:42	Steve Warwick	Investigation of the message store shows that there was a reversal of a			
09/12/1999 15:45:42	Steve Warwick	'Transfer Out' session on 24.11.99 where the total value of the reversals was			
09/12/1999 15:45:42	Steve Warwick	£428.10 (half the reported discrepancy of £856 20). The transactions			
09/12/1999 15:45:42	Steve Warwick	involved were:			
09/12/1999 15:45:42	Steve Warwick				
09/12/1999 15:45:42	Steve Warwick	Product	Value		
09/12/1999 15:45:42	Steve Warwick	19	£ 52.00		
09/12/1999 15:45:42	Steve Warwick	21	£200.00		
09/12/1999 15:45:42	Steve Warwick	53	£ 10.95		
09/12/1999 15:45:42	Steve Warwick	39	£ 10.40		
09/12/1999 15:45:42	Steve Warwick	74	£100.00		
09/12/1999 15:45:42	Steve Warwick	87	£ 4.75		
09/12/1999 15:45:42	Steve Warwick	46	£ 50.00		
09/12/1999 15:45:42	Steve Warwick				
09/12/1999 15:45:42	Steve Warwick	All these transactions were recorded as Mode:ER with an OMode:TO.			
09/12/1999 15:45:42	Steve Warwick	Unfortunately it seems as though the change made to implement the use of the			
09/12/1999 15:45:42	Steve Warwick	OMode attribute has been incorrectly implemented in the reversal of Transfers			
09/12/1999 15:45:42	Steve Warwick	Out since the attribute in these messages is wrongly capitalised. The			
09/12/1999 15:45:42	Steve Warwick	attribute should be spelt 'OMode', the transfer out reversals use 'Omode'.			
09/12/1999 15:45:42	Steve Warwick				
09/12/1999 15:45:42	Steve Warwick	As a result, the TPS Harvester will fail to find the OMode attribute and will			

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09/12/1999 15:45:42	Steve Warwick	therefore mark the transactions as 'Serve Customer' with the reversal
09/12/1999 15:45:42	Steve Warwick	indicator set. This has the effect of passing the transactions to TIP as a
09/12/1999 15:45:42	Steve Warwick	reduction of the specified stock value (positive value with a reversal
09/12/1999 15:45:42	Steve Warwick	indicator), whereas the counter software correctly interprets the transaction
09/12/1999 15:45:42	Steve Warwick	as an increase in the value of the stock. This therefore produces the 2 x
09/12/1999 15:45:42	Steve Warwick	value discrepancy reported by TIP.
09/12/1999 15:45:42	Steve Warwick	Passing to EPOSS-FP for urgent correction.
09/12/1999 15:45:42	Steve Warwick	[END OF REFERENCE 14009716]
09/12/1999 15:45:43	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
09/12/1999 15:45:44	Steve Warwick	The response has been flagged to the gateway team for validation
09/12/1999 15:45:45	Steve Warwick	The Call record has been transferred to the Team: EPOSS-FP
09/12/1999 15:45:46	Steve Warwick	Defect cause updated to 14:Development - Code
09/12/1999 15:45:46	Steve Warwick	Hours spent since call received: 2 hours
13/12/1999 13:58:50	Barbara Longley	F} Response :
13/12/1999 13:58:52	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP
13/12/1999 13:58:52	Barbara Longley	[END OF REFERENCE 14072455]
13/12/1999 13:58:54	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed
13/12/1999 13:59:06	Barbara Longley	The response was delivered to: PowerHelp
14/12/1999 13:27:37	Steve Warwick	F} Response :
14/12/1999 13:27:37	Steve Warwick	My apologies, the earlier analysis has proven to be incorrect. The correct
14/12/1999 13:27:37	Steve Warwick	syntax for the 'Omode' attribute has only the initial 'O' as uppercase.
14/12/1999 13:27:37	Steve Warwick	Investigation continues.
14/12/1999 13:27:37	Steve Warwick	[END OF REFERENCE 14091129]
14/12/1999 13:27:37	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation

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EDSC	system call related		Closed		Cash Account

