Export

Peak Incident Management System

Call Reference	**PC0093837**	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- BI_3S60R-Provisional	Top Ref	E-0307150419
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	21/08/2003	Effort (Man Days)	0
Summary	During the monthly audit review; issues regarding		

Progress Narrative

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Date:18-Aug-2003 10:48:00 User:_Customer Call_
CALL PC0093837:Priority B:CallType L - Target 21/08/03 11:48:40
15/07/03 12:10 During the monthly audit review, issues regarding the
performance on the Bootle Centera was discussed, please call to CFM3.
15/07/03 12:16 uk058804
Information: Passing incident to CFM3 for progression.
15/07/03 12:16 uk058804
REASSIGN: Call # E-0307150419 was Reassigned from Santokh Chahal,
Group SMC1 to Group CFM3
15/07/03 12:17 534768
Information: Read performance still slower than expected on Bootle
Centera, i.e. Bootle appears to be running at 2/3 of the speed of
the Wigan Centera Cube. Please contact either Richard
Laking [   GRO   ] or Alan Holmes ( [   GRO   ] for further
information. Thanks, SG
16/07/03 07:38 uk058835
Information: CFM3 have not seen any errors on these ports relating to
the centra cubes at Bootle. Sniffer traces were performed on
the LAN and normal activity was observed, there was RIP on
this LAN which as I understand is not needed as these boxes
use a default route, this can easily be stopped on this LAN,
however if these updates are being used could have wider
implications. KB@CFM3
16/07/03 07:47 uk058835
REASSIGN: Call # E-0307150419 was Reassigned from Group CFM3 to Group
SMC1
16/07/03 08:34 GB083727
REASSIGN: Call # E-0307150419 was Reassigned from Group SMC1 to Group
ISD NT
FAO Steve Gardiner - For comment after previous update.
17/07/03 16:24 uk061275
REASSIGN: Call # E-0307150419 was Reassigned from Group ISD NT to
Group CFM1
FAO Stevie G
18/07/03 13:50 534768
Information: Could a comparison be performed from the Network
perspective on devices etc between the set-up at Wigan and the set-up
at Bootle to see if there are any differences that maybe
causing the poorer performance at Bootle. Thanks, SG
18/07/03 13:52 534768
REASSIGN: Call # E-0307150419 was Reassigned from Group CFM1 to Group
CFM3
Please see previous call text. Thanks, SG
18/07/03 18:37 uk084297
Information: I can see no difference in the way the network is set up at
Wigan and Bootle and these also run the same protocols, i
can still see no errors on any of the ports. Have the boxes
themselves been checked, are the configuration/setup the
same for these boxes and is the information load at both Wigan
an Bootle the same. If all this is well suggest a PC/Laptop
using Centera cables is placed on the Lan and ping testing
is carried out (as Centera has no ICMP capability response
times are hard to determine). This will require an outage of
the centera at Bootle hence it will probably require an
OCP.KB@CFM3
18/07/03 18:54 uk084297
REASSIGN: Call # E-0307150419 was Reassigned from Group CFM3 to Group
SMC1
FAO Steve Gardiner
18/07/03 19:07 uk079785
REASSIGN: Call # E-0307150419 was Reassigned from Group SMC1 to Group
CFM1
FAO steve gardner
22/07/03 10:10 534768
Information: Call will be logged with EMC. SG
22/07/03 10:58 534768
REASSIGN: Call # E-0307150419 was Reassigned from Group CFM1 to Group
ISD NT
FAO Shaun Pinder. Thanks, SG
22/07/03 14:59 gb543821
Information: Richard Laking is preparing instructions on how I can
perform a local test on the Bootle Centera. Awaiting these
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instructions.
24/07/03 15:29 gb543821
Information: Instructions have now been received from Richard on
performing the tests. OCP7410 has been raised to carry out the
required tests in Bootle at 10am tomorrow morning.
25/07/03 12:03 gb543821
Information: OCP7410 has been actioned. The results have been returned
to Richard. The tests indicate a lower that expected
throughput. EMC are now going to be contacted to perform a 6 Monthy
Checkup on the Bootle Centers Cube.
29/07/03 10:49 534768
Information: We are currently awaiting feedback from Simon Fawkes
regarding the 6 monthly checks. SG
12/08/03 14:29 gb543821
Information: Steve Gardiner informs me that we are still waiting for a
response from Simon Fawkes who is on leave until next week.
Please suspend this call until Monday 18th August 10:00am.
12/08/03 14:30 gb543821
REASSIGN: Call # E-0307150419 was Reassigned from Group ISD NT to
Group SMC1
Please suspend as requested.
18/08/03 10:10 uk058804
REASSIGN: Call # E-0307150419 was Reassigned from Group SMC1 to Clair
Dowsett, Group SMC7-Distrib
18/08/03 10:44 GB082484
REASSIGN: Call # E-0307150419 was Reassigned from Clair Dowsett,
Group SMC7-Distrib to Group SMC1
Unsure of action required, SMC1 please deal with this.
18/08/03 10:53 uk058804
REASSIGN: Call # E-0307150419 was Reassigned from Group SMC1 to
Richard Postance, Group SMC1
18/08/03 11:19 gb083646
REASSIGN: Call # E-0307150419 was Reassigned from Richard Postance,
Group SMC1 to Group SMC FILTER
FAO Simon Fawkes
18/08/03 11:53 uk058804
OTIReturn: SMC Filter
18/08/03 11:54 SYSADM
Open OTI: Automatic Open OTI
***Updated by Santokh Chahal at 18/08/03 11:54:12
18/08/03 11:54 uk058804
REASSIGN: Call # E-0307150419 was Reassigned from Group SMC FILTER to
Group EDSC1
F} Call details
Diagnostician name:
Customer opened date 15/07/2003 12:10:55
CALL PC0093837 opened
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Date:**18-Aug-2003 12:35:00** User:**Diane Rowe**
Target Release updated to BI_3S40R-Provisional
Product General/Other/Misc ISDN added
The Call record has been assigned to the Team Member: Chris Hawkes
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:**18-Aug-2003 12:54:00** User:**Chris Hawkes**
Please pass to Simon Fawkes...
F} Response :
Forwarding to Simon Fawkes for action...
[END OF REFERENCE 35676009]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**18-Aug-2003 13:25:00** User:**Lionel Higman**
The Call record has been transferred to the Team: IPDU DesAuth
Hours spent since call received: 0 hours

