

## CHANGE C10104 Details from ARCHIVE\_DB2

## Query Parameters

SQL: select workorder.\*, asset.description as ASSETDESC, locations.description as LOCDESC, ci.description as CIDESC, longdescription.lidtext as LONGDESC from workorder left outer join asset on workorder.assetnum = asset.assetnum left outer join locations on workorder.location = locations.location left outer join ci on workorder.cinum = cinum left outer join longdescription on longdescription.lidkey = workorder.workorderid and longdescription.lidownertable='WORKORDER' and longdescription.lidownercol='DESCRIPTION' where WONUM='C10104'

## Details

Summary: GDOC event log monitoring for VCS on UNIX  
Detailed Description: GDOC event log monitoring for VCS on UNIX

Activate VCS log monitoring in ITM Unix Log agent

Not in use at the moment

Asset: 10EB9E4\_AXEDAORA05 AXEDAORA05  
Location: 29638 [redacted] CN, CA L4N0M4  
CI: AXEDAORA05 Oracle NON-Transactional Shared Server

Sched Start:	
Sched Finish:	
Target Start:	
Target Finish:	
Actual Start:	
Actual Finish:	
Report Date:	Jul 11, 2012 9:12 PM
Reported By:	[redacted]

Site:	[redacted]
Priority:	
Work Type:	
Status:	CAN
Parent:	
Failure Class:	
Problem Code:	
GL Account:	

Job Plan:	[redacted] CHG-C3
Supervisor:	
Lead:	[redacted]
Vendor:	
Owner:	[redacted]
Owner Group:	IBM-UNIX-PROJECT
Service:	
Service Group:	CORPO
Classification:	

## Task IDs

Task ID	Description	Status	Measurement Point	Value	Date	Observations
	Pre-Review	CAN		0		
	Approval (LEAD TIME START)	CAN		0		
	Assessment	CAN		0		

## Attachments

Filename	Description
<a href="#">doclinks/attachments/Assessment and Implementation plan C9669.docx</a>	Assessment and Implementation plan C9669.docx

Report Administration | BIRT Report Viewer | BIRT Report Viewer

https://ibm.com/ibm.com/maximo/report?\_report=ticket-detail-archive.rpt&designid\_1\_format=html&where=%4254%2F%2B%2C convert optim archive format

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## INCIDENT IN100150 Details from ARCHIVE\_DB2

Query Parameters

SQL select ticket \* classstructure description as classification, asset1 description as assetdesc, location1 description as locationc, c1 description as cdesc, longdescription1 idnet as longdesc from ticket left outer join classstructure on ticket.classstructureid = classstructure.classstructureid left outer join asset1 on ticket.assetnum = asset1.assetnum left outer join location1 on ticket.location = location1.location left outer join c1 on ticket.ccolumn = c1.ccolumn left outer join longdescription1 on ticket.ticketid = longdescription1.ticketid and longdescription1.idnameable='TICKET' and longdescription1.idnameable='DESCRIPTION' where ticketid=32906 and class='INCIDENT'

Summary: probleme avec l'application finance center	
Detailed Description: [REDACTED] 2026 client ne peut pas comparer les éléments e-traité: com.capitalbeam.com:mcom:Turbine Exception images attaché le probleme affecte tous les usagers dans la succ.	
Asset:	Finance Center eB3
Location:	*DECOMMISSIONED USE B-5245-48UB** 5245 BOUL COUSINEAU, ST-HUBERT, QC, CA J3V6J8 HP Compaq Elite Business Desktop PC B800 French
Target Contact:	Status: CLOSED
Actual Contact:	User Priority: 0
Target Start:	Internal Priority: 3
Actual Start:	Reported By: [REDACTED]
Target Finish:	Affected User: [REDACTED]
Actual Finish:	Reported Date: Dec 9, 2011 10:19 AM
	Is Global Issue? 0
	Related to Global Issue? 0
	Owner: [REDACTED]
	Owner Group: [REDACTED]
	Classification: SOFTWARE

