

 Sun Microsystems Ltd Regis House 55 King William Street London EC4R 9AD		Minutes of Citi/Egg Service Review Meeting for February 2010	
Venue: Room 3B	Date/Time of Meeting: 11:00am 9th March Next Meeting: <i>Tuesday 13th April 11:00am (2nd Tuesday of the month)</i>	Dial-in Information UK: 020 7897 3212 or LocalCall: 08445 790706 Toll Free: UK: 0800 6948079 Germany: 0800 6648530 Poland: 008001213321 Conference code: 04463199	
Chairman: Bill Bruce Author: Bill Bruce	Attendees: Citi Bernie O'Connor John McBride Scott McGarry Shaun Jackson Ian Bray	Attendees: Sun Balvinder Channa Bill Bruce Justin Lazarus Michael Gold Phil Singleton	Apologies:

<i>Item</i>	<i>Description</i>	<i>Action</i>	<i>Due</i>
1.	15/25K procedures and audit. Ongoing activity – JL provide suggest schedule of activity with dates by next SRM (13th April).	JL	Next SRM (13th April)
2.	Automated Service Requests (ASR) . Recent presentation by Sun to CATE was well received. BB to follow-up up with Sun/CATE in New York as to next steps.	BB	Next SRM (13th April)
3.	Citi UK access to MSC for German machines - next steps provided by Michael Gold and to be followed-up with Stuart Moorhouse.	MG	Next SRM (13th April)
4.	EGG inventory reconciliation with Sun (Oracle's) internal systems to be completed in time for contract renewal end March 2010.	BB	Next SRM (13th April)
5.	Clarity around the support for Solaris 2.8 is required to include entitlement and process for accessing support/patches.	PS	Next SRM (13th April)
6.	Clarity on Sun's (Oracle) policy regarding T&M for support of systems not on contract. BB to send details of policy.	BB	19th March
7	Shaun Jackson has issues with accessing correct data within MSC. This will be rectified by the merging of the EGG and Citi contracts at renewal (1st April)	BB	Next SRM (13th April)
8	Visibility of Citi inventory in EMEA is needed to ensure support contract(s) is in place where required. BOC to canvas BU owners in EMEA for inventory listings requiring support.(see 7. above)	BOC	Next SRM (13th April)
9	Review of strategy around firmware revisions/updates is required to ensure that all interested parties (Sun (Oracle) and Citi). BB to arrange session	BB	Next SRM (13th April)
10	Compile and circulate the Parts Usage information for January and February 2010	BB	Next SRM (13th April)



**Citi/Egg
Service Review Report
Sun Microsystems Managed Services
March 2010**

Commercial in Confidence
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Oracle:

Sun went through LEC (Local Entity Combination) with Oracle on 1st March which means that Sun Microsystems UK is now a wholly owned subsidiary of Oracle.

No significant changes have been announced as yet but it is planned that the Sun's MSC will migrate to the Oracle equivalent in the next few months (date to be confirmed).

The date for Sun Germany to become an Oracle subsidiary is still to be published but it is expected to be this summer (around 1st July).

A general welcome/information session was held in London a few weeks ago and we will be organising a Citi specific briefing.

ASR:

ASR continues to be a challenge in terms of getting priority within Citi. This is being addressed by Oracle/CATE in the US. Sun are very keen to get this implemented as it will be a benefit to Citi in terms of the speedy logging of calls and a quicker time to resolution.

Commercial:

The current support contract is coming up for renewal (as at 1st April). Discussions are ongoing Oracle Service Sales and Citi Procurement. The EGG contract will be 'rolled into' the Citi contract as from 1st April.

The Oct09-Dec09 and Jan10-Mar10 disk retention numbers are being finalised and will be distributed in the next 2 weeks.

System Administrator Team

The SA team has now been terminated as at 31st March 2010. No outstanding actions (with the exception of 1 person's security cards) remain.

Hardware Team

There are still some outstanding issues with regard to record keeping for consignment stock etc. These are being addressed and on-site processes are being revised for the hardware team.

The 1st phase of firmware upgrades to the L700 machines has been completed and RFCs are awaited to complete the exercise.

There was an incident regarding an outage at EGG. There is no obvious cause for this but we are arranging a health check to be carried out on the cabinet involved in the incident.

SLA Performance Summary for March 2010

All VT Tickets

Type	No. of tickets	Sev 1&2	Sev 3&4	No. of Response SLA fails	Overall Response SLA	Sev 1&2 Response SLA	Sev 3&4 Response SLA	No. of Fix SLA fails	Overall Fix SLA	Sev 1&2 Fix SLA	Sev 3&4 Fix SLA
HW	38	12	26	2	94.74%	91.67%	96.15%	0	100.00%	100.00%	100.00%
WRB	3	0	3	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
DEL	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
STO	4	1	3	1	75.00%	100.00%	100.00%	1	75.00%	0.00%	100.00%
SW	2	1	1	1	50.00%	100.00%	0.00%	0	100.00%	100.00%	100.00%
RBT	7	0	7	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
ERR/WHW	3	2	1	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
NET	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
VA	9	0	9	3	66.67%	N/A	66.67%	2	77.78%	N/A	77.78%
PRO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
Yellow	0	0	0	2				0			
All	66	16	50	7	89.39%	100.00%	86.00%	3	95.45%	100.00%	100.00%

Qualifying VT Tickets

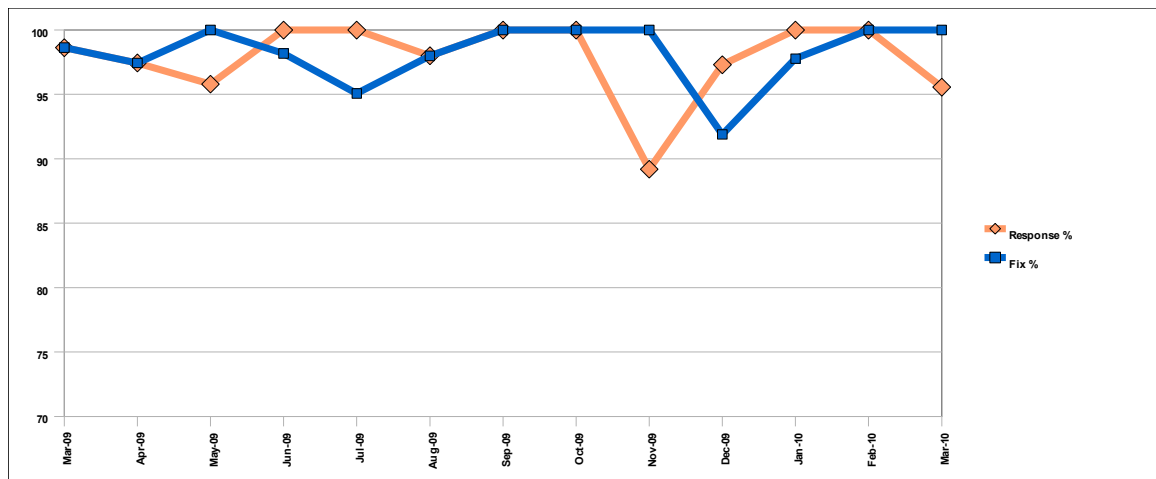
Type	No. of tickets	Sev 1&2	Sev 3&4	No. of Response SLA fails	Overall Response SLA	Sev 1&2 Response SLA	Sev 3&4 Response SLA	No. of Fix SLA fails	Overall Fix SLA	Sev 1&2 Fix SLA	Sev 3&4 Fix SLA
HW	38	12	26	2	94.74%	91.67%	96.15%	0	100.00%	100.00%	100.00%
WRB	3	0	3	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
DEL	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
STO	4	1	3	1	75.00%	100.00%	100.00%	1	75.00%	0.00%	100.00%
SW	2	1	1	0	50.00%	100.00%	0.00%	0	100.00%	100.00%	100.00%
RBT	7	0	7	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
ERR/WHW	3	2	1	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
NET	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
VA	9	0	9	3	66.67%	N/A	66.67%	2	77.78%	N/A	77.78%
PRO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
Yellow	0	0	0	2				0			
Qualifying	45	12	33	2	95.56%	100.00%	93.94%	0	100.00%	100.00%	100.00%

Legend:

HW	Hardware Break/Fix	Qualifying for SLA
WRB	Wintel Reboot	
DEL	Delivery Action	
STO	Storage Devices	
SW	Software	
RBT	Sun Reboot	Qualifying for SLA
ERR	Error	
NET	Network Activity	Qualifying for SLA
VA	Value Add	
PRO	Proactive Activity	
Yellow	Missed for valid reason	

Notes:

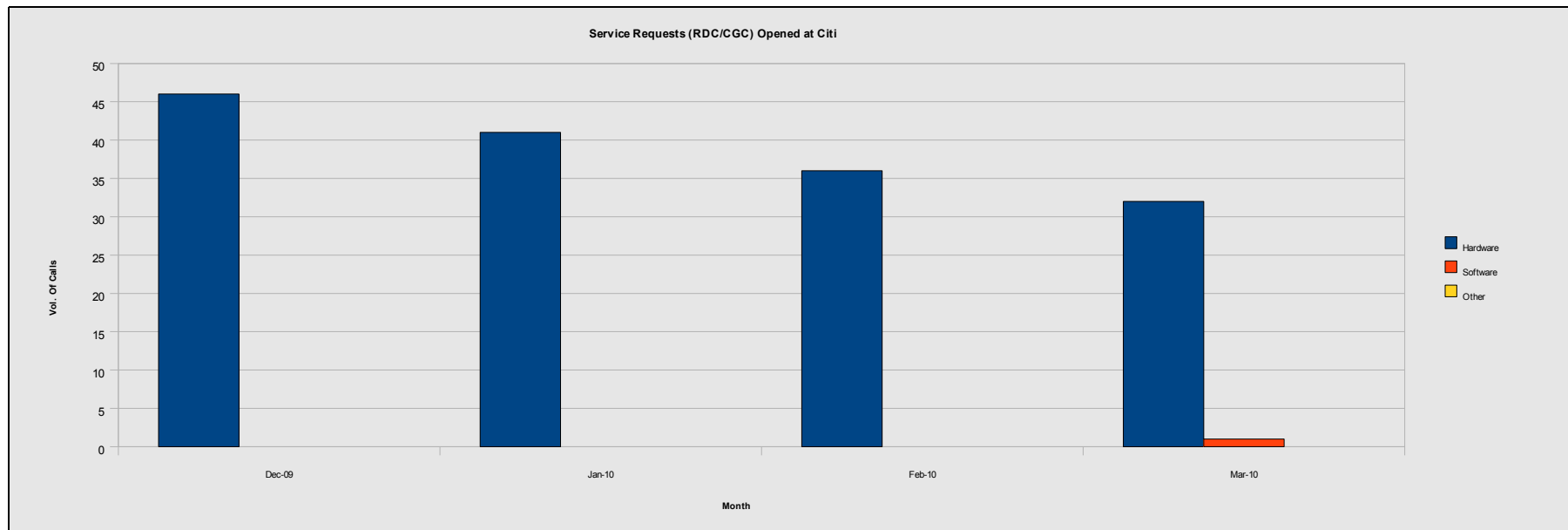
- a) 2 Yellow calls (HW)
 - 1 dealing with call before ticket raised
 - 1 placed on wrong queue
- b) 2 x VA 'Fix' fails due to VA tickets raised instead of VR
 - due to spreadsheet issue

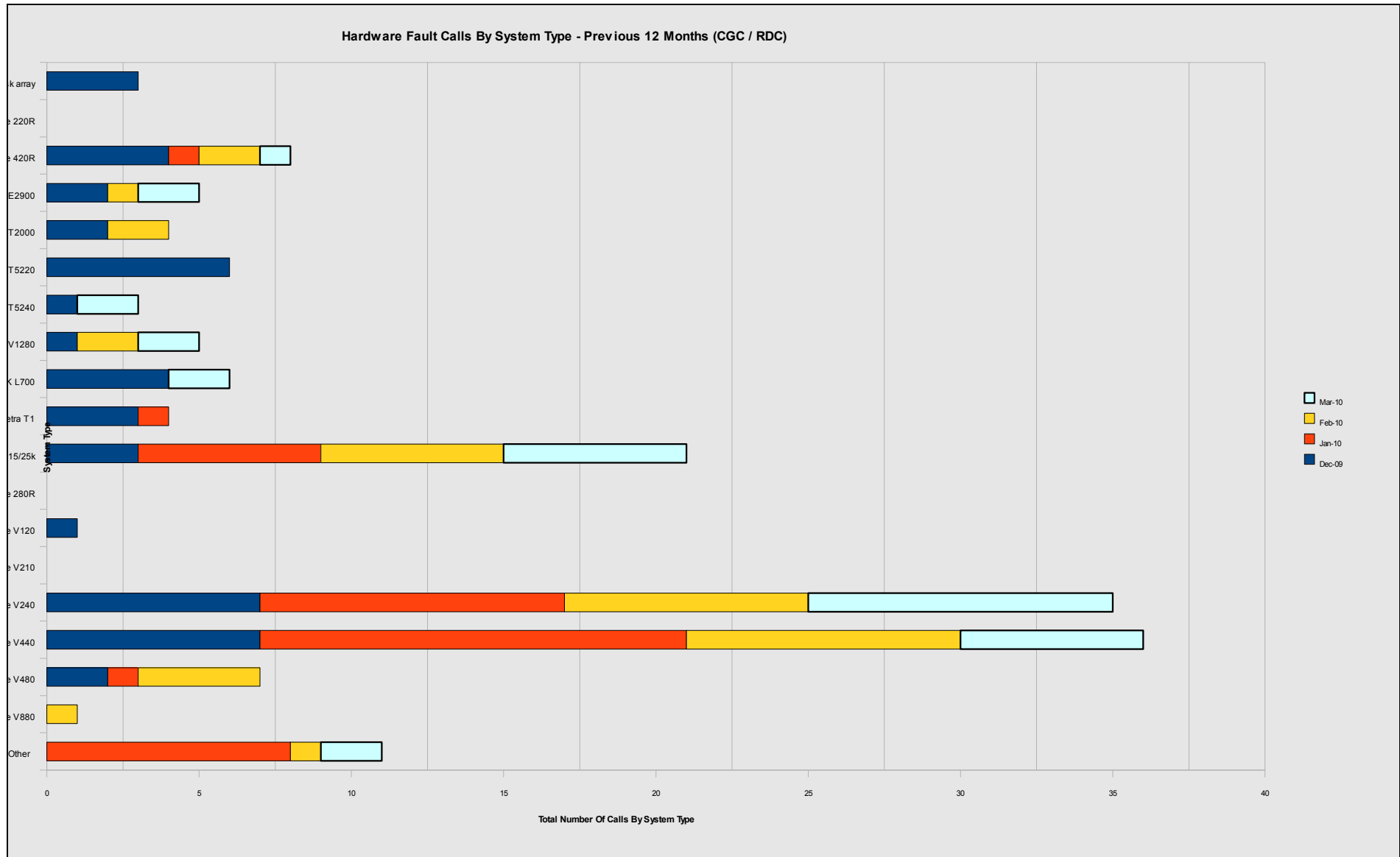


Number of Sun Service Requests Opened at Citi (RDC / CGC)

Summary by Fault Type

	Hardware	Software	Other	Total
Dec-09	46	0	0	46
Jan-10	41	0	0	41
Feb-10	36	0	0	36
Mar-10	32	1	0	33
Apr-10	0	0	0	0
May-10	0	0	0	0
Jun-10	0	0	0	0
Jul-10	0	0	0	0
Aug-10	0	0	0	0
Sep-10	0	0	0	0
Oct-10	0	0	0	0
Nov-10	0	0	0	0
Dec-10	0	0	0	0