Date:**18-Aug-2003 13:26:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Simon Fawkes
Hours spent since call received: 0 hours

Date:**28-Aug-2003 14:18:00** User:**_Customer Call_**
EMPTY 28/08/03 15:14 534768 CFM1 Information: 6 Monthly Health Check to take
place on Tuesday 2nd
September, Health Checks will be performed at both Wigan (09:00)
and Bootle (12:00). Unisys Engineer John Scragg will be onsite
to perform the Health Checks which we have been advised
will be non service affecting. SG

Date:**01-Sep-2003 09:20:00** User:**_Customer Call_**
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
01/09/03 10:22 534768 CFM1 Information: OCPS 7574 (Wigan) & 7575 (Bootle)
have raised for the
Health Checks. SG

Date:**03-Sep-2003 12:55:00** User:**Barbara Longley**
F} Response :
Call currently with Simon Fawkes in IPDU-DesAuth.
[END OF REFERENCE 35930760]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**08-Sep-2003 09:49:00** User:**Stephen Gardiner**
The following is an extract taken from Unisys Engineers (Jon Scragg) email
sent 8/9/03 to Steve Gardiner:
The health checks for the 2 Centerra boxes at Wigan and Bootle were clear as
far as any hardware issues were concerned. The status of all nodes was as
expected.
The software revision on the nodes is currently 1.1.0.98-409. This will need
to be updated fairly soon to the latest release 2.0.1.166-1014.
We can schedule this at your convenience.

Date:**04-Nov-2003 09:23:00** User:**Simon Fawkes**
CP 3561 covers the upgrade to version 2 of Centera system software. Will
close PinICL once approved.

Date:**09-Jan-2004 14:40:14** User:**_Customer Call_**
Request For Service =================== Date/Time Raised: 15/07/2003 12:10:55 Priority: B Contact Name: Steve Gardiner Contact
Phone: GRO Diagnostician Name: == Product
Type: CENOPWINNT Product Serial No: Product Site: PATH026
== Request Identifiers Originator: Phelp
Originator's reference: E-0307150419 Consumer: 16953 A1GATE Consumer's reference: E-0307150419 Provider: PINICL Provider's
reference:
Forwarding to Simon Fawkes for action...