createdate					
Date	Record	Class	Created By	Subject	Description
Dec 21, 2011 2:13 PM	IN100150	INCIDENT	[REDACTED]		send e-mail to the client madam Request transfer incident to BNC
Dec 21, 2011 1:39 PM	IN100150	INCIDENT	[REDACTED]		Email of assuer of M Da Silva
Dec 21, 2011 12:49 PM	IN100150	INCIDENT	[REDACTED]		e-mail sent to joze Carlos Da Silva
Dec 21, 2011 10:59 AM	IN100150	INCIDENT	[REDACTED]		Misassigned to IBM-CSS-SECSK
Dec 21, 2011 10:35 AM	IN100150	INCIDENT	ARMADMIN		[Matters] - incident submitted to AlarmPoint for Notification Pas as groupe Microcab-B
Dec 9, 2011 10:28 AM	IN100150	INCIDENT	MAXADMIN		Ticket Number IN100150 requires your action. Details are as follows: Ticket Reported by [REDACTED] has been assigned to CGI-IPC-MICRO-WEB-B Reporter Abstract: probleme avec l'application finance center Classification: SOFTWARE Current Priority: 3 Target Resolution: 2011-12-34 16:18:34 Caller Phone Number: (999)999-9999 Ticket Type: INCIDENT
Dec 9, 2011 10:27 AM	IN100150	INCIDENT	MAXADMIN	IN100150 Sev 3 for CGI-IPC-MICRO-WEB-B probleme avec l'application finance center	Ticket Number IN100150 requires your action. Details are as follows: Ticket Reported by [REDACTED] has been assigned to CGI-IPC-MICRO-WEB-B Reporter Abstract: probleme avec l'application finance center Classification: SOFTWARE Current Priority: 3 Target Resolution: 2011-12-34 16:18:34 Caller Phone Number: (999)999-9999 Ticket Type: INCIDENT
Dec 21, 2011 10:37 AM	IN100150	INCIDENT	MAXADMIN	IN100150 Sev 3 for CGI-IPC-TELNAT-GUA-FC probleme avec l'application finance center	Ticket Number IN100150 requires your action. Details are as follows: Ticket Reported by [REDACTED] has been assigned to CGI-IPC-TELNAT-GUA-FC Reporter Abstract: probleme avec l'application finance center Classification: SOFTWARE Current Priority: 3 Target Resolution: 2011-12-34 16:18:34 Caller Phone Number: (999)999-9999 Ticket Type: INCIDENT
Dec 21, 2011 10:40 AM	IN100150	INCIDENT	MAXADMIN	IN100150 Sev 3 not acknowledged by CGI-IPC-TELNAT-GUA-FC	An incident is assigned to your own group. Please assign an owner and complete the ticket before the resolution time. Resolution Target: 2011-12-34 11:38:34  Please do not reply to this automated email.
Dec 21, 2011 10:40 AM	IN100150	INCIDENT	MAXADMIN	IN100150 Sev 3 - Resolution Reminder	Thank You An incident is assigned to / CGI-IPC-TELNAT-GUA-FC. Please complete the ticket before the resolution time. Resolution Target: 2011-12-34 11:38:34  Please do not reply to this automated email.
Dec 21, 2011 10:40 AM	IN100150	INCIDENT	MAXADMIN	IN100150 Sev 3 - Missed Target	Thank You An incident assigned to / CGI-IPC-TELNAT-GUA-FC just missed the Target Finish Date. Resolution Target: 2011-12-34 11:38:34  Please do not reply to this automated email.
Dec 21, 2011 11:00 AM	IN100150	INCIDENT	MAXADMIN	IN100150 Sev 3 - Resolution Reminder	Thank You An incident is assigned to [REDACTED] / CGI-IPC-TELNAT-GUA-FC. Please complete the ticket before the resolution time. Resolution Target: 2011-12-34 11:38:34  Please do not reply to this automated email.
Dec 21, 2011 11:00 AM	IN100150	INCIDENT	MAXADMIN	From ISM Ticket Number IN100150 assigned to [REDACTED]	Thank You An incident is assigned to [REDACTED] and it just missed the Target Finish Date.  Please do not reply to this automated email.

Attachments	Description
File name	
<a href="#">file:///C:/Users/.../152-344-16-39007.jpg</a>	1.jpg
<a href="#">file:///C:/Users/.../214341-76607-1-1.jpg</a>	2.jpg

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http://dash.ibm.com/maximo/report?\_report=ticket-detail.archive.rpt&design&\_format=html&where=x%25EF%25B convert optim archive format

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## PROBLEM PR1390 Details from ARCHIVE\_DB2

SQL select ticket.\* classstructure description as classification, asset description as assetdesc, locations description as locdesc, ci description as cidesc, longdescription kkey as longdesc from ticket left outer join classstructure on ticket.classstructureid = classstructure.classstructureid left outer join asset on ticket.assetnum = asset.assetnum left outer join locations on ticket.location = locations.location left outer join ci on ticket.cinum = ci.cinum left outer join longdescription on ticket.ticketid = longdescription.kkey and longdescription.kkeyword='TICKET' and longdescription.kkeyword='DESCRIPTION' where ticketid=139 and class='PROBLEM'