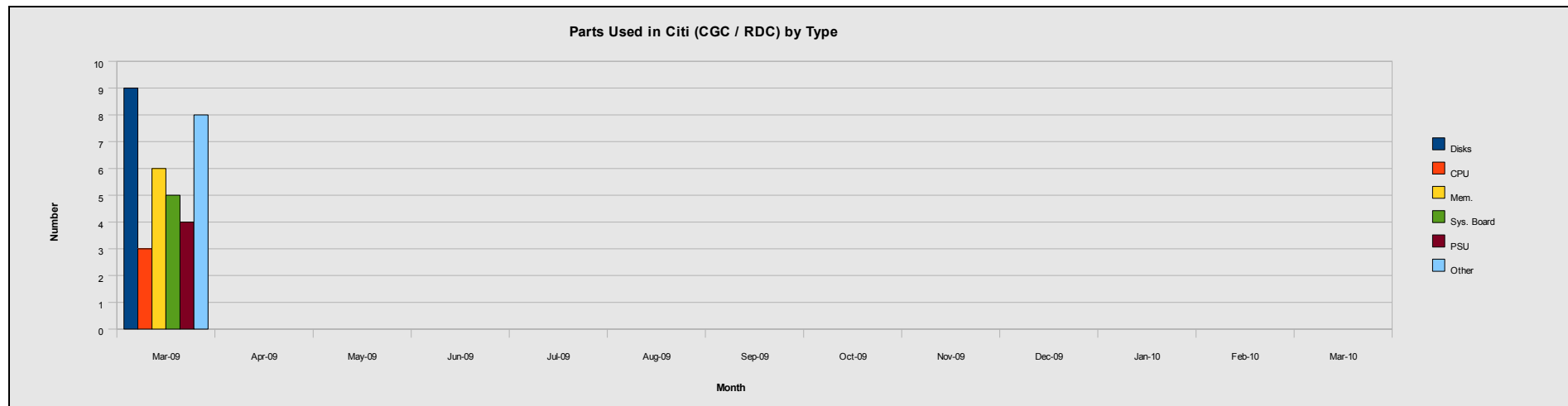


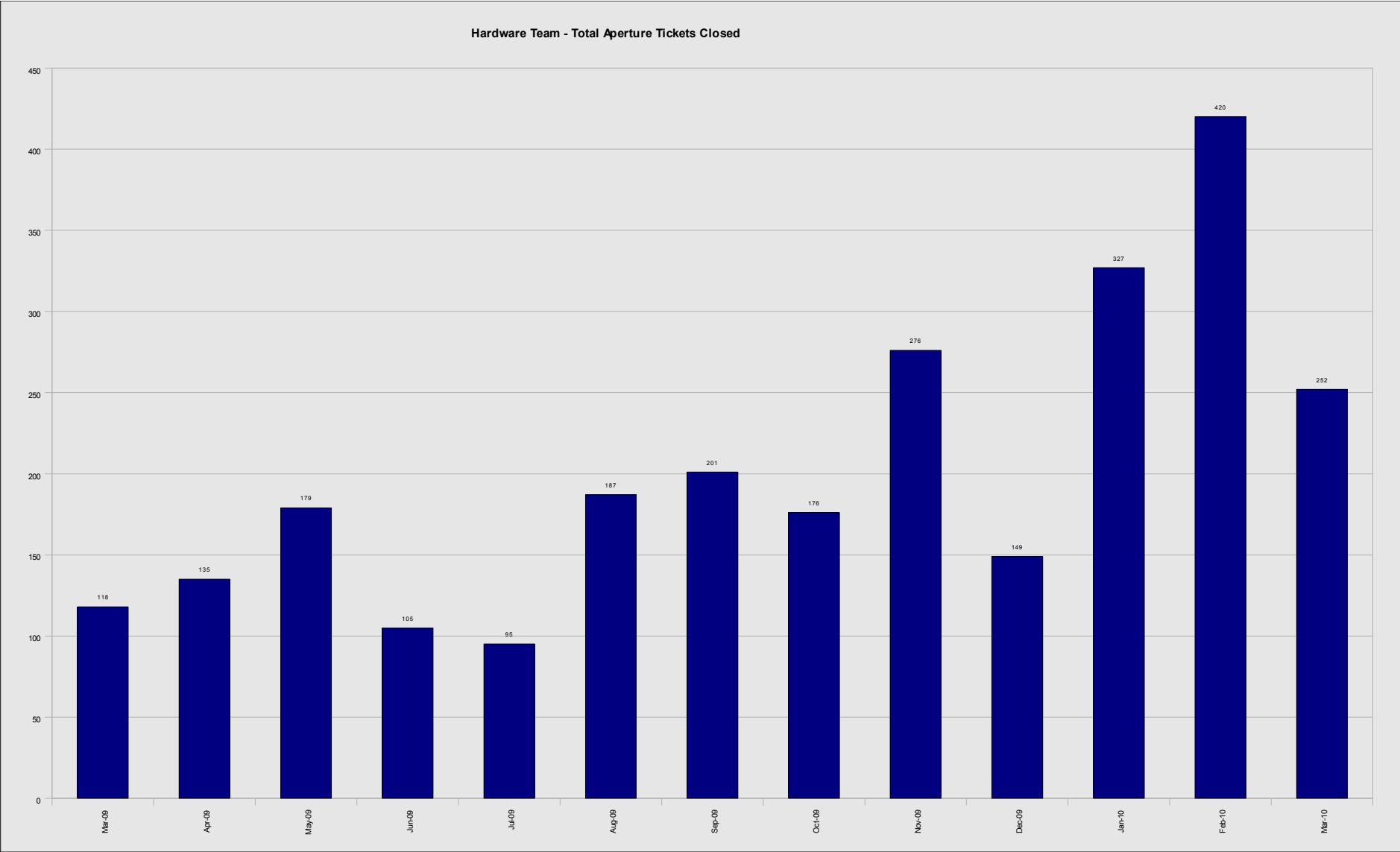


Number of parts used in Citi (CGC/RDC) by type over previous 12 months

Summary of Parts Used

	Disks	CPU	Mem.	Sys. Board	PSU	Other	Total
Mar-09	9	3	6	5	4	8	35
Apr-09							0
May-09							0
Jun-09							0
Jul-09							0
Aug-09							0
Sep-09							0
Oct-09							0
Nov-09							0
Dec-09							0
Jan-10							0
Feb-10							0
Mar-10							0





Hardware Team - Breakdown of Aperture and VR

Install	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Mar-10		14				8	22
8-Mar-10		7		2			9
15-Mar-10		3					3
22-Mar-10							0
							0
Totals	0	24	0	2	0	8	34
Move	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Mar-10	22		4	3		1	30
8-Mar-10	18		9	19			46
15-Mar-10	10		31	2		2	45
22-Mar-10	4		10				14
							0
Totals	54	0	54	24	0	3	135
Upgrade	Sun	Cisco	HP	IBM	HSM	Other	Total (VR)
1-Mar-10	1						1
8-Mar-10						1	1
15-Mar-10	3	2					5
22-Mar-10							0
							0
Totals	4	2	0	0	0	1	7
Retire	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Mar-10	8	1	8				17
8-Mar-10	4	1	18	6			29
15-Mar-10	6						6
22-Mar-10							0
							0
Totals	18	2	26	6	0	0	52
Rename	Sun	Cisco	HP	IBM	HSM	Other	Total
1-Mar-10	7		7				14
8-Mar-10	2		4				6
15-Mar-10	3			1			4
22-Mar-10							0
							0
Totals	12	0	11	1	0	0	24

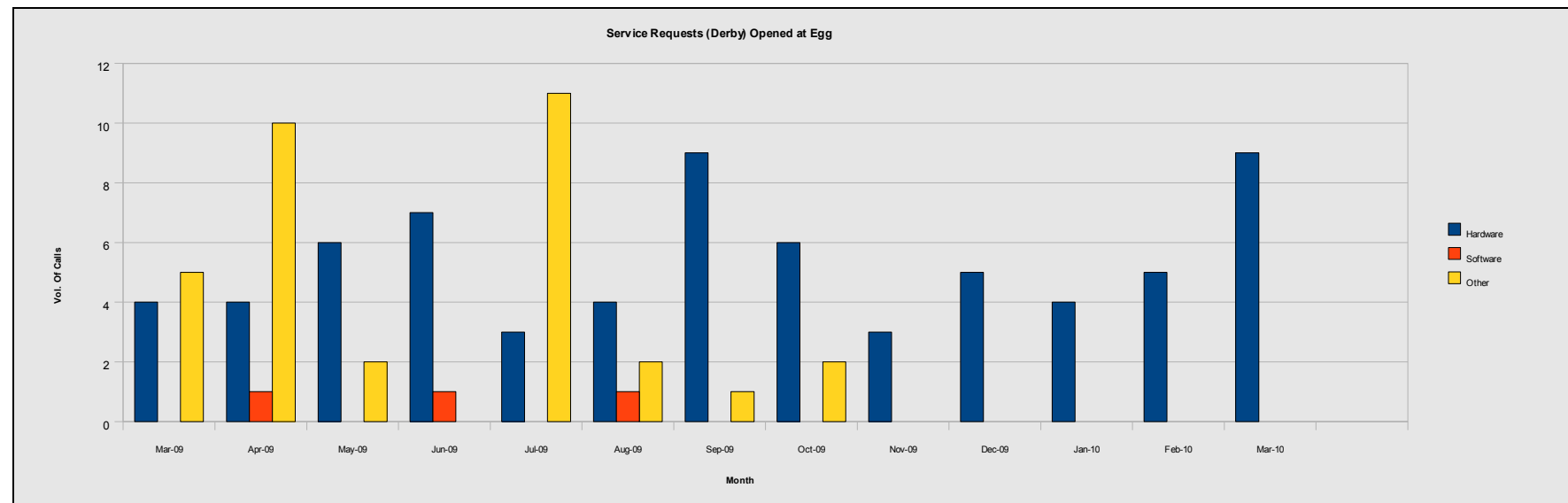
Hardware Team - Sun Installs and Retires by Week

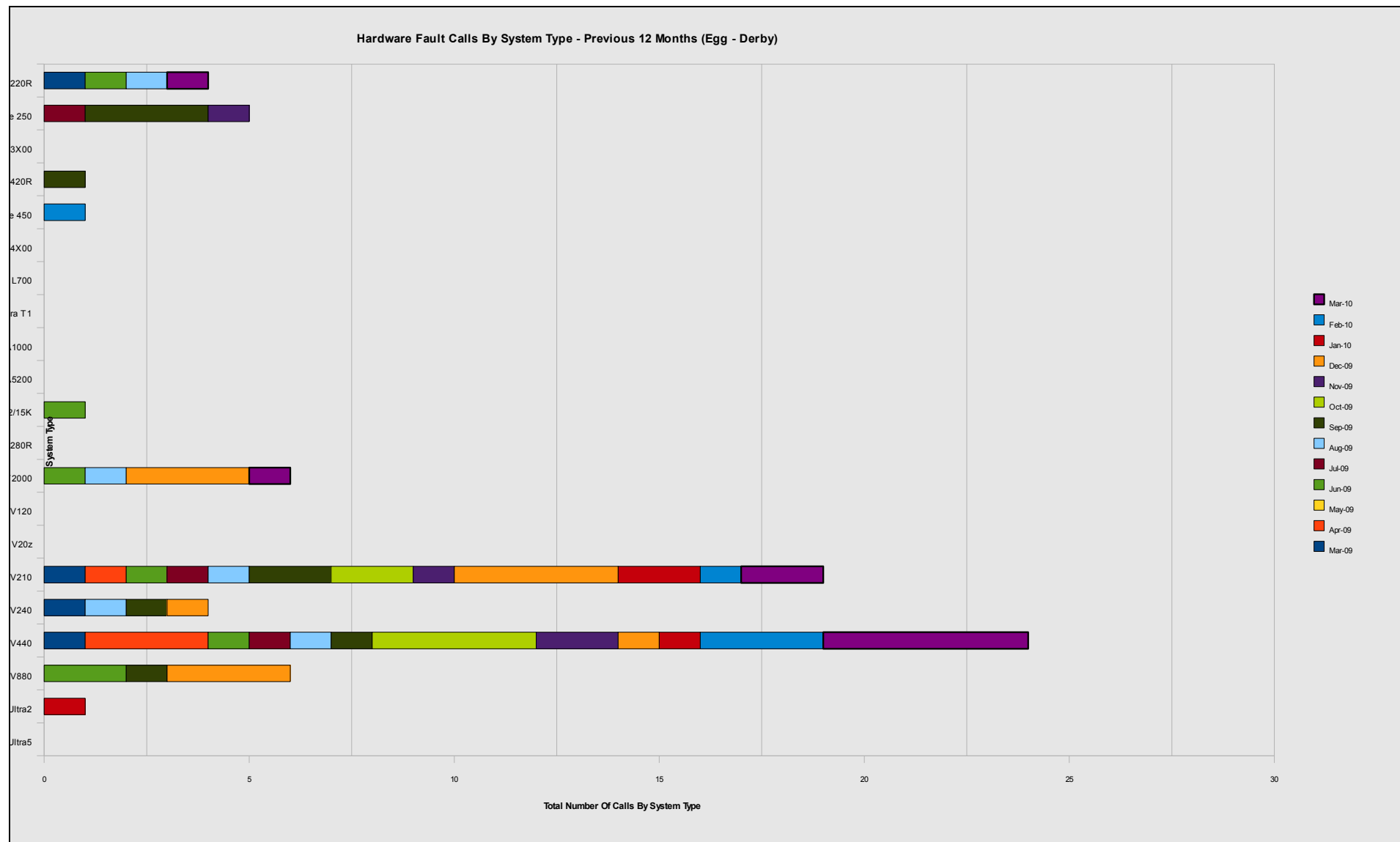
Activity	Server Type	1-Mar-10	8-Mar-10	15-Mar-10	22-Mar-10		Total
Install	T2000						0
Install	V240						0
Install	T2000						0
Install	V440						0
Retire	V490		2	1			3
Retire	E420R						0
Retire	SF280R						0
Retire	S 250R	1		1			2
Retire	E4500						0
Retire	E450R						0
Retire	SF280R						0
Retire	Ultra 2						0
Retire	V120						0
Retire	V440		1				1
Retire	Storeedge S1	6		4			10
Retire	Netra D130		1				1
Retire	Netra T1	1					1
Retire	V240						0
Retire	V480						0
Retire	V880						0
Retire	Storeedge T3						0
Retire	V1280						0
Retire	V445						0
Retire	A5000						0
Retire	E220R						0
Retire	V245						0
Retire	Ultra 1						0
Retire	D1000						0
Total		8	4	6	0	0	18

