

SLA Performance Summary for January 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	41	8	33	0	100.00%	100.00%	100.00%	1	97.56%	100.00%	96.97%
WRB	3	0	3	0	100.00%	N/A	100.00%	0	100.00%	N/A	66.67%
DEL	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
STO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
SW	2	0	2	0	100.00%	N/A	100.00%	0	N/A	N/A	100.00%
RBT	4	0	4	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
ERR	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
NET	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
VA	9	1	8	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
PRO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
Yellow	0	0	4	0				0			
All	59	9	50	0	100.00%	100.00%	100.00%	1	98.31%	100.00%	100.00%

Qualifying VT Tickets

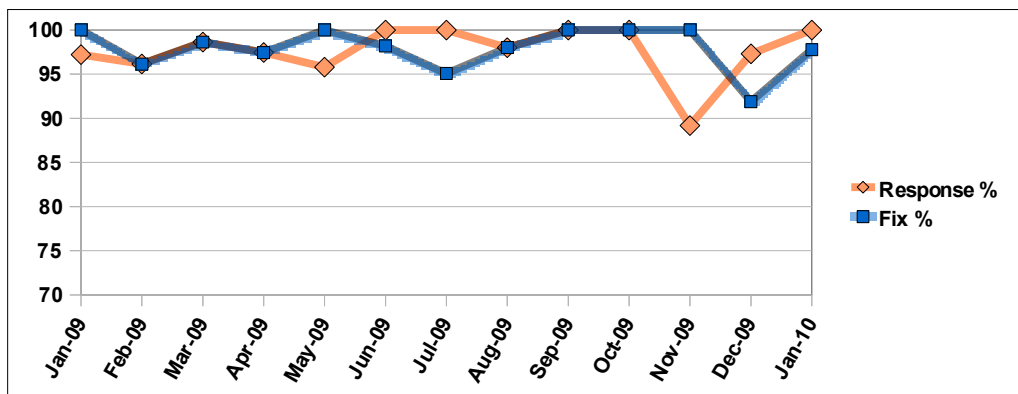
Type	No. of tickets	Sev 1&2	Sev 3&4	No. of Response SLA fails	Overall Response SLA	Sev 1&2 Response SLA	Sev 3&4 Response SLA	No. of Fix SLA fails	Overall Fix SLA	Sev 1&2 Fix SLA	Sev 3&4 Fix SLA
HW	41	8	33	0	100.00%	100.00%	100.00%	1	97.56%	100.00%	96.97%
WRB	3	0	3	0	100.00%	N/A	100.00%	0	100.00%	N/A	66.67%
DEL	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
STO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
SW	2	0	2	0	100.00%	N/A	100.00%	0	N/A	N/A	100.00%
RBT	4	0	4	0	100.00%	N/A	100.00%	0	100.00%	N/A	100.00%
ERR	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
NET	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
VA	9	1	8	0	100.00%	100.00%	100.00%	0	100.00%	100.00%	100.00%
PRO	0	0	0	0	N/A	N/A	N/A	0	N/A	N/A	N/A
Yellow	0	0	4	0				0			
Qualifying	45	8	37	0	100.00%	100.00%	100.00%	1	97.78%	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) 4 Yellow calls – 2 on HW and 2 on non-qualifying Types
 HW yellow calls were due to engineers carrying out other ta
 One 'Fix' HW call – VT23741052 (SR72359802)

