

PinICL Expor

PC0054313

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0054313	FAD014546 - apply transfers	19/09/2000 14:59:13	20/09/2000 07:52:15	Chris Gilding	EPOSS & DeskTop
EDSC	pending fix		Closed		EPOSS & DeskTop

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	69375870
ORIGREF	E-0009194020
CONSUMER	16953 A1GATE
CONSUMERREF	E-0009194020
PowerHelp	E-0009194020

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
19/09/2000 14:59:13	Customer Call	CALL PC0054313 opened
19/09/2000 14:59:40	Customer Call	CALL PC0054313:Priority B:CallType L - Target 22/09/00 15:59:13
19/09/2000 14:59:41	Customer Call	19/09/00 15:18 Caller - Russel Kemp Pm is trying to balance and it is saying
19/09/2000 14:59:42	Customer Call	cannot balance while transfers are in progression.
19/09/2000 14:59:43	Customer Call	19/09/00 15:30 GB082224
19/09/2000 14:59:45	Customer Call	Advice: It says a Transfer to your SU is in progress. PM has
19/09/2000 14:59:45	Customer Call	checked all transfers in , the transfer reconciliations in ossice
19/09/2000 14:59:46	Customer Call	weekly, but niether are showing any transfers pending/in
19/09/2000 14:59:46	Customer Call	progression but PM can still not balance. The Stock is 8 and
19/09/2000 14:59:47	Customer Call	the node is 10.
19/09/2000 14:59:48	Customer Call	19/09/00 15:53 GB082222
19/09/2000 14:59:48	Customer Call	Information: please apply transfers pending fix, thanks
19/09/2000 14:59:49	Customer Call	F} Call details
19/09/2000 14:59:53	Customer Call	Diagnostician name:

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19/09/2000 14:59:58	Customer Call	Customer opened date 19/09/2000 15:18:30
19/09/2000 15:09:17	Barbara Longley	The call summary has been changed from:-
19/09/2000 15:09:17	Barbara Longley	Caller - Russel Kemp Pm is trying to balance and i
19/09/2000 15:09:17	Barbara Longley	The call summary is now:-
19/09/2000 15:09:17	Barbara Longley	FAD014546 - apply transfers pending fix
19/09/2000 15:09:17	Barbara Longley	Target Release updated to CSR-CI3_2R
19/09/2000 15:09:17	Barbara Longley	Product EPOSS & DeskTop added
19/09/2000 15:16:29	Richard Coleman	PRESCAN: Done.
19/09/2000 15:16:30	Richard Coleman	The Call record has been assigned to the Team Member: Rakesh Patel
19/09/2000 15:16:31	Richard Coleman	Defect cause updated to 14:Development - Code
19/09/2000 15:16:31	Richard Coleman	Hours spent since call received: 0 hours
20/09/2000 07:52:12	Rakesh Patel	F} Response :
20/09/2000 07:52:12	Rakesh Patel	Workaround Applied
20/09/2000 07:52:12	Rakesh Patel	
20/09/2000 07:52:12	Rakesh Patel	Pm is trying to balance and it is saying cannot balance while transfers are
20/09/2000 07:52:12	Rakesh Patel	in progression.
20/09/2000 07:52:12	Rakesh Patel	
20/09/2000 07:52:12	Rakesh Patel	I applied the outstanding transfers workaround and have confirmation from the
20/09/2000 07:52:12	Rakesh Patel	PM that this was sucessful.
20/09/2000 07:52:12	Rakesh Patel	The PM has agreed closure of this call.
20/09/2000 07:52:12	Rakesh Patel	[END OF REFERENCE 21767058]
20/09/2000 07:52:12	Rakesh Patel	Responded to call type L as Category 70 -Avoidance Action Supplied
20/09/2000 07:52:12	Rakesh Patel	Hours spent since call received: 0 hours
20/09/2000 07:52:15	Rakesh Patel	CALL PC0054313 closed: Category 70, Type L
20/09/2000 07:52:15	Rakesh Patel	The response was delivered to: PowerHelp