Number of Sun Service Requests opened at Egg (Derby) over previous 12 months

Summary by Fault Type

	Hardware	Software	Other	Total
Mar-09	4	0	5	9
Apr-09	4	1	10	15
May-09	6	0	2	8
Jun-09	7	1	0	8
Jul-09	3	0	11	14
Aug-09	4	1	2	7
Sep-09	9	0	1	10
Oct-09	6	0	2	8
Nov-09	3	0	0	3
Dec-09	5	0	0	5
Jan-10	4	0	0	4
Feb-10	5	0	0	5
Mar-10	9	0	0	9

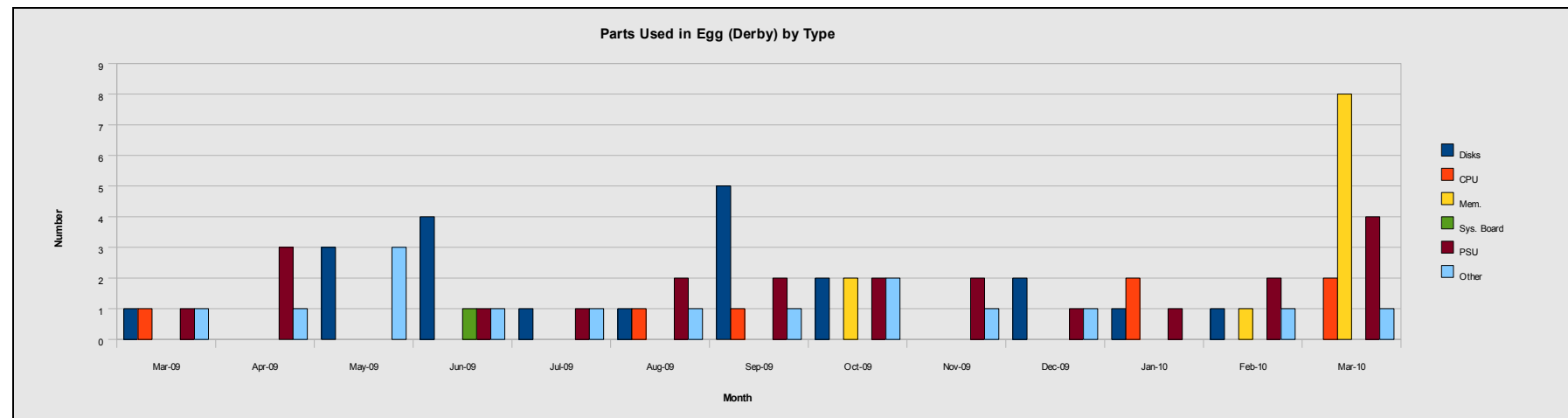




Number of parts used in Egg (Derby) by type over previous 12 months

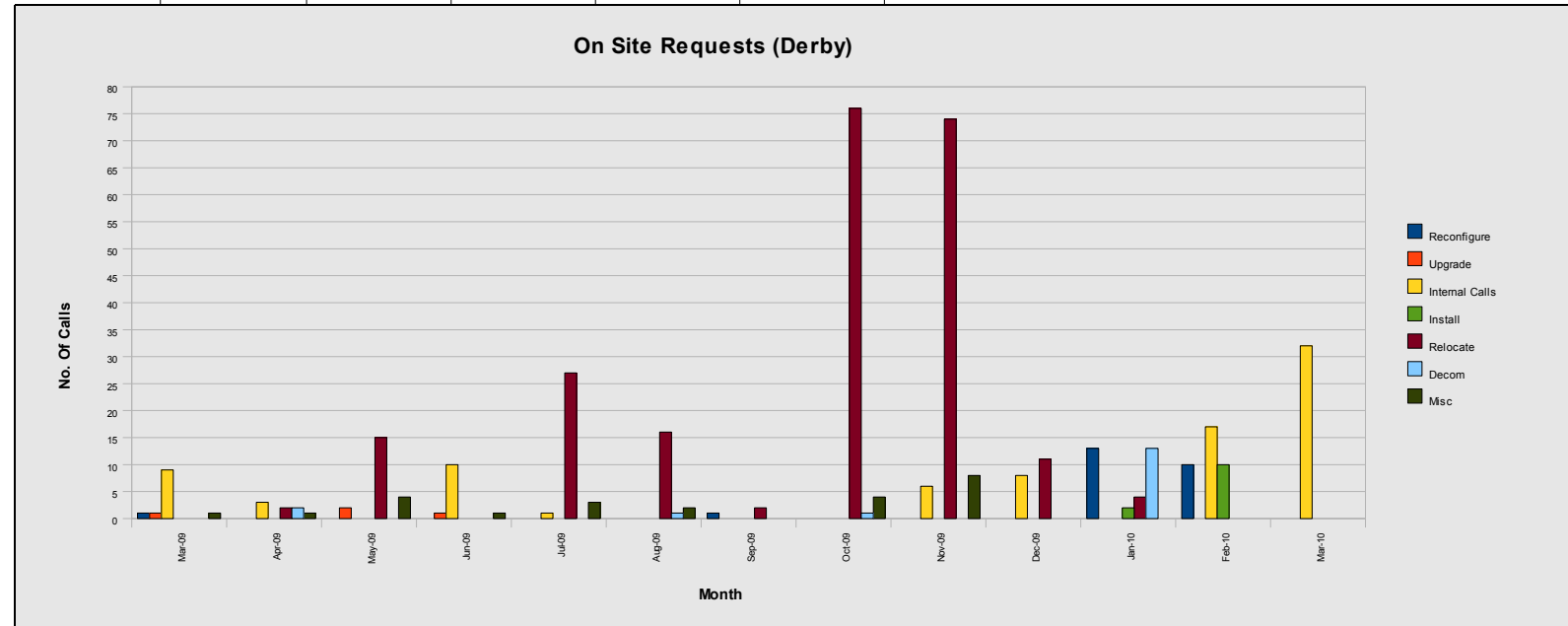
Summary of Parts Used

	Disks	CPU	Mem.	Sys. Board	PSU	Other	Total
Mar-09	1	1	0	0	1	1	4
Apr-09	0	0	0	0	3	1	4
May-09	3	0	0	0	0	3	6
Jun-09	4	0	0	1	1	1	7
Jul-09	1	0	0	0	1	1	3
Aug-09	1	1	0	0	2	1	5
Sep-09	5	1	0	0	2	1	9
Oct-09	2	0	2	0	2	2	8
Nov-09	0	0	0	0	2	1	3
Dec-09	2	0	0	0	1	1	4
Jan-10	1	2	0	0	1	0	4
Feb-10	1	0	1	0	2	1	5
Mar-10	0	2	8	0	4	1	15