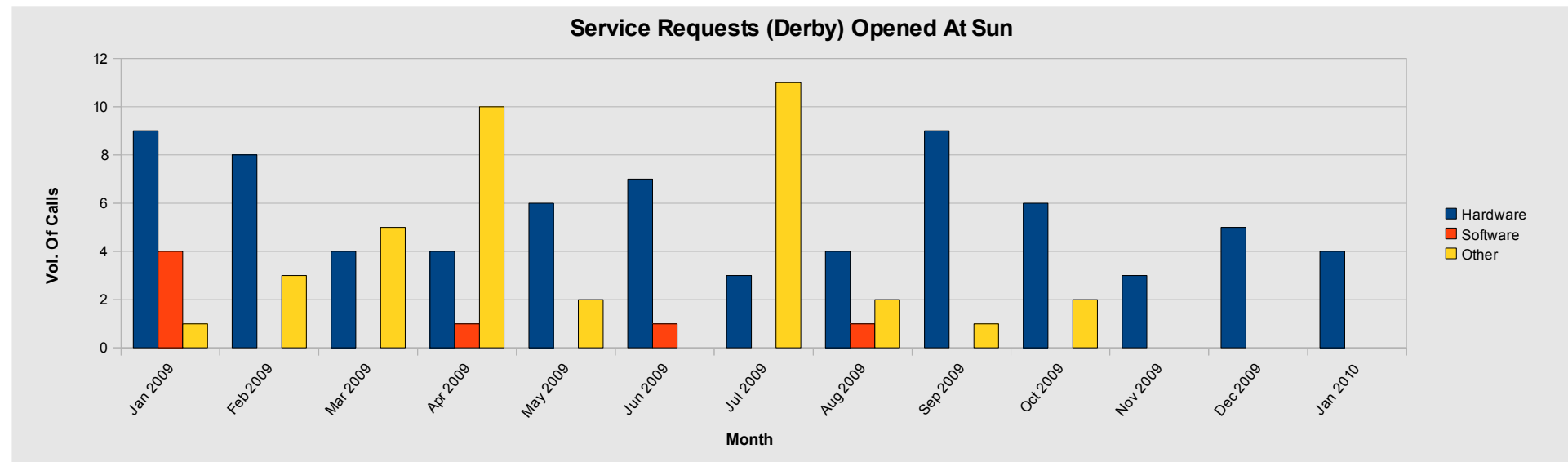


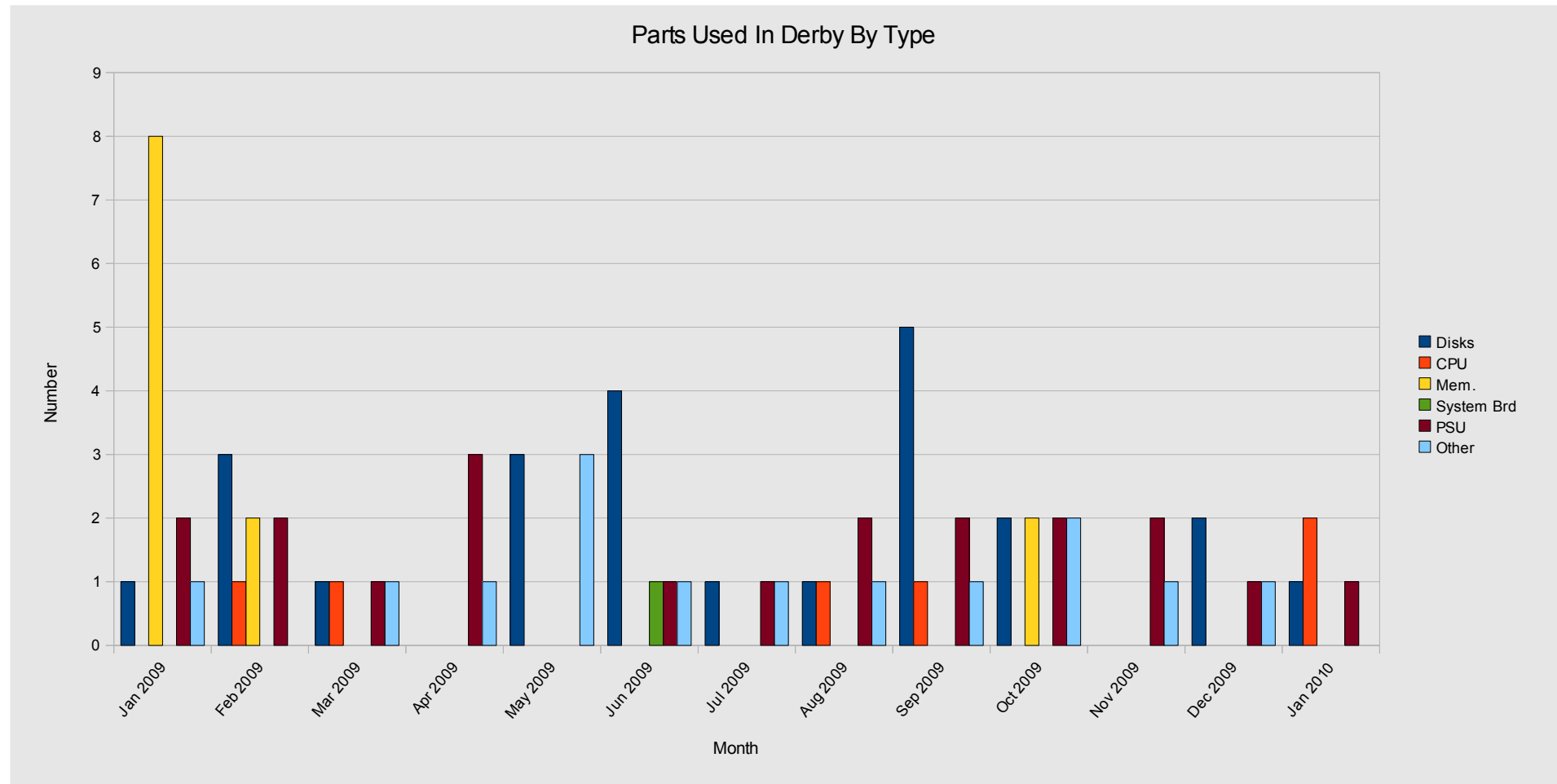
Number of Sun Service Requests opened at Egg over previous 13 months