### Details

Summary list damaged media Exxxx		
Detailed description: damaged media Exxxx to be isolated and put through the destruction process test. ticket should be cancelled		
Asset:		
Location:	CI	
Target Contact:	Status: CANCELLED	Is Known Error? 0
Actual Contact:	User Priority: 4	Is Global Issue? 0
Target Start:	Internal Priority: 4	Related to Global Issue? 0
Actual Start:	Reported By: [REDACTED]	Owner:
Target Finish:	Affected User: [REDACTED]	Owner Group: IBM [REDACTED]
Actual Finish:	Reported Date: Feb 2, 2011 1:13 PM	Classification: SOFTWARE

### Related Tickets

Ticket#	Class	Description	Status	Relationship
PR1667	PROBLEM	Fonctionnalité transfert de mouvements	CANCELLED	FOLLOWUP
PR2482	PROBLEM	test damaged media Exxxx	CLOSED	FOLLOWUP
PR2725	PROBLEM	test damaged media Exxxx	CLOSED	FOLLOWUP
PR2726	PROBLEM	test damaged media Exxxx	CLOSED	FOLLOWUP
PR3726	PROBLEM	test damaged media Exxxx	CLOSED	FOLLOWUP
PR4183	PROBLEM	test damaged media Exxxx	CLOSED	FOLLOWUP
PR4309	PROBLEM	test damaged media Exxxx	CLOSED	FOLLOWUP

### Related Work Orders

Work Order	Class	Description	Status	Relationship
C7626	CHANGE	test damaged media Exxxx	WAPPR	FOLLOWUP

### createdate

Log	Date	Record	Class	Created By	Subject	Description
	May 27, 2013 1:02 PM	PR4183	PROBLEM	[REDACTED]		not a problem ticket, was a test
	Jan 17, 2013 9:18 AM	PR2482	PROBLEM	[REDACTED]		Le ticket est annulé
	Mar 11, 2011 7:29 AM	PR1390	PROBLEM	[REDACTED]		As discussed with Brenda my user does not allow me to cancel any problem
	Feb 2, 2011 1:21 PM			[REDACTED]	From ISM - Ticket Number PR1390 assigned to [REDACTED]	Ticket Number PR1390 requires your action. Details are as follows; Ticket Reported by [REDACTED] has been assigned to [REDACTED] Reporter Abstract : test damaged media Exxxx1 Classification : SOFTWARE Current Priority : 4 Target Resolution : null Caller Phone Number : [REDACTED] Ticket Type : PROBLEM
	Mar 10, 2011 10:05 AM			MAXADMIN	PR1390 Sev 4 for IBM-PSM-MTL test damaged media Exxxx1	Ticket Number PR1390 requires your action. Details are as follows; Ticket Reported by [REDACTED] has been assigned to IBM-PSM-MTL Reporter Abstract : test damaged media Exxxx1 Classification : SOFTWARE Current Priority : 4 Target Resolution : null Caller Phone Number : [REDACTED] Ticket Type : PROBLEM

### Attachments

Filename	Description
<a href="#">ibxlinks\ibxhwmts\ibxhwts\ibxlinks.ms.GIF</a>	C:\Documents and Settings\z76657\Bureau\cancel problems.GIF

**Tivoli**  
**SR SR100581 Details from ARCHIVE\_DB2**

## Query Parameters

SQL: select ticket.\*, classtructure description as classification, asset.description as assetdesc, locations.description as locdesc, ci.description as cidesc, longdescription.lidtext as longdesc from ticket left outer join classtructure on ticket.classtructureid = classtructure.classtructureid left outer join asset on ticket.assetnum = asset.assetnum left outer join locations on ticket.location = locations.location left outer join ci on ticket.cinum = ci.cinum left outer join longdescription on ticket.ticketuid = longdescription.lidkey and longdescription.lidownertable='TICKET' and longdescription.lidownercol='DESCRIPTION' where ticketuid=149776 and class='SR'

## Details

Summary: Excel "Message d'erreur incapable de continuer"

Detailed Description: [redacted] / 09861, 500 PDA / Centre de Credit

Probleme avec application, application ne ferme plus, excel ne ferme plus

PC: 2UA1131SVL

Domain: LBG

Je ferme le processus de excel, et la cliente est correcte, elle ouvre le .pdf a la place.