Onsite Requests (Derby) Call Stats

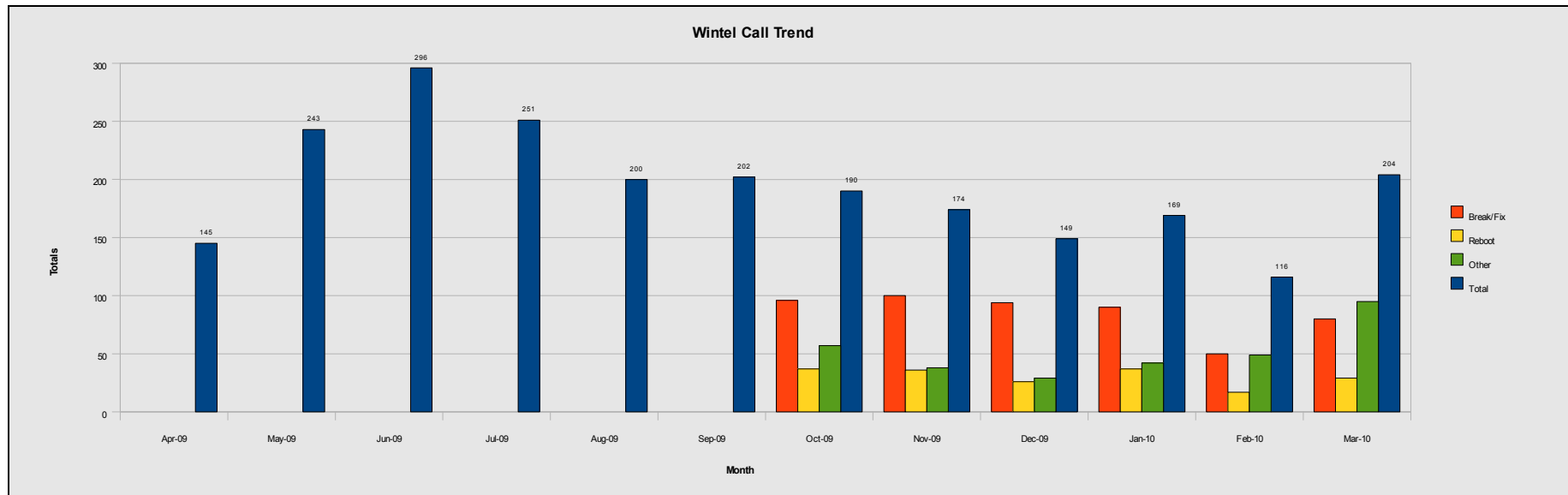
	Reconfigure	Upgrade	Internal Calls	Install	Relocate	Decom	Misc	Total
Mar-09	1	1	9	0	0	0	1	12
Apr-09	0	0	3	0	2	2	1	8
May-09	0	2	0	0	15	0	4	21
Jun-09	0	1	10	0	0	0	1	12
Jul-09	0	0	1	0	27	0	3	31
Aug-09	0	0	0	0	16	1	2	19
Sep-09	1	0	0	0	2	0	0	3
Oct-09	0	0	0	0	76	1	4	81
Nov-09	0	0	6	0	74	0	8	88
Dec-09	0	0	8	0	11	0	0	19
Jan-10	13	0	0	2	4	13	0	32
Feb-10	10	0	17	10	0	0	0	37
Mar-10	0	0	32	0	0	0	0	32



Wintel Platform (CGC/RDC) Call Stats

Summary by Fault Type

	Break/Fix	Reboot	Other	Total
Apr-09				145
May-09				243
Jun-09				296
Jul-09				251
Aug-09				200
Sep-09				202
Oct-09	96	37	57	190
Nov-09	100	36	38	174
Dec-09	94	26	29	149
Jan-10	90	37	42	169
Feb-10	50	17	49	116
Mar-10	80	29	95	204



Hardware Team - Sun Installs and Retires by Serial Number

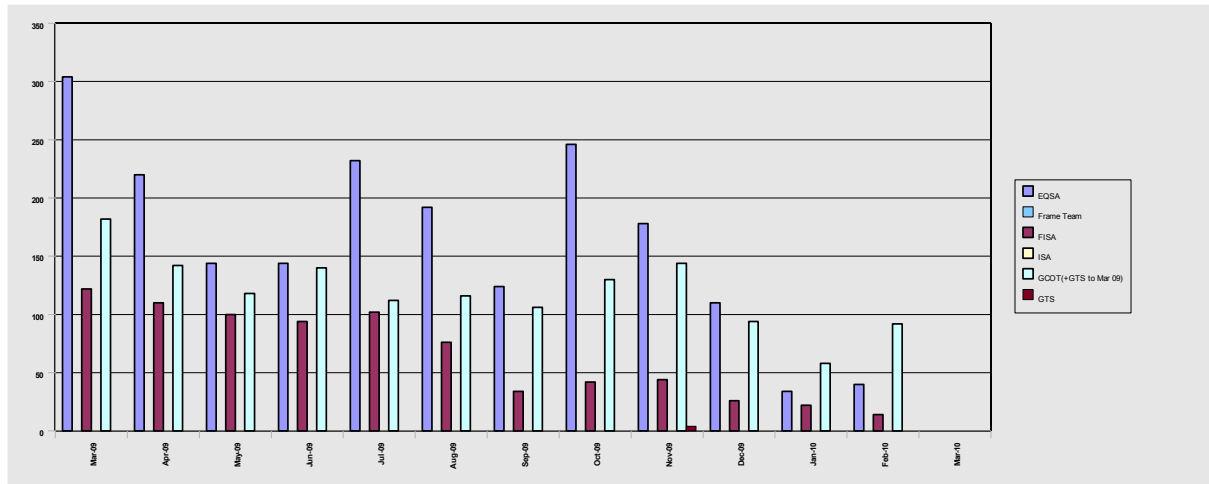
BAU

System Type	Serial Number	W/C	Retire / Install / Move	Location (CGC, RDC, Derby)	
				From	To
V490	0449AN0171	15/03/2010	Retire	RDC	Portsmouth
V490	0524AN004B	08/03/2010	Retire	RDC	Portsmouth
V490	0524AN0045	08/03/2010	Retire	RDC	Portsmouth
E250R	902M2BB1	01/03/2010	Retire	RDC	Portsmouth
E250R	908M27CA	15/03/2010	Retire	CGC	Portsmouth
StorEdge S1	0309AI0543	15/03/2010	Retire	RDC	Portsmouth
StorEdge S1	0408AI0326	15/03/2010	Retire	RDC	Portsmouth
StorEdge S1	0415AI0093	15/03/2010	Retire	RDC	Portsmouth
StorEdge S1	0414AI0640	15/03/2010	Retire	RDC	Portsmouth
StorEdge Netra	HF12924804	01/03/2010	Retire	RDC	Portsmouth
Sunfire V440	0525AL4FDF	08/03/2010	Retire	RDC	Portsmouth
Ultra 2	742MC5D1	08/03/2010	Retire	RDC	Portsmouth

GDCS Activity

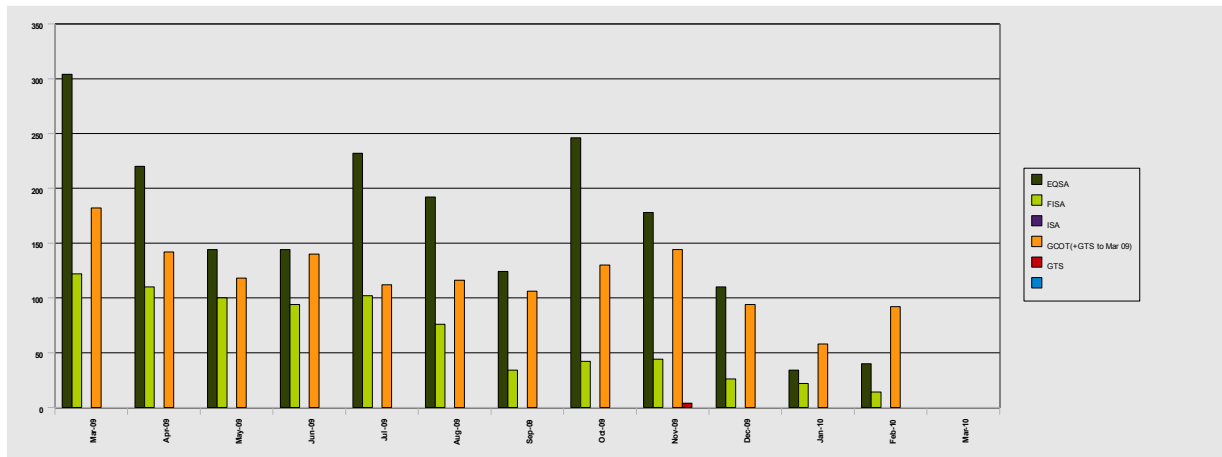
System Type	Serial Number	W/C	Retire / Install / Move	Location (CGC, RDC, Derby)	
				From	To
StorEdge S1	0543AV0292	01/03/2010	Retire	CGC	Portsmouth
StorEdge S1	0543AV0283	01/03/2010	Retire	CGC	Portsmouth
StorEdge S1	0543AV0297	01/03/2010	Retire	CGC	Portsmouth
StorEdge S1	0543AV0301	01/03/2010	Retire	CGC	Portsmouth
StorEdge S1	0309AI0447	01/03/2010	Retire	CGC	Portsmouth
StorEdge S1	0226AH0182	01/03/2010	Retire	CGC	Portsmouth

SA 24 x 7 Team - VT Incident Tickets Closed



	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
EQSA	304	220	144	144	232	192	124	246	178	110	34	40	
FISA	122	110	100	94	102	76	34	42	44	26	22	14	
ISA	0	0	0	0	0	0	0	0	0	0	0	0	
GCOT(+GTS to Mar 09)	182	142	118	140	112	116	106	130	144	94	58	92	
GTS	0	0	0	0	0	0	0	0	4	0	0	0	
Frame Team	0	0	0	0	0	0	0	0	0	0	0	2	
Total	608	472	362	378	446	384	264	418	370	230	114	148	0

SA 24 x 7 Team - VR Tickets Closed



	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
EQSA	304	220	144	144	232	192	124	246	178	110	34	40	
FISA	122	110	100	94	102	76	34	42	44	26	22	14	
ISA	0	0	0	0	0	0	0	0	0	0	0	0	
GCOT(+GTS to Mar 09)	182	142	118	140	112	116	106	130	144	94	58	92	
GTS	0	0	0	0	0	0	0	0	4	0	0	0	
Frame Team	0	0	0	0	0	0	0	0	0	0	0	2	
Total	608	472	362	378	446	384	264	418	370	230	114	148	0