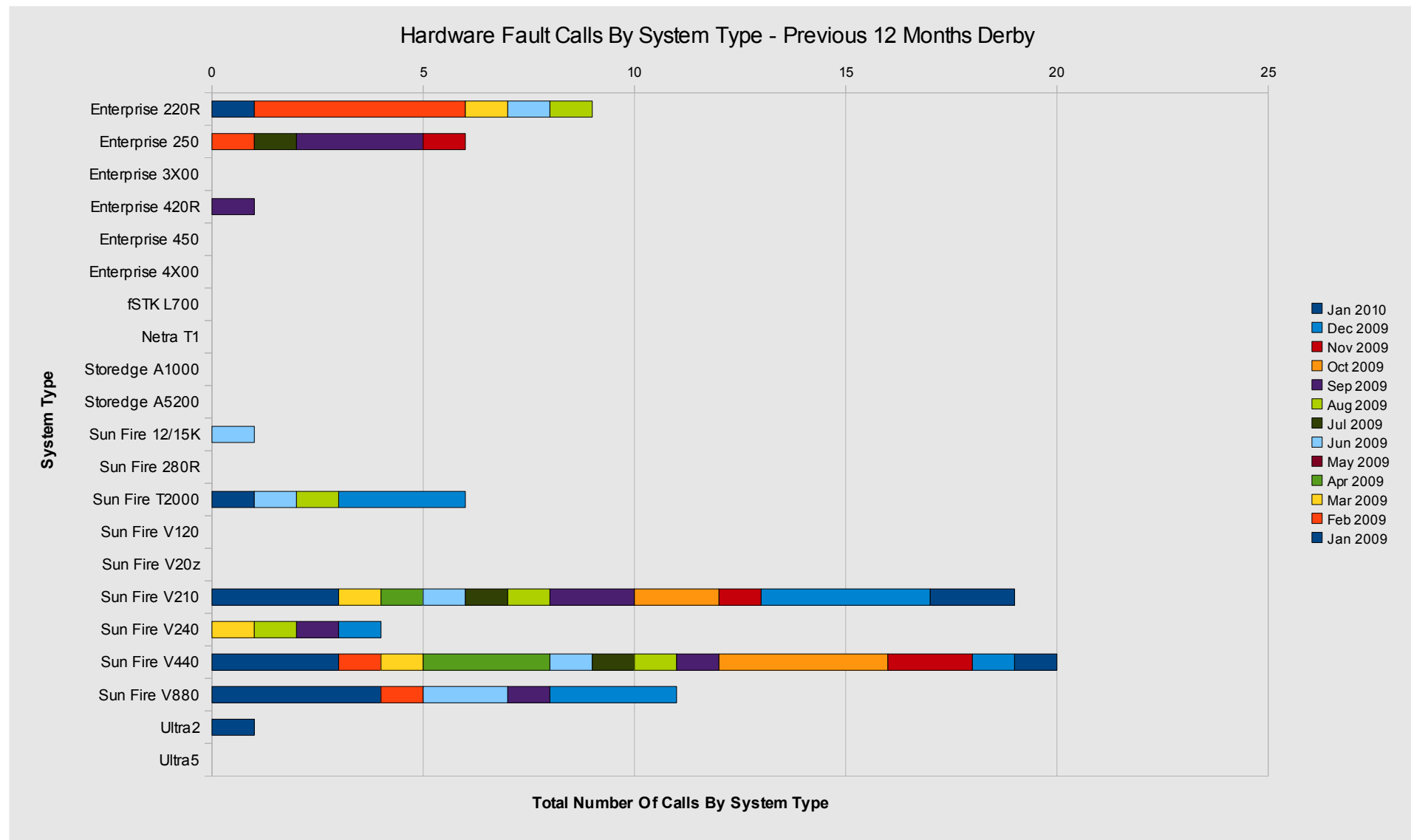
Summary by Fault Type

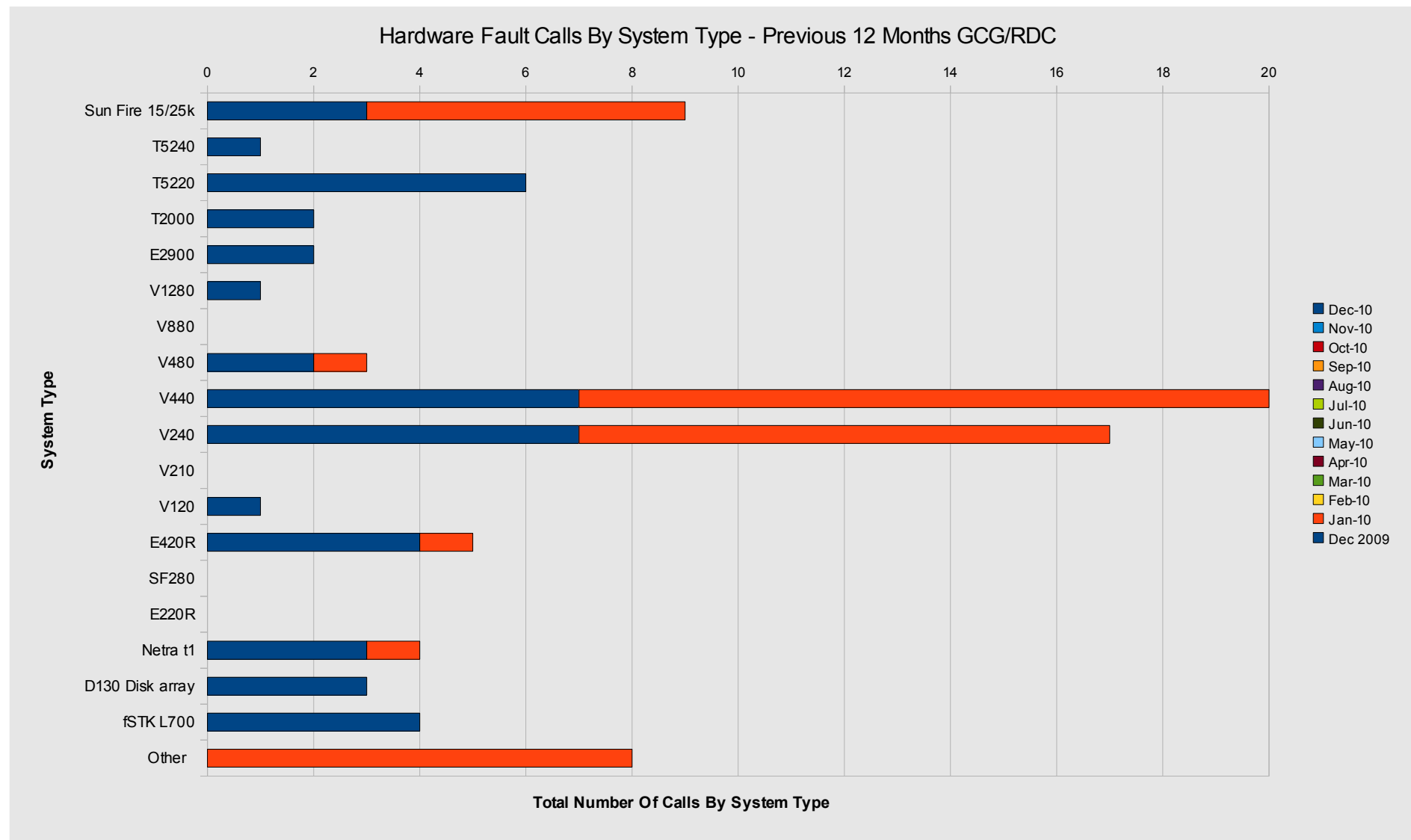
	Hardware	Software	Other	Total
Jan 2009	9	4	1	14
Feb 2009	8	0	3	11
Mar 2009	4	0	5	9
Apr 2009	4	1	10	15
May 2009	6	0	2	8
Jun 2009	7	1	0	8
Jul 2009	3	0	11	14
Aug 2009	4	1	2	7
Sep 2009	9	0	1	10
Oct 2009	6	0	2	8
Nov 2009	3	0	0	3
Dec 2009	5	0	0	5
Jan 2010	4	0	0	4

