

## PinICL Expor PC0032835

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0032835	Cleardesk failed to create training	05/11/1999 06:10:13	11/11/1999 10:50:40	Mrs Patricia McIver/015	EPOSS & DeskTop
EDSC	object: time		Closed		Counter Common

## References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
ORIGREF	E-9911050007
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911050007
PowerHelp	E-9911050007
REQUEST_KEY	42254457

## Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Counter Common	

## Activities

Date	User	Comment
05/11/1999 06:10:13	Customer Call	CALL PC0032835 opened
05/11/1999 06:10:17	Customer Call	CALL PC0032835:Priority B:CallType L - Target 09/11/99 20:00:00
05/11/1999 06:10:17	Customer Call	05/11/99 05:59 logged by aston, Critical event - Cleardesk failed to create
05/11/1999 06:10:17	Customer Call	training object: timeout occurred waiting for lock (0xc1090003)
05/11/1999 06:10:17	Customer Call	05/11/99 06:02 uk058728
05/11/1999 06:10:17	Customer Call	Information: additional event, An error occurred while attempting to
05/11/1999 06:10:17	Customer Call	modify an entry in the message run table. Timeout occurred
05/11/1999 06:10:17	Customer Call	waiting for lock (0xc1090003). forwarding for investigation.
05/11/1999 06:10:17	Customer Call	Searched Kel.
05/11/1999 06:10:17	Customer Call	F} Call details
05/11/1999 06:10:18	Customer Call	Diagnostician name:
05/11/1999 06:10:19	Customer Call	Customer opened date 05/11/1999 05:59:05
05/11/1999 09:59:05	Barbara Longley	Diane, Please can you add the correct subject for this call.
05/11/1999 09:59:05	Barbara Longley	The call summary has been changed from:-



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EDSC			Closed		Counter Common

05/11/1999 09:59:05	Barbara Longley	logged by aston, Critical event - Cleardesk failed
05/11/1999 09:59:05	Barbara Longley	The call summary is now:-
05/11/1999 09:59:05	Barbara Longley	Cleardesk failed to create training object: time
05/11/1999 09:59:05	Barbara Longley	Target Release updated to PDR - CSR
05/11/1999 09:59:05	Barbara Longley	Product General/Other/Misc Unknown added
09/11/1999 13:06:08	Richard Coleman	F} Response :
09/11/1999 13:06:08	Richard Coleman	PRESCAN: Unable to retrieve event logs for counter 4. Require PC to be
09/11/1999 13:06:08	Richard Coleman	rebooted.
09/11/1999 13:06:08	Richard Coleman	Closing call as enhancement request. PM not contacted
09/11/1999 13:06:08	Richard Coleman	[END OF REFERENCE 13340699]
09/11/1999 13:06:08	Richard Coleman	Responded to call type L as Category 66 -Enhancement Request
09/11/1999 13:06:09	Richard Coleman	Hours spent since call received: 0 hours
09/11/1999 13:06:09	Richard Coleman	Defect cause updated to 99:General - Unknown
09/11/1999 13:06:12	Richard Coleman	CALL PC0032835 closed: Category 66, Type L
09/11/1999 13:06:14	Richard Coleman	The response was delivered to: PowerHelp
10/11/1999 17:23:51	Customer Call	CALL PC0032835 Reopened: This incident has been reopened
10/11/1999 17:23:52	Customer Call	CALL PC0032835:Priority B:CallType L - Target 15/11/99 17:23:51
10/11/1999 17:23:52	Customer Call	09/11/99 18:20 uk060861
10/11/1999 17:23:52	Customer Call	Information: Tried to contact he PM to do a reboot, but the phone just
10/11/1999 17:23:53	Customer Call	wrang, will try again in the AM
10/11/1999 17:23:53	Customer Call	10/11/99 08:43 uk035390
10/11/1999 17:23:53	Customer Call	Contacted: Tried to voice the PM but no answer.
10/11/1999 17:23:53	Customer Call	10/11/99 09:13 uk035390
10/11/1999 17:23:53	Customer Call	Contacted: Have called the PO and spoken to the PM, and asked if she
10/11/1999 17:23:53	Customer Call	would reboot the counter 4 she can do this with out help,
10/11/1999 17:23:53	Customer Call	will call back in 30min to see if she is OK.