Parts Used Cost
Parts Usage

CGC/RDC				
Quantity	Part No	Part Description	Unit \$	Total \$
4	300-1851	680 Watt Power Supply	271.40	1,085.60
6	371-0837	CPU Fan/Heatsink	51.08	306.48
5	501-5030	512MB SDRAM DIMM	145.00	725.00
1	501-6109	1GB SDRAM DIMM	216.38	216.38
1	540-2938	4.2GB - 7200 RPM, Disk Assembly with 1 bracket	272.92	272.92
1	540-3274	3-Fan Fan Assembly	378.98	378.98
3	540-4904	36.4GB - 10000 RPM, Disk Assembly with 1 bracket	28.12	84.36
1	540-5290	PCI I/O Board and System Controller	5,301.28	5,301.28
1	540-5456	73.4GB - 10000 RPM, Disk Assembly with 1 SPUD bracket	451.20	451.20
1	540-5462	36.4GB - 10000 RPM, Disk Assembly with 1 SPUD bracket	281.20	281.20
1	540-5859	CPU/Memory Uniboard w/ 4× US III Cu 1.2GHz	-	-
1	540-6083	CPU/Memory Uniboard w/ 4× US III Cu 1.2GHz	2,846.46	2,846.46
1	540-6599	73.4GB - 10000 RPM, Disk Assembly with 1 bracket	381.20	381.20
2	540-6600	73.4GB - 10000 RPM, Disk Assembly with 1 bracket, 1 plate	431.20	862.40
1	540-6664	CPU/Memory UniBoard w/ 4× US IV 1.35GHz	15,685.62	15,685.62
1	541-2213	Connector Board Assembly, PATA DVD	101.08	101.08
1	541-2940	PU Dual Fan Assembly w/ Metal Fingerguards	84.36	84.36
Total				29,064.52

Derby				
Quantity	Part No	Part Description	Unit \$	Total \$
1	150-1204	SC Battery	29.22	29.22
2	370-5126	CPU Heatsink/Fan	219.62	439.24
8	540-6230	1Gb DIMM	238.94	1,911.52
1	300-1449	PSU	320.68	320.68
2	300-1501	PSU	10.30	20.60
1	300-1851	PSU	542.80	542.80
Total				3,264.06

End of Service Life Data Sun Hardware

Server Type	RDC	CGC	Derby(Egg)	Frankfurt	Total	EOSL
ULTRA 10	1	0			1	EOSL
STOREDGE A3500	1	0			1	EOSL
fSTK L25	4	0			4	EOSL
ULTRA 1	3	3			6	EOSL
STOREDGE L1000	0	1			1	EOSL
ENTERPRISE 420R	77	73			150	31-Dec-10
ULTRA 2	26	12			38	31-Dec-10
NETRA ST D130	60	45			105	31-Dec-10
FSTK 9310	2	2			4	31-Dec-10
ENTERPRISE 4500	2	5			7	31-Dec-10
ENTERPRISE 450	6	4			10	31-Dec-10
ENTERPRISE 220R	2	0			2	31-Dec-10
ULTRA 5	0	4			4	31-Dec-10
ENTERPRISE 250	19	20			39	31-Dec-10
ENTERPRISE 3500	0	1			1	31-Dec-10
STOREDGE T3	6	5			11	28-Feb-11
STOREDGE A5000	9	3			12	28-Feb-11
STOREDGE A5200	5	4			9	28-Feb-11
SUN FIRE V480	53	36			89	31-Mar-11
SUN FIRE 280R	28	23			51	30-Apr-11
SUN FIRE V60X	2	0			2	30-Apr-11
SUN FIRE 6800	5	0			5	31-May-11
SUN FIRE 15K	9	6			15	31-May-11
SUN FIRE 4800	2	3			5	31-May-11
fSTK L20	4	0			4	30-Jun-11
STOREDGE 3310	2	0			2	30-Jun-11
SUN FIRE V100	0	2			2	30-Jun-11
SUN FIRE V120	26	22			48	30-Jun-11
STOREDGE 3310	2	0			2	30-Jun-11
STOREDGE S1	181	125			306	30-Jun-11
SUN FIRE V880	19	13			32	30-Jun-11
STOREDGE D1000	5	7			12	30-Sep-11
NETRA T1 105	54	71			125	31-Dec-11
STOREDGE A5100	2	0			2	31-Dec-11
SUN FIRE V440	101	67			168	30-Nov-12
SUN FIRE X4600	1	0			1	30-Nov-12
SUN FIRE V240	207	126			333	30-Nov-12
SUN FIRE X4100	0	1			1	31-Jan-13
SUN FIRE V1280	24	13			37	30-Apr-13
SUN FIRE V245	8	5			13	31-Jul-13
SUN FIRE V445	15	0			15	31-Jul-13
fSTK L700	7	4			11	31-Jan-14
SUN FIRE V490	52	39			91	30-Apr-14
SUN FIRE V890	3	0			3	30-Apr-14
SUN FIRE E25K	2	0			2	30-Apr-14
SUN FIRE E2900	10	6			16	30-Apr-14
STOREDGE D240	4	0			4	30-Jun-14
STOREDGE 3510	3	1			4	30-Jul-14
STOREDGE 3320	2	2			4	30-Sep-14
SUN FIRE T5120	10	0			10	No Date
SUN FIRE T5240	1	0			1	No Date
SUN FIRE/NETRA T2000	7	6			13	No Date
SUN FIRE T5220	33	7			40	No Date
fSTK SL500					0	No Date
fSTK VSM4	1	1			2	No Date
Total	1099	764			1863	

Solaris Operating System

Release	Last Ship Date	Phase 1 End	Phase 2 End (EOSL)
Solaris 2.6	23 July 2001	23 July 2003	23 July 2006
Solaris 7	15 August 2003	5 August 2005	15 August 2008
Solaris 8	16 February 2007	31 March 2010	31 March 2012
Solaris 9	30 October 2009	30 October 2011	30 October 2014
Solaris 10	TBD	TBD	TBD

Phase 1 means no enhancements, no cosmetic bug fixes, no quarterly roll-ups. Patches via SunSolve
Phase 2 means only telephone support and access to existing patches in SunSolve

Other Products

Product	EOL Date
NetConnect	31 May 2009
CST	31 May 2009

CITI (CGC / RDC) SERVICE REQUEST LIST (1/3/10 - 31/3/10)