Sun calls by type
Hw = parts used calls
Sw == other calls





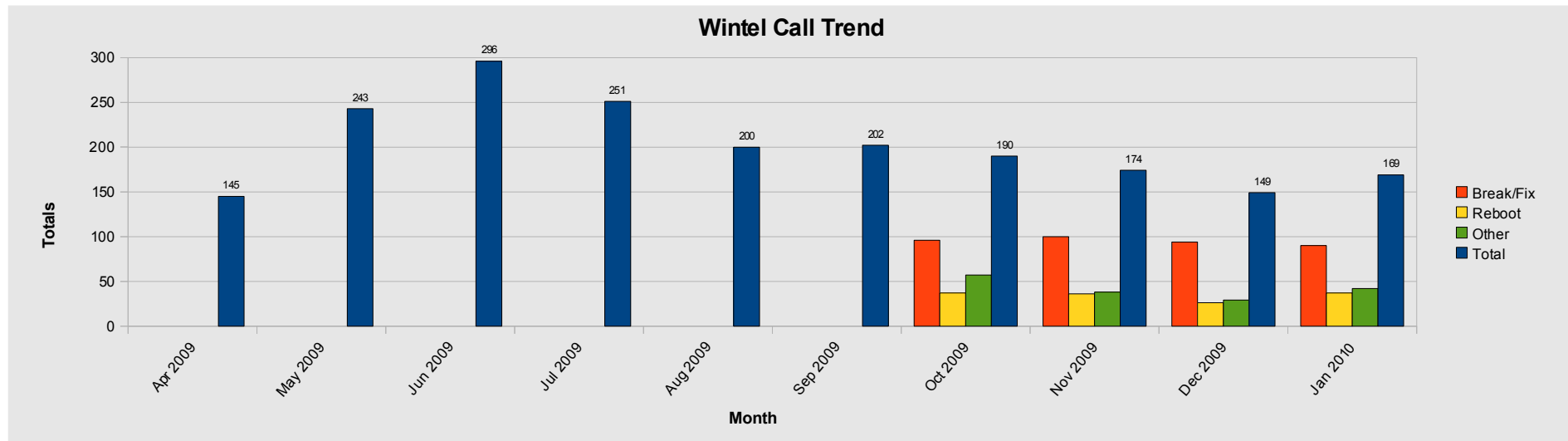




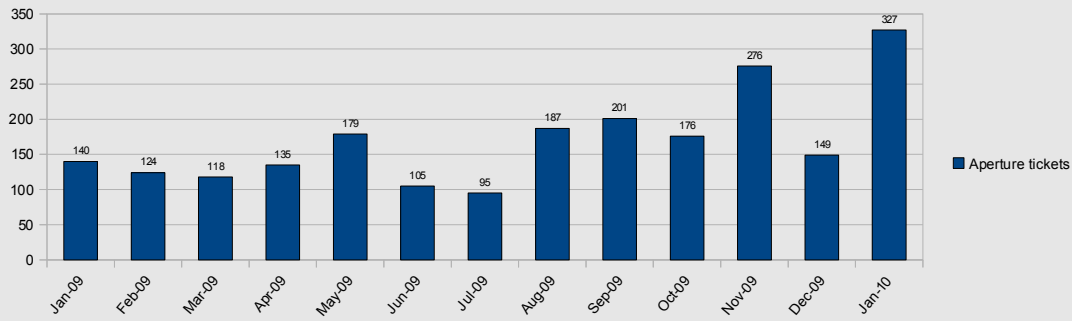
Wintel Platform (CGC/RDC) Call Stats

Summary by Fault Type

	Break/Fix	Reboot	Other	Total
Apr 2009				145
May 2009				243
Jun 2009				296
Jul 2009				251
Aug 2009				200
Sep 2009				202
Oct 2009	96	37	57	190
Nov 2009	100	36	38	174
Dec 2009	94	26	29	149
Jan 2010	90	37	42	169



Hardware Team - Total Aperture Tickets Closed



Hardware Team - Breakdown of Aperture and VR

Install	Sun	Cisco	HP	IBM	HSM	Other	Total
28-Dec-09							0
4-Jan-10		16					16
11-Jan-10							0
18-Jan-10		2				1	3
25-Jan-10		23					23
Totals	0	41	0	0	0	1	42

Move	Sun	Cisco	HP	IBM	HSM	Other	Total
28-Dec-09	4		1				5
4-Jan-10	22		39				61
11-Jan-10	12		42			1	55
18-Jan-10	8		48				56
25-Jan-10	16		27	8			51
Totals	62	0	157	8	0	1	228

Upgrade	Sun	Cisco	HP	IBM	HSM	Other	Total (VR)
28-Dec-09							0
4-Jan-10	4						4
11-Jan-10	3						3
18-Jan-10							0
25-Jan-10							0
Totals	7	0	0	0	0	0	7