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EDSC			Closed		Counter Common

10/11/1999 17:23:53	Customer Call	10/11/99 17:09 UK052512
10/11/1999 17:23:53	Customer Call	Information: Have spoken to PM. PM has rebooted the system. It still
10/11/1999 17:23:54	Customer Call	does not work properly. She has rebooted it no fewer than 4
10/11/1999 17:23:54	Customer Call	times this week, getting fed up with it. This counter
10/11/1999 17:23:54	Customer Call	(counter 4) has now not been working properly for nearly a week.
10/11/1999 17:23:54	Customer Call	10/11/99 17:14 UK052512
10/11/1999 17:23:54	Customer Call	Information: PM also informs me that her RNM is keeping an eye on this
10/11/1999 17:23:54	Customer Call	call. Will be checking tomorrow to see whether this has
10/11/1999 17:23:54	Customer Call	been resolved.
10/11/1999 17:23:54	Customer Call	10/11/99 17:15 UK052512
10/11/1999 17:23:54	Customer Call	Information: PM has also said the screen has no entry signs on all the
10/11/1999 17:23:54	Customer Call	icons, we have tried to get rid of them but can't.
10/11/1999 17:23:55	Customer Call	10/11/99 17:15 UK052512
10/11/1999 17:23:55	Customer Call	Information: Spoken to Barbara Longley reference this call. Has said to
10/11/1999 17:23:55	Customer Call	pass it over and she will leave a message for Richard
10/11/1999 17:23:55	Customer Call	Coleman in the morning.
10/11/1999 17:23:55	Customer Call	10/11/99 17:16 UK052512
10/11/1999 17:23:55	Customer Call	ReOpen OTI: For transmission to SSC
10/11/1999 17:23:55	Customer Call	F} Call details
10/11/1999 17:23:56	Customer Call	Diagnostician name:
10/11/1999 17:25:05	Barbara Longley	The Call record has been assigned to the Team Member: Rakesh Patel
10/11/1999 17:25:06	Barbara Longley	Hours spent since call received: 0 hours
11/11/1999 08:25:00	Richard Coleman	The Call record has been assigned to the Team Member: Richard Coleman
11/11/1999 08:25:01	Richard Coleman	Hours spent since call received: 0 hours
11/11/1999 08:26:20	Richard Coleman	Product General/Other/Misc Unknown deleted
11/11/1999 08:26:20	Richard Coleman	Product EPOSS & DeskTop Counter Common added

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11/11/1999 08:26:21	Richard Coleman	F} Response :
11/11/1999 08:26:21	Richard Coleman	I am retrieving event logs and will look at previous calls for this counter.
11/11/1999 08:26:21	Richard Coleman	[END OF REFERENCE 13388475]
11/11/1999 08:26:21	Richard Coleman	Responded to call type L as Category 40 -Incident Under Investigation
11/11/1999 08:26:24	Richard Coleman	The response was delivered to: PowerHelp
11/11/1999 09:17:27	Richard Coleman	F} Response :
11/11/1999 09:17:27	Richard Coleman	This is a duplicate call of PinICL PC0032682.
11/11/1999 09:17:27	Richard Coleman	From the fact that the other counters appear to be okay we recommend swapping
11/11/1999 09:17:27	Richard Coleman	the base unit.
11/11/1999 09:17:27	Richard Coleman	PM not contacted, call raised by SMC.
11/11/1999 09:17:27	Richard Coleman	Closing call as duplicate call.
11/11/1999 09:17:27	Richard Coleman	[END OF REFERENCE 13389417]
11/11/1999 09:17:27	Richard Coleman	Responded to call type L as Category 72 -Duplicate Call
11/11/1999 09:17:28	Richard Coleman	Hours spent since call received: 0 hours
11/11/1999 09:17:42	Richard Coleman	CALL PC0032835 closed: Category 72, Type L
11/11/1999 09:17:44	Richard Coleman	The response was delivered to: PowerHelp
11/11/1999 10:50:40	Customer Call	Date and time complete: 11/11/1999 10:46:21
11/11/1999 10:50:40	Customer Call	Service Complete (Confirmation) Received