SR Number	Serial Number	Creation Date	Close Date	Status Name	Customer Contact	Family	Severity Name	Problem Summary	Contract No	Address1	Postal Code
72543162	0446AL2448	02/03/2010 09:31	03/03/2010 06:41	Closed	Sun Engineers	Sun Fire V440	1	[ESP PLAT]Sun Fire V440:DISK FAILURE INT.BT24243490		CITIGROUP CENTRE	E14 5LB
72556808	TN61420937	04/03/2010 07:26	04/03/2010 07:45	Closed	SUN ENGINEERS	Sun Fire V240	3	[PLAT@PARTS ONLY] SF V240: TSL Replenish	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72556818	TN61420937	04/03/2010 07:27	04/03/2010 07:38	Cancelled	Sun Engineers	Sun Fire V240	3	PARTS ONLY [PLAT] V240: CPU V240 fan module (P/N: 371-0837) x 1	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72561024	0515AL42B0	05/03/2010 00:28	05/03/2010 03:44	Closed	SUN ENGINEERS	Sun Fire V440	3	[PARTS ONLY] [PLAT] V 440: tsl replenishment P/N: 5300-1851 x1	W2969020	66 MOLESWORTH STREET	SE13 7EU
72565368	TN33610685	05/03/2010 13:20	09/03/2010 08:46	Closed	Sun Engineers	Sun Fire V240	3	[PLAT]PARTS ONLY (371-0837) x 1	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72566476	0515AL42B0	05/03/2010 22:22	05/03/2010 23:07	Closed	PAUL LABUDA	Sun Fire V440	1	[WARR3] Parts Only (300-1851)x1	W2969020	66 MOLESWORTH STREET	SE13 7EU
72566908	0350MM203A	06/03/2010 07:29	07/03/2010 10:28	Closed	PAUL ROSS	Sun Fire V1280	1	[PLAT] SF V1280: AFTER AN SC SYSTEM CONTROLL UPGRADE BOX UNABLE TO SC UPGRADE, MACHINE CAN NOT BE BOOTED	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72572172	810MC088	08/03/2010 02:55	08/03/2010 03:11	Closed	JUSTIN JONES	Ultra 2	3	[parts] Ultra 2: Replenish TSL pn: 540-2938 x 1	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72573368	506300148603	08/03/2010 06:32	09/03/2010 09:11	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573434	506300148654	08/03/2010 06:38	09/03/2010 09:16	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573470	506300148645	08/03/2010 06:44		Pending Field	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573500	506300148658	08/03/2010 06:49	09/03/2010 09:19	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573530	506300148596	08/03/2010 06:53	09/03/2010 09:21	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573572	506300148660	08/03/2010 06:58	09/03/2010 09:39	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573608	506300148644	08/03/2010 07:02	09/03/2010 09:36	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573642	506300148657	08/03/2010 07:06	09/03/2010 09:24	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573672	506300148604	08/03/2010 07:10	09/03/2010 09:26	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573706	506300148605	08/03/2010 07:14	09/03/2010 09:30	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573758	506300148659	08/03/2010 07:19	09/03/2010 09:32	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72573800	506300148652	08/03/2010 07:24	09/03/2010 09:34	Closed	JUSTIN JONES	LTO2	1	[PLAT] LTO2: MICROCODE UPGRADE	GB14456/STR	RIVERDALE HOUSE (RDC)	SE13 7EY
72575376	506300150265	08/03/2010 10:59	26/03/2010 05:32	Closed	JUSTIN JONES	LTO2	1	<lbm lto2> MICROCODE UPGRADE	GB14456/STR	25 CANADA SQUARE	E14 5D2
72575414	506300150262	08/03/2010 11:06	26/03/2010 05:33	Closed	JUSTIN JONES	LTO2	1	<lbm lto2> MICROCODE UPGRADE	GB14456/STR	25 MOLESWORTH STREET	SE13 7EX
72575538	506300150266	08/03/2010 11:18	26/03/2010 05:34	Closed	JUSTIN JONES	LTO2	1	<lbm lto2> MICROCODE UPGRADE	GB14456/STR	25 MOLESWORTH STREET	SE13 7EX
72575616	506300150267	08/03/2010 11:31		Open	JUSTIN JONES	LTO2	1	MICROCODE UPGRADE	GB14456/STR	25 MOLESWORTH STREET	SE13 7EX
72575686	506300150261	08/03/2010 11:43	26/03/2010 06:11	Closed	JUSTIN JONES	LTO2	1	MICROCODE UPGRADE	GB14456/STR	25 MOLESWORTH STREET	SE13 7EX
72575794	506300150268	08/03/2010 11:59	26/03/2010 06:13	Closed	JUSTIN JONES	LTO2	1	MICROCODE UPGRADE	GB14456/STR	25 MOLESWORTH STREET	SE13 7EX
72575836	506300150269	08/03/2010 12:05	26/03/2010 06:15	Closed	JUSTIN JONES	LTO2	1	MICROCODE UPGRADE	GB14456/STR	25 MOLESWORTH STREET	SE13 7EX
72575902	506300150263	08/03/2010 12:16	26/03/2010 06:17	Closed	JUSTIN JONES	LTO2	1	MICROCODE UPGRADE	GB14456/STR	25 MOLESWORTH STREET	SE13 7EX
72580784	355000005775	09/03/2010 06:50	15/03/2010 09:02	Closed	Sun Engineers	L700	2	[PLAT] L700 - 3 drives	GB14456/STR	25 CANADA SQUARE	E14 5D2
72581284	0437AL1CFD	09/03/2010 07:48	26/03/2010 08:02	Closed	Mr. David Victory	Sun Fire V440	3	[PARTS@PLAT] (P/N 300-1851 x1)	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72581760	332AD2099	09/03/2010 08:51	01/04/2010 07:40	Closed	marcin rudolf	Sun Fire V440	1	[PLAT] V440 performance issue [24359355]	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72582678	0724ANB110	09/03/2010 11:03	11/03/2010 23:20	Closed	JUSTIN JONES	Sun Fire E2900	2	[WCU/ T+M ONLY] [PLAT/ESP] RCA vxdmp panic on shutdown. (INT REF : VT24361029)	W7340450	CITIGROUP CENTRE	E14 5LB
72597794	TN34120579	11/03/2010 14:26	12/03/2010 02:21	Closed	Sun Engineers	Sun Fire V240	3	[PARTS@PLAT] V240 36gb disk (P/N 540-4904)X1	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72605710	HN32211007	13/03/2010 12:20	15/03/2010 04:36	Closed	SUN ENGINEERS	Sun Fire V240	3	[PARTS@PLAT] SF V240: cpu fan & heatsink (P/N 371-0837)X1	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72605762	0350MM203A	13/03/2010 12:49	14/03/2010 12:55	Closed	CHARLES LADEPO	Sun Fire V1280	1	[PLAT] V1280: system board was replaced, server boots half way and it is down again	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72605810	TN52551170	13/03/2010 13:27	15/03/2010 04:39	Closed	DAVID VICTORY	Sun Fire V240	3	[PARTS ONLY, PLAT] Sun Fire V240: fan needs to be replaced (371-0837) x 1	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72605978	0418MM259C	13/03/2010 17:16	15/03/2010 04:42	Closed	DAVID VICTORY	Sun Fire E15K	3	[PARTS ONLY, PLAT] Sun Fire 15K: 73Gb HDD (540-5456) x 1	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72608354	TN62210718	14/03/2010 22:11	15/03/2010 04:37	Closed	DAVID VICTORY	Sun Fire V240	3	[PARTS@ESP] SF V240: 72GB HDD (P/N 540-6600)X1		66 MOLESWORTH STREET	SE13 7EU
72608666	TN62210718	14/03/2010 23:26	25/03/2010 10:12	Closed	Mr. David Victory	Sun Fire V240	1	[ESP] SF V240: NEW DISK NOT RECOGNIZED REF:VT14434499		66 MOLESWORTH STREET	SE13 7EU
72612642	0748MM20E9	15/03/2010 09:20	01/04/2010 05:21	Closed	Mr. EVERTON REID	Sun Fire E25K	1	CB.03[PLAT/ESP][P1] S25K: "gcopsap1d-gz": Domain hung. RCA Required. Waiting crash dump.		ACCOUNTS PAYABLE	E14 5LB
72618342	0351AK213A	16/03/2010 07:26	06/04/2010 02:12	Closed	Udeze Des	Sun Fire E15K	1	cmr 08/04 [PLAT ELITE 4HR FixTime P1] Sf 15K system board has possibly failed ref: v124356980	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72624304	HN32211006	17/03/2010 03:05	17/03/2010 03:31	Closed	Sun Engineers	Sun Fire V240	2	[PLAT] (PARTS) SF V240: X1, P/N: 540-5409	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72625350	0350MM203A	17/03/2010 06:29	21/03/2010 12:00	Closed	JUSTIN JONES	Sun Fire V1280	1	ce0 interface marked as failed in ifconfig	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72625868	HN32351892	17/03/2010 07:34	17/03/2010 07:39	Closed	PAUL LABUDA	Sun Fire V240	3	[PLAT][PARTS]: V240: TSL Stock: CPU Fan: p/n:371-0837 x 1: OTRS see notes	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72631916	0621AN1971	18/03/2010 04:18	30/03/2010 08:29	Unresolved	JUSTIN JONES	Sun Fire V490	2	GB [TTR4] V490: server wont boot with error: Waiting for trs_config dataserver on SMS [int ref 244935518]	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72641410	21920440	19/03/2010 09:46	22/03/2010 04:31	Closed	PAUL LABUDA	Ultra Enterprise 420R	2	AR 22/03 [Plat] E420 memory issue int.ref. VT24519354	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72644762	HN32210993	19/03/2010 21:14	22/03/2010 03:25	Closed	Keith Davies	Sun Fire V240	3	[plat][parts only] 371-0837 x 1	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72644824	HN32210993	19/03/2010 22:08	22/03/2010 03:57	Closed	Keith Davies	Sun Fire V240	1	Parts Only (371-0837)x1 CPU fan	GB14456/CGC	RIVERDALE HOUSE (RDC)	SE13 7EY
72645002	0533AL56F1	20/03/2010 01:19	22/03/2010 04:00	Closed	JUSTIN JONES	Sun Fire V440	3	PARTS [PLAT] SF V440: Faulty disk on eqnfsap3p (PN:540-6599)x1	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72645132	HN32210993	20/03/2010 03:23	31/03/2010 04:57	Closed	PAUL LABUDA	Sun Fire V240	3	[PLAT] [PARTS ONLY] V 240: 371-0837 x1	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72645438	355000005775	20/03/2010 07:40	22/03/2010 08:39	Closed	JUSTIN JONES	L700	3	[PLAT] L700: Faulty connection on tape drive causing back-up errors. INT-VT24504520	GB14456/STR	25 CANADA SQUARE	E14 5D2
72645630	HN32351869	20/03/2010 08:55		Open	PAUL LABUDA	Sun Fire V240	3	[PARTS-PLAT] SF V240: CPU Fan assy (371-0837 x1)	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72660900	0533AL57A6	23/03/2010 07:49	26/03/2010 08:08	Closed	CHRIS KAY	Sun Fire V440	3	[PARST@PLAT] (P/N 300-1851 x1)	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72664860	0516NNA05H	23/03/2010 19:58	01/04/2010 07:15	Closed	Mr. EVERTON REID	Sun Fire E2900	2	CB.02[PLAT] E2900 CPU lost due to complex memory failure	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72667652	0516NNA05H	24/03/2010 07:06		Pending Field	CHRIS KAY	Sun Fire E2900	2	[PLAT] SF E2900: TSL Replenish, PN: 501-5030 x 4	GB14456/CGC	66 MOLESWORTH STREET	SE13 7EU
72674260	0416MM25B6	25/03/2010 05:34		Pending Internal	NEIL GRIFFITHS	Sun Fire E15K	1	CC: Dimm sent[PLAT] E15K: faulty memory dimm [int. 24596651]	W7340377	CITIGROUP CENTRE	E14 5LB
72685778	826M2BFF	27/03/2010 04:47	29/03/2010 01:18	Closed	NEIL GRIFFITHS	Ultra Enterprise 4500	3	[PARTS ONLY, PLAT] E4500 SERVER: 2gb dimm for 15K (s/n: 501-5030) x 1	GB14456/CGC	CITIGROUP CENTRE	E14 5LB
72686620	0445AN012A	27/03/2010 13:58	27/03/2010 14:38	Closed	JUSTIN JONES	Sun Fire V490	1	[PLAT@PARTS ONLY] SF V490: MEMORY PROBLEM, P/N: 5016109 (VT24633853)		CITIGROUP CENTRE	E14 5LB

EGG (DERBY) SERVICE REQUEST LIST (1/3/10 - 31/3/10)