Retire	Sun	Cisco	HP	IBM	HSM	Other	Total
28-Dec-09							0
4-Jan-10	5	1				2	8
11-Jan-10	6		15				21
18-Jan-10	10		1			2	13
25-Jan-10	9		4				13
Totals	30	1	20	0	0	4	55

Rename	Sun	Cisco	HP	IBM	HSM	Other	Total
28-Dec-09							0
4-Jan-10	2						2
11-Jan-10							0
18-Jan-10							0
25-Jan-10							0
Totals	2	0	0	0	0	0	2

Hardware Team - Sun Installs and Retires by Week

Activity	Server Type	28-Dec-09	4-Jan-10	11-Jan-10	18-Jan-10	25-Jan-10	Total
Install	T2000						0
Install	V240						0
Install	T2000						0
Install	V440						0
Install	V490						0
Retire	E420R					2	2
Retire	SF280R						0
Retire	S 250R				1		1
Retire	E4500						0
Retire	E450R						0
Retire	SF280R						0
Retire	Ultra 2				2		2
Retire	V120						0
Retire	V440						0
Retire	Storedge S1		2				2
Retire	Netra D130					2	2
Retire	Netra T1		1	2	5		8
Retire	V240		2	3	1	2	8
Retire	V480		1			3	4
Retire	V880						0
Retire	Storedge T3						0
Retire	V1280						0
Retire	V445						0
Retire	D1000						0
Total		0	6	5	9	9	29

Hardware Team - Sun Installs and Retires by Serial Number									
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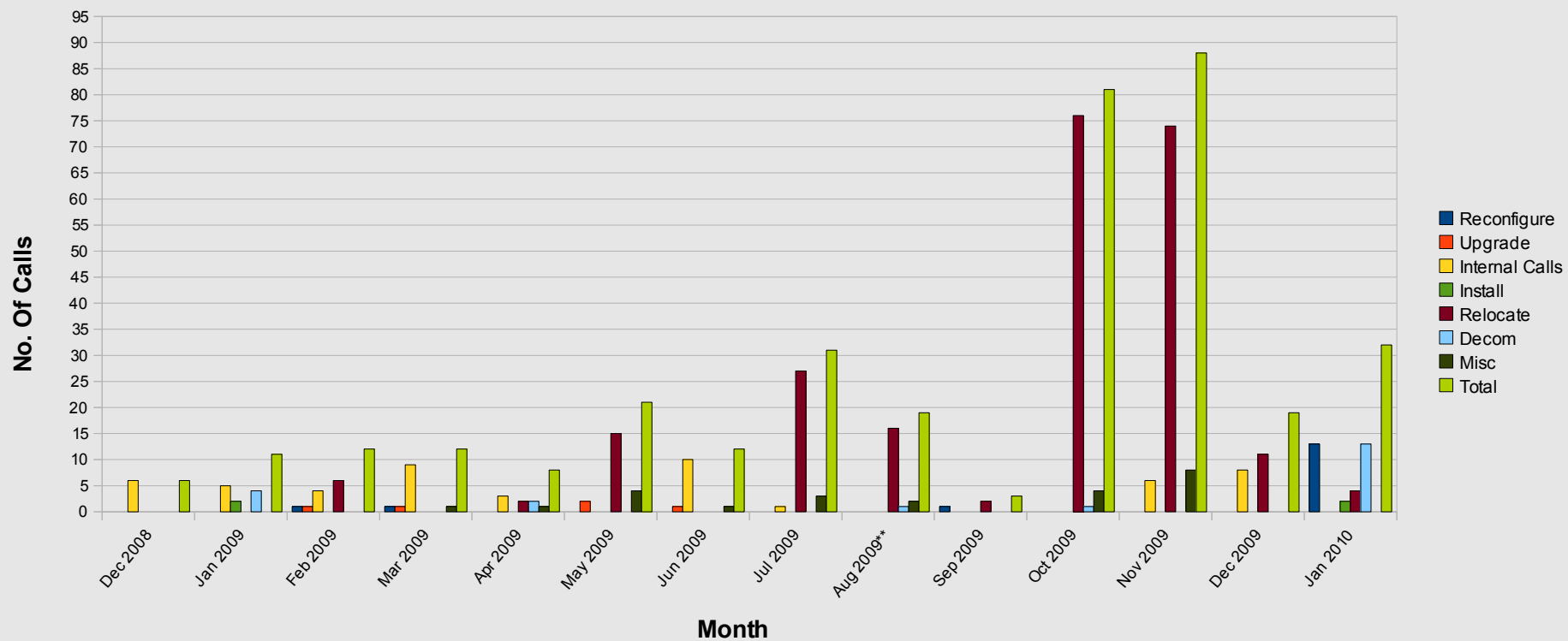
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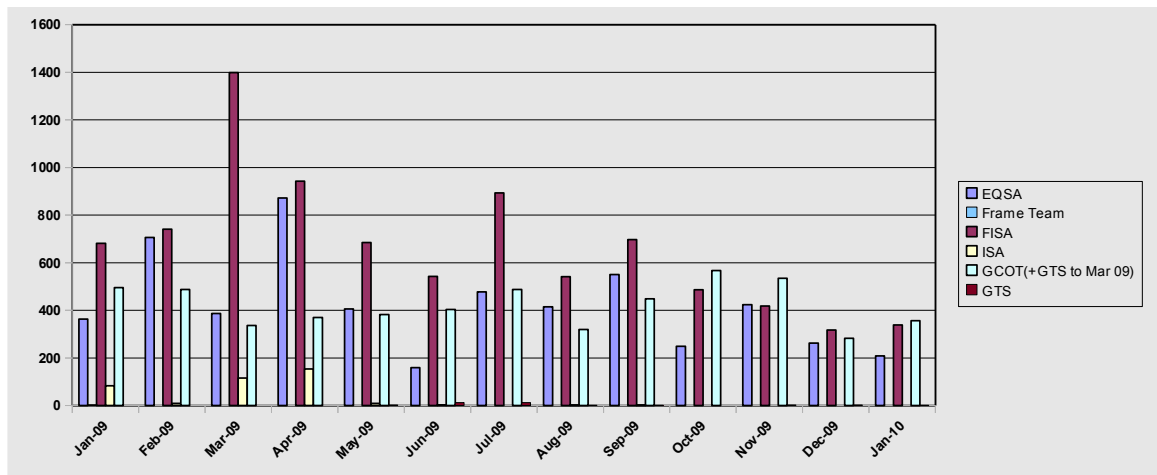
GCDS Retires