Si elle rappelle merci d'investiguer plus profondement et voir s'il y'a besoin d'escalader au 2eme niveau

Asset:

Location:

CI:

Target Contact:

Actual Contact:

Target Start:

Actual Start: Jul 11, 2011 6:57 AM

Target Finish:

Actual Finish:

Status: CLOSED\_FC

User Priority: 0

Internal Priority: 4

Reported By: [redacted]

Affected User: [redacted]

Reported Date: Jul 11, 2011 6:55 AM

0

0

0

Owner: [redacted]

Owner Group: IBM-CSC-SDESK

Classification: SOFTWARE \ WORKSTATION\_SW \ MS\_EXCEL

## Attachments

Filename

[doclinks/attachments/error1310395493417.JPG](#)

Description

error

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https://www.ibm.com/tivoli/ibm.com/taximo/report?\_report=wotrack-detail-archive.rptdesign&\_format=html&where=%4025EF%20... convert optim archive format

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## WOTRACK WO529593 Details from ARCHIVE\_DB2

### Query Parameters

SQL: select workorder1\*, asset.description as ASSETDESC, locations.description as LOCDESC, cidescription as CIDESC, longdescription1dest as LONGDESC from workorder left outer join asset on workorder.assetnum = asset.assetnum left outer join locations on workorder.location = locations.location left outer join ci on workorder.citnum = ci.cinum left outer join longdescription1dkey on workorder.workorderid and longdescription1dkeyonnum = 'WORKORDER' and longdescription1dkeyonnum = 'DESCRIPTION' where ( ( not exists (select 1 from workorder wo2, relatedrecord rel where rel.relatedrecley = workorder.worknum and wo2.worknum = rel.relatedrecley and wo2.classstructureid = '10000833' and wo2.status not in ('CAN', 'CANAPPR', 'ACCGRANT', 'CLOSE', 'CLOSEAPPR', 'ACCAPPR') and rel.relateType = 'ORIGINATOR' ) and not exists (select 1 from workorder wo3, workorder wo4 where workorder.parent = wo3.worknum and wo3.worknum = wo4.origrecid and wo4.classstructureid = '10000833' and wo4.status not in ('CAN', 'CANAPPR', 'ACCGRANT', 'CLOSE', 'CLOSEAPPR', 'ACCAPPR' ) ) ) and WONUM = 'WO529593'

### Details

#### Summary: Activate Xenos Data Collection

Detailed Description: As a part of Data Collection Process the output from the GetInfo utilities, the license file, and environment information need to be collected from every machine where the Xenos products are installed.

#### GetInfo Utilities

The GetInfo utilities are stored on ftp location and are accessible to every customer.

Location: ftp://support/ftp.actual.com/tools/xenos\_getinfo/

The output from the utilities provides necessary information to identify the hardware that the License Keys will be/are deployed on.

The utilities are designed to run on various Operating Systems including AIX, HP/UX, Linux, MVS, SUN Solaris, and Windows. The process to generate the output is outlined as under:

1. Download the utility for the environment deployed by end-user.
2. Utilities are stored in compressed format.
3. Uncompress and run the utility from the location (within the subfolders) where Xenos products are installed on server FBRMP2K1.
4. Provide us the output generated from each and every such environment.

#### Technical Detail

Please provide technical detail for server FBRMP2K1

Asset: 4C214D1H8D

HP EliteBook Notebook 8560p

Location: C-1155-MTL-4

[REDACTED], CA 93849

CI:

Sched Start:	
Sched Finish:	
Target Start:	
Target Finish:	
Actual Start:	Feb 18 2013 11:33 PM
Actual Finish:	Feb 19 2013 12:36 PM
Report Date:	Feb 18 2013 11:19 AM
Reported By:	[REDACTED]

Site:	[REDACTED]
Priority:	
Work Type:	
Status:	CLOSE
Parent:	
Failure Class:	
Problem Code:	
GL Account:	

Job Plan:	
Supervisor:	
Lead:	
Vendor:	
Owner:	[REDACTED]
Owner Group:	IBM-INTEL-SUPPORT-GR
Service:	
Service Group:	
Classification:	

Ticket	Description	Class	Status	Relationship	
IN318740	Activate Xenos Data Collection	INCIDENT	CLOSED	ORIGINATOR	
Log	Date	Class	Created By	Subject	Description
	2/19/13	WORKORDER	[REDACTED]		Assigned to Intel Support GR
	2/19/13	WORKORDER	[REDACTED]		Intel GR Update

### Attachments

Filename

ibxlinks/attachments/WnInfo\_FBRMP2K1.txt

Description

V:\Daily Activity\February19\WnInfo\_FBRMP2K1.txt