SR Number	Serial Number	Creation Date	Close Date	Status Name	Customer Contact	Family	Severity Name	Problem Summary	Address1	Postal Code
72573654	TM54820046	07/03/2006 07:08	07/03/2006 07:30	Closed	Bill Holmes	Sun Fire V210	2	[PLAT@PARTS] Faulty CPU heatsink/Fan in V210 (P/N 370-5126 x1)	RIVERSIDE ROAD	DE99 3GG
72617412	0551NNNOV6	15/03/2006 05:07	23/03/2006 05:23	Closed	william holmes	Sun Fire T2000	2	[ESP] [PARTS ONLY] T 2000: 150-1204 x1	EGG Financial Systems	DY99 3GG
72645628	0409AL011E	19/03/2006 08:54	22/03/2006 05:26	Closed	NICOLAS HALL	Sun Fire V440	1	[PLAT]SF V440; PROBLEMS IN THE MEMORY; SERVER IS DOWN	RIVERSIDE ROAD	DE99 3GG
72645638	0413AL0013	19/03/2006 08:59	22/03/2006 05:15	Closed	NICOLAS HALL	Sun Fire V440	1	[PLAT]SF V440; PROBLEMS IN THE MEMORY; SERVER IS DOWN	RIVERSIDE ROAD	DE99 3GG
72659534	TM54830662	22/03/2006 04:49	22/03/2006 05:32	Closed	Bill Holmes	Sun Fire V210	2	[PARTS ONLY][PLAT][V240: Faulty CPU heatsink; p/n: 370-5126 x1 : OTRS see notes	RIVERSIDE ROAD	DE99 3GG
72659562	0417AL028A	22/03/2006 04:54	22/03/2006 05:38	Closed	Bill Holmes	Sun Fire V440	2	[PLAT][PARST ONLY] V440:Faulty power supplies: p/n: 300-1501x 1 : OTRS see notes	RIVERSIDE ROAD	DE99 3GG
72668112	0416AL020D	23/03/2006 07:48	23/03/2006 08:10	Closed	Bill Holmes	Sun Fire V440	2	[PLAT@PARTS] (P/N 300-1501 x1)	RIVERSIDE ROAD	DE99 3GG
72669030	0410AL00A6	23/03/2006 09:25	23/03/2006 09:57	Closed	Bill Holmes	Sun Fire V440	2	[Parts] SF V440: Faulty power supplies on V440, PN: 300-1851 x 1	RIVERSIDE ROAD	DE99 3GG
72676142	149T2034	24/03/2006 09:44	24/03/2006 10:21	Closed	Bill Holmes	Ultra Enterprise 220R	2	[plat@parts] 220r: Faulty power supply on 220R, 300-1449 x 1	RIVERSIDE ROAD	DE99 3GG

GERMANY SERVICE REQUEST LIST (1/3/10 - 31/3/10)

SR Number	Serial Number	Creation Date	Close Date	Status Name	Customer Contact	Family	Severity Name	Problem Summary	Address1
72547788	0622AL1351	03/03/2010 02:17	05/03/2010 05:19	Closed	KARTHIBAN SIVAMANY	Sun Fire V440 - ASY,4X1.6GHZ,2PS,4X146GB/10K,32	2	THIRD PART- V440: backup is slow (tivoli)	MEERBUSCH
72554172	0752MM203C	03/03/2010 23:25	07/03/2010 16:08	Closed	Mr. Ludger Prodoehl	Sun Fire E25K Server Cabinet	3	PO E25K: FRU : mem:///unum=SB1/P0/B0/D3.J13600 95% faulty Part Req. 501-6242(VT24240644)	MEERBUSCH
72557648	0504AN00D6	04/03/2010 09:05	08/03/2010 09:56	Closed	Mr. Simon De Friend	Sun Fire V480 - SF V480 4X1200/16G/2X73	1	SCSI termination errors after disconnecting the storage device	FRANKFURT
72566400	0622AL1351	05/03/2010 21:28	07/03/2010 18:09	Closed	KARTHIBAN SIVAMANY	Sun Fire V440 - ASY,4X1.6GHZ,2PS,4X146GB/10K,32	2	:CONFIG:Waiting CUST:SFV440 : Change config of speed (100 mbbs) to connect with switch (1000 mbbs)	MEERBUSCH
72568232	0622AL1351	06/03/2010 21:42	22/03/2010 02:09	Closed	GOBI KRISHNA	Sun Fire V440 - ASY,4X1.6GHZ,2PS,4X146GB/10K,32	2	on reboot machine freezed: ""automountd not running, retrying""	MEERBUSCH
72586624	223C7242	10/03/2010 03:40	14/03/2010 16:44	Closed	Mr. Ludger Prodoehl	MediaTray HD4	3	CC // Broken Disk c1t0d0, Parts required PN: 540-4177 (VT24324318)	MEERBUSCH
72598478	0622AL1351	11/03/2010 18:42	16/03/2010 01:41	Closed	MR. BAALA	Sun Fire V440 - ASY,4X1.6GHZ,2PS,4X146GB/10K,32	2	Solaris: questions about directory permissions	MEERBUSCH
72616048	0602AN0081	16/03/2010 00:12	22/03/2010 01:18	Closed	Meenakshi Sundaram	Sun Fire V490 - A52,4X1.35GHZ,16GB,2X146GB	2	SF V490- One of the interface failed and the IPMP failover was not happening - Issue found at 10:30AM	MEERBUSCH
72622552	CC22301536	16/03/2010 18:34	17/03/2010 03:08	Closed	Stefan Rettkovski	Sun Fire V100 - CONF,CD500,512MB,40GB,7200,FL	2	WC 17.03 / PO 17.03 / SF V100:maschine ist aus	MEERBUSCH
72624376	TN51630389	17/03/2010 03:17	21/03/2010 16:42	Closed	Mr. Ludger Prodoehl	Sun Fire V240 - SF,V240,2X1.5GHZ,4X512MB,2X73G	2	AC [PLAT] V240: PSU failed, Parts required, PN: 300-1674 (VT24477745)	MEERBUSCH
72624456	0504AN00D6	17/03/2010 03:31	06/04/2010 10:36	Closed	Thorsten Stein	Sun Fire V480 - SF V480 4X1200/16G/2X73	2	WC 19.03 V480: HDD 146 GB	FRANKFURT
72624478	0443AL220B	17/03/2010 03:35	22/03/2010 16:18	Closed	Thorsten Stein	Sun Fire V440 - Sun Fire V440 - ASY,4X1.28GHZ,2PS,4X73G	2	V440: 72 GB HDD	FRANKFURT
72637838	TN62040366	19/03/2010 00:15	22/03/2010 16:32	Closed	Mr. Ludger Prodoehl	Sun Fire V240 - SFV240,2X1.5GHZ,4X512MB,2X73G,S10,YL	2	cc 19.03. V240: Broken Disk 72GB c0t0d0, Parts required PN: 540-5455 (VT24500766)	MEERBUSCH
72637848	TN51630389	19/03/2010 00:21	24/03/2010 16:54	Closed	Mr. Ludger Prodoehl	Sun Fire V240 - SF,V240,2X1.5GHZ,4X512MB,2X73G	2	cc 19.03. V240: Broken Disk c1t1d0, Parts required PN: 540-5455	MEERBUSCH
72652250	0513AL409F	22/03/2010 07:39	28/03/2010 15:30	Closed	Mr. Ludger Prodoehl	Sun Fire V440 - Sun Fire V440 - Sun Fire V440 - ASY,2x1.28	3	V440: Broken disk c1t1d0, Part Required 540-5456 (VT24545630)	MEERBUSCH
72657964	TN51630389	23/03/2010 00:23	25/03/2010 21:01	Closed	Mr. Ludger Prodoehl	Sun Fire V240 - SF,V240,2X1.5GHZ,4X512MB,2X73G	2	AC [PLAT] V240: DOA Power Supply, parts only 300-1674	MEERBUSCH
72658082	0503AL3313	23/03/2010 00:49	28/03/2010 15:36	Closed	Mr. Ludger Prodoehl	Sun Fire V440 - A42,2X1.28GHZ,2PS,4X73GB,4GB	3	AC [SLVR] V440: Broken Power Supply PS1, Parts Req. 300-1851	MEERBUSCH
72675540	559000300027	25/03/2010 08:24	29/03/2010 09:49	Closed	Joerg Langen	StorEdge L500 - STK, , 3127908752 , N,SL50E32,	2	CB:01[ESP] 25.03: AC: Mail with SN: (zweiter SR nötig) // [GOLD] L500 : tape stuck in drive Hwonsite	DUESSELDORF
72676252	0808TFL1AR	25/03/2010 09:54		Relief	MARKUS WAHL	Sun Fire V245 - Sun Fire V245 - SFV245,2X1.5GHZ,8X1GB,2	2	cc 04.06, pi, ct, [GOLD] deadline, v245 : could not ping server	FRANKFURT
72680712	547100124999	26/03/2010 05:14	31/03/2010 16:46	Closed	Joerg Langen	Sun StorageTek LTO3 - STK, , 3127905160 , N,LTO3S50,	1	HW + Parts // LTO 3: TAPE PROBLEM....	DUESSELDORF
72697034	108S0C92	30/03/2010 01:11		Pending Internal	Klaus Ziegler	Sun Enterprise 410/420 - ASSY,E420R,450MHZ,1GB,18GB,1	2	[SLVR] Sun Enterprise E420: 36GB disk faulty	FRANKFURT AM MAIN
72698212	TN51071865	30/03/2010 05:01		Working	Mr. Ludger Prodoehl	Sun Fire V240 - SF,V240,2X1.28GHZ,2GB,2X73GB,2	3	WC 09/04, [PLAT] Sun Fire V240: console output via ALOM shows garbage	MEERBUSCH
72698344	124M25E3	30/03/2010 05:28	07/04/2010 06:59	Closed	Mr. Ludger Prodoehl	F6800 Server Base	3	SF 6800: Broken SystemBoard SB4, Parts Req. 540-5821 (2x900Mhz)	MEERBUSCH
72703808	TN44820373	31/03/2010 00:25	31/03/2010 07:40	Closed	SAMIR ADJIMI	Sun Fire V240 - SF,V240,2X1.28GHZ,2GB,2X73GB,2	1	SOLARIS 10: SERVER HANGS WHEN CU INITIATES THE REBOOT	DUESSELDORF