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On Site Requests (Derby)

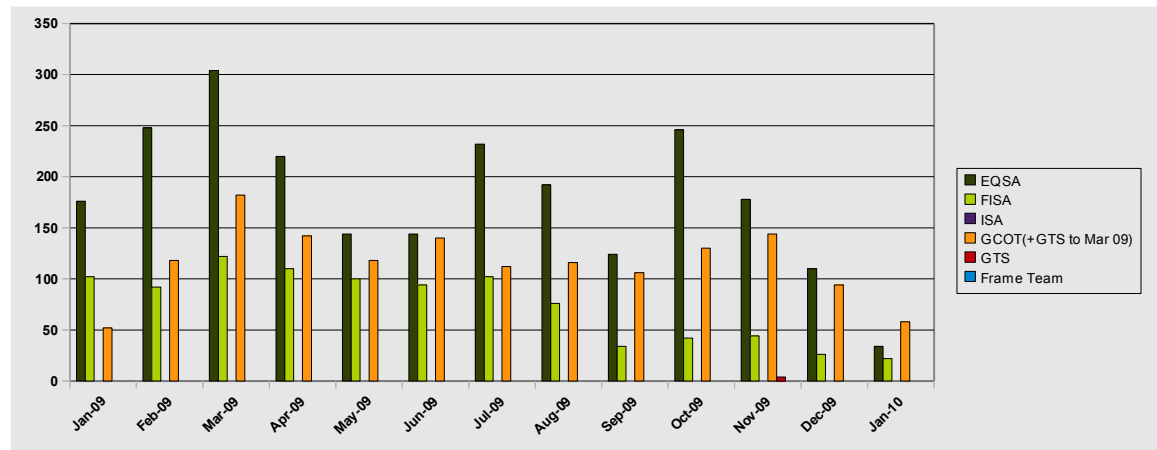


SA 24 x 7 Team - VT Incident Tickets Closed



	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10
EQSA	363	706	387	872	406	160	478	415	550	249	424	263	209
FISA	682	741	1399	943	685	542	893	541	697	486	418	317	339
ISA	83	9	116	154	9	3	0	1	1	0	0	0	0
GCOT(+GTS to Mar 09)	495	488	336	370	382	404	488	320	449	567	535	283	356
GTS					2	13	13	1	1	0	2	3	1
Frame Team												4	0
Total	1623	1944	2238	2339	1484	1122	1872	1278	1698	1302	1379	870	905

SA 24 x 7 Team - VR Tickets Closed



	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	###
EQSA	176	248	304	220	144	144	232	192	124	246	178	110	34
FISA	102	92	122	110	100	94	102	76	34	42	44	26	22
ISA	0	0	0	0	0	0	0	0	0	0	0	0	0
GCOT(+GTS to Mar 09)	52	118	182	142	118	140	112	116	106	130	144	94	58
GTS	0	0	0	0	0	0	0	0	0	0	4	0	0
Frame Team	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	330	458	608	472	362	378	446	384	264	418	370	230	114

Parts Used Cost

January 10 data still to be included
(this info is for December 09)

Parts Usage

CGC/RDC

Quantity	Part No	Part Description	Unit \$	Total \$
4	540-4904	FRU,DR,36GB,1"10K,SCSI3,S	321.2	1284.80
1	375-3227	M-BOARD,2X1.5GHZ,0MEG	2947.1	2947.10
1	370-7087	FRU,ASSY,PCI,RISER	37.12	37.12
1	371-0796	FRU,ASSY,2U,IN/FACE,BOARD	415.64	415.64
1	501-7953	FRU,FBDIMM,2GB,2RX8,667	106.06	106.06
2	501-7781	FRU,HUR,MB+TRAY,8-C1.17,D	9242.04	18484.08
1	300-1501	FRU,P/S,SSI MPS,680W,HOT	10.3	10.30
2	540-6611	FRU,DRIVE,73GB,SFF,SAS,RO	229.76	459.52
1	540-5455	73GB,10K,1"SCSI4,SPUD DRV	261.24	261.24
1	300-1488	FRU,PWR SUPPLY,A160,FJ2	312.56	312.56
1	300-1851	FRU,PS,SSI,MPS,680W,HOTPL	345.38	345.38
1	540-6229	FRU,DDR1,DIMMX2,512MB,SPD	235.58	235.58
1	540-4177	FRU,ASSY,18GB10K,1"SCSI,W	251.2	251.20
1	501-7386	ASSY,SDRAM,DIMM,1GB	203.92	203.92
1	541-2940	FRU,ASSY,FAN CPU,2U	76.68	76.68
1	540-4689	FRU,NEBS,36GB	321.2	321.20
1	540-4401	FRU,NEBS,18GB	212.14	212.14
			Total	25964.52