14/12/1999 13:27:38	Steve Warwick	The response has been flagged to the gateway team for validation
14/12/1999 14:45:09	Steve Warwick	Target Release updated to NFR - No Fix Req'd
14/12/1999 14:45:11	Steve Warwick	F} Response :
14/12/1999 14:45:11	Steve Warwick	Clearly this transfer session is at the root of the problem. However, the
14/12/1999 14:45:11	Steve Warwick	message store records appear to be correctly recorded. The sequence of
14/12/1999 14:45:11	Steve Warwick	events were as follows:
14/12/1999 14:45:11	Steve Warwick	
14/12/1999 14:45:11	Steve Warwick	19.11.99 Transfer OUT total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	24.11.99 REVERSAL of Transfer OUT for a total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	25.11.99 Transfer OUT total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	25.11.99 Transfer IN total of £428.10 from SV to GG
14/12/1999 14:45:11	Steve Warwick	
14/12/1999 14:45:11	Steve Warwick	All messages carry the correct modes, cross-references (where appropriate)
14/12/1999 14:45:11	Steve Warwick	and other essential attributes. None of these transactions should have been
14/12/1999 14:45:11	Steve Warwick	sent to TIP (since they are all either transfers or reversals of transfers).
14/12/1999 14:45:11	Steve Warwick	There is no evidence of a fault in the counter software.
14/12/1999 14:45:11	Steve Warwick	
14/12/1999 14:45:11	Steve Warwick	Suggest that the TPS output files for this outlet on 19.11.99, 24.11.99 and
14/12/1999 14:45:11	Steve Warwick	25.11.99 are investigated to see whether any of these transactions were sent
14/12/1999 14:45:11	Steve Warwick	to TIP in error. In particular the output file for 24.11.99, the day on which
14/12/1999 14:45:11	Steve Warwick	the reversal took place. It is possible that this reversal may have been
14/12/1999 14:45:11	Steve Warwick	sent to TIP as a reversal of a 'Serve Customer' session.
14/12/1999 14:45:11	Steve Warwick	[END OF REFERENCE 14093887]
14/12/1999 14:45:12	Steve Warwick	Responded to call type L as Category 62 -No fault in product
14/12/1999 14:45:12	Steve Warwick	Hours spent since call received: 2 hours
14/12/1999 14:45:12	Steve Warwick	Defect cause updated to 99:General - Unknown

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EDSC	system call related		Closed		Cash Account

14/12/1999 14:45:13	Steve Warwick	The Call record has been transferred to the Team: EDSC
14/12/1999 14:45:13	Steve Warwick	The response has been routed to the gateway team for validation
14/12/1999 14:52:10	Barbara Longley	The Call record has been assigned to the Team Member: Richard Coleman
14/12/1999 14:52:10	Barbara Longley	Hours spent since call received: 0 hours
14/12/1999 14:58:01	Barbara Longley	Target Release updated to CSR-CI2
15/12/1999 12:33:58	Steve Warwick	Target Release updated to CSR-CI2_2R
15/12/1999 12:33:59	Steve Warwick	F} Response :
15/12/1999 12:33:59	Steve Warwick	Further investigations of a related call (PC0034961) have revealed that the
15/12/1999 12:33:59	Steve Warwick	problem with this transfer session was as follows:
15/12/1999 12:33:59	Steve Warwick	
15/12/1999 12:33:59	Steve Warwick	The cause of the imbalance in CAP 35 at 008323 was that a 'Session Swap' was
15/12/1999 12:33:59	Steve Warwick	made between nodes 7 and 1 while the user was in the middle of the Transfer
15/12/1999 12:33:59	Steve Warwick	In. The system recorded the transfer in records on the new node (node 1) but
15/12/1999 12:33:59	Steve Warwick	failed to write the settlement product or update the EPOSSTransfers object.
15/12/1999 12:33:59	Steve Warwick	As a result, when the stock units came to balance on 24.11.99, the transfer
15/12/1999 12:33:59	Steve Warwick	was still listed as outstanding and was reversed (effectively creating a
15/12/1999 12:33:59	Steve Warwick	one-sided transfer). This call is being passed to EPOSS Development for
15/12/1999 12:33:59	Steve Warwick	resolution.
15/12/1999 12:33:59	Steve Warwick	[END OF REFERENCE 14118421]
15/12/1999 12:33:59	Steve Warwick	Responded to call type L as Category 42 -Product Error Diagnosed
15/12/1999 12:34:00	Steve Warwick	The response has been flagged to the gateway team for validation
15/12/1999 12:34:01	Steve Warwick	The Call record has been transferred to the Team: EPOSS-FP
15/12/1999 12:34:01	Steve Warwick	Defect cause updated to 14:Development - Code
15/12/1999 12:34:01	Steve Warwick	Hours spent since call received: 2 hours
03/01/2000 15:40:32	Barbara Longley	F} Response :
03/01/2000 15:40:32	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP

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EDSC			Closed		Cash Account

03/01/2000 15:40:32	Barbara Longley	[END OF REFERENCE 14325020]			
03/01/2000 15:40:32	Barbara Longley	Responded to call type L as Category 42 -Product Error Diagnosed			
03/01/2000 15:40:34	Barbara Longley	The response was delivered to: PowerHelp			
11/01/2000 11:01:58	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Dev			
11/01/2000 11:01:58	Francesco Chiarini	Hours spent since call received: 1 hours			
11/01/2000 11:02:40	Francesco Chiarini	The Call record has been assigned to the Team Member: Francesco Chiarini			
11/01/2000 11:02:40	Francesco Chiarini	Hours spent since call received: 0 hours			
11/01/2000 18:24:21	Francesco Chiarini	Call PC0036116 cloned from original call PC0034332			
11/01/2000 18:24:27	Francesco Chiarini	CALL PC0036116:Priority B:CallType C - Target 14/01/00 18:24:21			
11/01/2000 18:24:41	Francesco Chiarini	The call summary has been changed from:-			
11/01/2000 18:24:41	Francesco Chiarini	Copy PC0034332 this call is a system call related			
11/01/2000 18:24:41	Francesco Chiarini	The call summary is now:-			
11/01/2000 18:24:41	Francesco Chiarini	Copy PC0034332 this call is a system call related			
11/01/2000 18:24:41	Francesco Chiarini	Target Release updated to CSR-CI4			
11/01/2000 18:25:37	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Pre-Dev			
11/01/2000 18:25:37	Francesco Chiarini	Hours spent since call received: .1 hours			
20/01/2000 16:23:23	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Dev			
20/01/2000 16:23:24	Francesco Chiarini	Hours spent since call received: .1 hours			
20/01/2000 17:13:12	Francesco Chiarini	The Call record has been assigned to the Team Member: Francesco Chiarini			
20/01/2000 17:13:12	Francesco Chiarini	Hours spent since call received: 0 hours			
21/01/2000 10:32:36	Francesco Chiarini	F} Response :			
21/01/2000 10:32:37	Francesco Chiarini	Fix in EPOSSCore.dll. The Suspend button is now locked whilst in Transfer In.			
21/01/2000 10:32:37	Francesco Chiarini	[END OF REFERENCE 14796991]			
21/01/2000 10:32:37	Francesco Chiarini	Responded to call type C as Category 46 -Product Error Fixed			
21/01/2000 10:32:38	Francesco Chiarini	The response was delivered on the system			
21/01/2000 10:32:41	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Rel			

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EDSC	system call related		Closed		Cash Account

21/01/2000 10:32:42	Francesco Chiarini	Hours spent since call received: 2.5 hours
02/02/2000 09:06:43	Deleted User (Mark McGrath left Jul/00)	The call references have been updated. They are now:-
02/02/2000 09:06:43	Deleted User (Mark McGrath left Jul/00)	Acceptance Incident : AI0376H
02/02/2000 09:06:43	Deleted User (Mark McGrath left Jul/00)	Copy From : PC0034332
02/02/2000 09:06:43	Deleted User (Mark McGrath left Jul/00)	T Work Package : PWY_WP_7012
02/02/2000 09:06:45	Deleted User (Mark McGrath left Jul/00)	F} Response :
02/02/2000 09:06:45	Deleted User (Mark McGrath left Jul/00)	I have set WP 7012 READY_FOR_BUILD, containig a fix for this pinICL.
02/02/2000 09:06:45	Deleted User (Mark McGrath left Jul/00)	..Austin
02/02/2000 09:06:45	Deleted User (Mark McGrath left Jul/00)	[END OF REFERENCE 15140237]
02/02/2000 09:06:45	Deleted User (Mark McGrath left Jul/00)	Responded to call type C as Category 48 -Fix Released to PIT
02/02/2000 09:06:45	Deleted User (Mark McGrath left Jul/00)	The response was delivered on the system
02/02/2000 09:06:46	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: Dev-Int-Rel
02/02/2000 09:06:46	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 0 hours
02/02/2000 14:01:25	Deleted User (Paul Warner feb01)	Link tested successfully in WP7012/7029.
02/02/2000 14:01:25	Deleted User (Paul Warner feb01)	Susp button is now lockec throughout the transfer in process.
02/02/2000 15:33:47	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-
02/02/2000 15:33:47	Del(Patricia McLoughlin ??/00)	Acceptance Incident : AI0376H

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EDSC	system call related		Closed		Cash Account

02/02/2000 15:33:47	Del(Patricia McLoughlin ??/00)	Copy From : PC0034332
02/02/2000 15:33:47	Del(Patricia McLoughlin ??/00)	Work Package : PWY_WP_7012
02/02/2000 15:33:47	Del(Patricia McLoughlin ??/00)	T Fast track fix : FSTK_2_0_WP7012
02/02/2000 15:33:48	Del(Patricia McLoughlin ??/00)	F} Response :
02/02/2000 15:33:48	Del(Patricia McLoughlin ??/00)	fast track available, please test
02/02/2000 15:33:48	Del(Patricia McLoughlin ??/00)	[END OF REFERENCE 15170434]
02/02/2000 15:33:49	Del(Patricia McLoughlin ??/00)	Responded to call type C as Category 60 -Fix Released to Call Logger
02/02/2000 15:33:49	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
02/02/2000 15:33:49	Del(Patricia McLoughlin ??/00)	The response was delivered on the system
02/02/2000 17:09:37	Les Ong	The Call record has been transferred to the Team: PI Test
02/02/2000 17:09:38	Les Ong	Hours spent since call received: 0 hours
16/02/2000 13:39:01	Deleted user (Martyn Hurst AUG01)	Retested on ST01, okay, can be closed.
16/02/2000 13:39:01	Deleted user (Martyn Hurst AUG01)	The Call record has been transferred to the Team: Clone Admin
16/02/2000 13:39:02	Deleted user (Martyn Hurst AUG01)	Hours spent since call received: .2 hours
16/02/2000 17:25:32	Deleted User (Asim Mushtaq feb01)	CALL PC0036116 closed: Category 60, Type C
16/02/2000 17:25:32	Deleted User (Asim Mushtaq feb01)	Hours spent since call received: .1 hours