Date:**09-Jan-2004 14:40:15** User:**_Customer Call_**
Call currently with Simon Fawkes in IPDU-DesAuth.

Date:**12-Feb-2004 13:03:48** User:**Lionel Higman**
The call TargetRelease has been changed from:-
BI_3S40R-Provisional
The call TargetRelease is now:-
BI_3S60R-Provisional
BI_3S40R is no longer a targetable release. Targeting call at next viable R
release.

Date:**20-Mar-2004 09:39:55** User:**Chris Hawkes**
F} Response :
Administrative closure for OTI switch.
[END OF REFERENCE 37878430]
Responded to call type L as Category 68 -Administrative Response

Date:**20-Mar-2004 09:39:56** User:**Chris Hawkes**
Hours spent since call received: 0 hours

Date:**20-Mar-2004 09:39:57** User:**Chris Hawkes**
CALL PC0093837 closed: Category 68, Type L
The response was delivered to: PowerHelp

Date:**20-Mar-2004 11:11:21** User:**_Customer Call_**
Date and time complete: 20/03/2004 09:48:00
Service Complete (Confirmation) Received

Date:**21-Mar-2004 13:30:05** User:**_Customer Call_**
CALL PC0093837 reopened by _Customer Call_
EMPTY
20/03/04 09:48 PINICL
REASSIGN: OTI monitor reassigned this call from PINICL to the Action Group
SMC Filter as directed by the OTIReturn activity
21/03/04 13:26 SYSADM
21/03/04 13:26 uk086391

REASSIGN: Call # E-0307150419 was Reassigned from Group SMC Filter to
Group EDSC1
ReOpen OTI: Automatic Re-Open OTI
***Updated by Harjinder Theara at 21/03/04 13:26:45

Date:**22-Mar-2004 09:13:36** User:**_Customer Call_**
Administrative closure for OTI switch.

Date:**22-Mar-2004 10:28:07** User:**Chris Hawkes**
The Call record has been transferred to the team: IPDU DesAuth
The Call record has been assigned to the Team Member: Simon Fawkes
Progress was delivered to Powerhelp

Date:**26-Apr-2004 09:50:50** User:**Lionel Higman**
The Call record has been transferred to the team: SI Design Authority
The Call record has been assigned to the Team Member: Simon Fawkes

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Date:**21-Jun-2004 11:08:17** User:**Lionel Higman**
The call Target Release has been move to:
Targeted At -- BI_3S60R-Provisional

Date:**02-Nov-2004 17:13:59** User:**Lionel Higman**
The Call record has been transferred to the team: ASD Ifrastructure Unit
The Call record has been assigned to the Team Member: Simon Fawkes

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Date:**05-Apr-2005 07:30:33** User:**Simon Fawkes**
[Start of Response]
CP 3561 approved and deployed. Closing peak. If fault still exists then
please re-open.
[END OF REFERENCE 39405518]
Response code to call type L as Category 44
Hours spent since call received: 0 hours

Date:**05-Apr-2005 07:30:50** User:**Simon Fawkes**
[Start of Response]
Close
[END OF REFERENCE 39405524]
Response code to call type L as Category 60
Routing to Call Logger following Final Progress update.
Hours spent since call received: 0 hours

Date:**05-Apr-2005 10:10:12** User:**Barbara Longley**
The Call record has been assigned to the Team Member: Joe Harrison
Progress was delivered to Powerhelp

Date:**05-Apr-2005 14:48:21** User:**Joe Harrison**
[Start of Response]
CP 3561 approved and deployed. Closing peak. If fault still exists then
please re-open.
[END OF REFERENCE 39407611]
Response code to call type L as Category 60
Routing to Call Logger following Final Progress update.
Service Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:**05-Apr-2005 14:48:22** User:**Joe Harrison**
CALL PC0093837 closed: Category 60 Type L

Date:**05-Apr-2005 16:22:28** User:**_Customer Call_**
Consumer Phelp has received the call closure

Root Cause	General - Unknown
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- ISDN (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	05-Apr-2005 16:22 -- _Customer Call_