Derby

Quantity	Part No	Part Description	Unit \$	Total \$
2	540-5408	FRU,73GB,NON-PH	226.96	453.92
1	370-5126	FRU,HEATSINK,25MM,FANS,EN	219.62	219.62
1	300-1851	FRU,PS,SSI,MPS,680W,HOTPL	345.38	345.38
0			0	0.00
0			0	0.00
0			0	0.00
			Total	1018.92

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

End of Service Life Data HP Hardware

HP Industry Standard Servers	Platform Intro Date	Platform Discontinue Build date	Approx End of Service life	End of Service life Extension date
Systempro LT	January-92	September-94	September-1999	
Systempro 486	June-92	September-94	September-1999	
PL1000	September-93	May-95	March-2000	Extended to Dec 2006
PL4000	September-93	September-95	September-2000	
PL2000	September-93	October-95	October-2000	
ProSignia VS 486	March-94	August-96	August-2001	
ProSignia 586	May-93	August-96	August-2001	
ProSignia 486	October-92	August-96	August-2001	
Systempro XL	October-92	September-96	September-2001	
PL4500	February-96	January-97	January-2002	
ProSignia 500	November-94	February-97	February-2002	Extended to Dec 2009
PL1500	February-95	May-97	May-2002	
Prosignia 300	February-95	June-97	June-2002	Extended to Dec 2009
PL1500	February-95	September-97	September-2002	
PL5000	June-96	March-98	March-2003	Extended to July 2010
PL2500	October-96	August-98	August-2003	
PL850R	May-97	December-98	December-2003	Extended in UK (Dec 2007)
PL1200	November-97	December-98	December-2003	
Prosignia 200	January-97	March-99	March-2004	
PL7000	September-97	March-00	March-2005	
PL6000	May-97	March-00	March-2005	Some countries extended
NEOSERVER	March-99	March-00	March-2005	Some countries extended
PL400	December-98	June-00	June-2005	
Prosignia 740	November-98	July-00	July-2005	
PL800	January-97	July-00	July-2005	Some countries extended
Prosignia 720	December-98	August-00	August-2005	
PL1600	November-97	August-00	August-2005	
PL3000	November-97	September-00	September-2005	
PL6500	August-97	December-00	December-2005	
CL1850R	November-99	December-00	December-2005	
PL6400R	March-99	March-01	March-2006	Extended to July 2010
PL5500	September-98	March-01	March-2006	Extended to July 2010
TaskSmart C-Series	July-99	September-01	September-2006	
PL8500	August-99	December-01	December-2006	Extended to Oct 2009
PL8000	August-99	December-01	December-2006	Extended to Jan 2009
PL1850R	August-98	December-00	December-2006	
ML370 G1	January-00	December-01	December-2006	Extended to April 2008
ML330 G1	May-00	December-01	January-2007	
DL380 G1	January-00	December-01	December-2006	Extended to Dec 2013
CL380	June-00	February-02	February-2007	
ML350 G1	February-00	March-02	March-2007	Extended to Jan 2009
ML330e	June-00	March-02	March-2007	
CL380 Cluster	June-00	March-02	March-2007	
DL590 (Itanium)	January-02	September-02	September-2007	
ML530 G1	February-00	November-02	November-2007	Extended to Jan 2010
ML750	June-01	December-02	December-2007	Extended to Dec 2009
DL360 G1	June-00	December-02	February-2008	Extended to Jan 2010
DL580 G1	June-01	January-03	January-2008	Extended to April 2010
ML350 G2	October-01	February-03	February-2008	
ML570 G1	June-00	March-03	March-2008	Extended to April 2010
ML370 G2	July-01	March-03	March-2008	Extended to Jan 2010
DL760	June-01	June-03	June-2008	
DL380 G2	July-01	June-03	June-2008	Extended to Jan 2015
DL360 G2	January-02	June-03	June-2008	
BL20p G1	October-02	June-03	June-2008	
DL320 G1	November-00	December-03	December-2008	
ML330 G2	October-01	April-04	April-2009	
TC2120	April-03	May-04	May-2009	
ML310 G1	October-02	July-04	July-2009	
BL10e	February-02	July-04	July-2009	
ML530 G2	July-02	October-04	October-2009	
BL10e G2	July-03	October-04	October-2009	
ML350 G3	October-02	January-05	January-2010	
DL380 G3	November-02	January-05	January-2010	
DL360 G3	January-03	January-05	January-2010	
ML110 G1	March-04	April-05	April-2010	

DL320 G2	February-03	April-05	April-2010	
BL20p G2	April-03	May-05	May-2010	
ML330 G3	May-03	July-05	July-2010	
DL145 G1	May-03	August-05	August-2010	
DL140 G1	November-03	August-05	August-2010	
BL40p	April-03	October-05	October-2010	
BL30p	July-04	October-05	October-2010	
DL580 G2	August-02	November-05	November-2010	
ML570 G2	November-02	November-05	November-2010	
ML370 G3	October-02	December-05	December-2010	
DL360 G4	August-04	December-05	December-2010	
ML350 G4	August-04	December-05	December-2010	
DL560	March-03	January-06	January-2011	
ML110 G2	February-05	January-06	January-2011	
ML310 G2	March-05	March-06	March-2011	
DL760 G2	April-03	May-06	May-2011	
DL740	April-03	May-06	May-2011	
DL320 G3	March-05	June-06	June-2011	
ML150 G2	November-04	June-06	June-2011	
DL140 G2	May-05	October-06	October-2011	
DL360 G4p	March-05	December-06	December-2011	
ML110 G3	September-05	January-07	January-2012	
DL580 G3	May-05	January-07	January-2012	
ML570 G3	May-05	January-07	January-2012	
ML310 G3	November-05	January-07	January-2012	
DL585	May-04	January-07	January-2012	
DL385	March-05	January-07	January-2012	
DL320 G4	December-05	February-07	February-2012	
ML350 G4p	May-05	February-07	February-2012	
ML370 G4	August-04	February-07	February-2012	
DL380 G4	August-04	February-07	February-2012	
BL25	March-05	February-07	February-2012	
BL45	May-05	February-07	February-2012	
DL145 G2	May-05	February-07	February-2012	
BL20p G3	September-04	February-07	February-2012	
BL35p	March-05	December-07	December-2012	
BL20p G4	July-06	December-07	December-2012	
BL25p G2	December-06	December-07	December-2012	
BL45p G2	December-06	December-07	December-2012	
ML110 G4	October-06	February-08	February-2013	
ML310 G4	October-06	February-08	February-2013	
DL320 G5	October-06	April-08	April-2013	
ML570 G4	September-06	April-08	April-2013	
DL580 G4	June-06	April-08	April-2013	
ML150 G3	July-06	May-08	May-2013	
DL140 G3	July-06	June-08	June-2013	
DL145 G3	January-07	June-08	June-2013	
ML115	March-07	July-08	July-2013	
DL385 G2	October-06	September-08	September-2013	
DL365	November-06	October-08	October-2013	
BL465	September-06	October-08	October-2013	
DL585 G2	October-06	October-08	October-2013	
BL685	December-06	December-08	December-2013	
BL480	June-06	June-09	June-2014	
ML310 G5	November-07	June-09	June-2014	
DL160 G5	January-08	June-09	June-2014	
DL180 G5	February-08	June-09	June-2014	
ML150 G5	February-08	June-09	June-2014	
DL385 G5	April-08	June-09	June-2014	
DL160 G5p	October-08	June-09	June-2014	
BL460 G5	December-08	June-09	June-2014	

Sun Field Advisory Bulletins (FABs)

Hardware FABs

No new Hardware Replacement FABs relevant to Citi/Egg were released this month

Ref Number	Released / Updated	Synopsis	Category	Relevant	Implementation
228509	5-Mar-08	OBP update required for Panther based Sun Fire V490 and V890 systems to enhance Processor Illegal Command Detection.	Controlled	V490, V890	Upgrade OBP
233541	10-Mar-08	JETO (JBUS Error Time Out) can be encountered on any system with the JBUS.	Reactive	V240, V440, V445	
237364	2-May-08	FCO A0291-1: Sun Fire V440 Power Supply may fail prematurely due to fan degradation issue.	Reactive	V440	Failed PSU only to be replaced
200668	10 Jun 08	Hardware: Small number of Northstar Dual GBE -03 cards may fail on certain systems due to defective voltage mux.	Reactive	T2000, V445	
234441	30 Jul 08	Two mechanical assembly issues causing DVD Drive Excessive Read/Write errors and DVD Drive Not Accessible on T5120, T5220, X4150, X4450 and	Reactive	T5120, T5220	Replace on failure
244006	25 Sep 08	Fan connectors on the Fab Boards are being damaged upon Fan removal/replacement for systems using the Jake 1U chassis.	Reactive	T5120, T5140	Replace on failure
260490	14 May 09	Some Sun systems using power supply units within a certain date code range may experience a thermal event upon PSU failure.	Proactive	T5220, T5240	See http://sunsolve.sun.com/search/document.do?assetkey=1-66-258408-1

Non-Hardware FABs

Ref Number	Released / Updated	Synopsis	Category	Relevant	Implementation
254469	11 Mar 09	A limited number of Sun Fire T2000 and SPARC Enterprise T2000 servers may experience a shutdown with SC Alert "Chassis cover removed"	Reactive	T2000	See http://sunsolve.sun.com/search/document.do?assetkey=1-66-260490-1
265589	11-Sep-09	TUSB6250 controller may drop packets while booting from or reading the internal PATA DVD device which causes "read retry" messages reported to the end user.	Reactive	T5x20 and T5x40	See http://sunsolve.sun.com/search/document.do?assetkey=1-63-265589-1

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Derby

Derby									
Customer Contact	Contract Number	SR Number	Sev	Serial Number	Problem Summary	Creation Date	Close Date	Status Name	Item Description
Bill Holmes	GB13235/MAIN	72232554	2	825M22CF	[PLAT][PARTS]: hard disk drive: Disk in maintenance at c0t11d0 in Storedge Multipack attached to Ultra 2: p/n: 540-4520 OTRS see notes	05-Jan-10 04:42:23 AM	05-Jan-10 05:44:13 AM	AUTO CLOSE	Ultra 2
Bill Holmes	GB13235/MAIN	72329142	2	0420AL063B	[PLAT]PARTS ONLY (300-1501) x 1	22-Jan-10 08:04:23 AM	22-Jan-10 08:11:04 AM	Closed	V440
GEORGE ELIADES	GB13235/MAIN	72337616	3	0418AL0367	PARTS ONLY [PLAT] V440 MOTHERBOARD REPLACEMENT [PN5405418]X1	25-Jan-10 04:05:45 AM	25-Jan-10 07:30:28 AM	Closed	V440
Bill Holmes	GB13235/MAIN	72344968	2	TM54830658	[PLAT]PARTS ONLY (370-5126) x 1	26-Jan-10 04:35:44 AM	26-Jan-10 05:00:05 AM	Closed	V210
Bill Holmes	GB13235/MAIN	72345004	2	TM54851237	[PLAT] V210 - Faulty CPU heatsink/Fan parts only - 370-5126	26-Jan-10 04:46:01 AM	26-Jan-10 05:05:49 AM	AUTO CLOSE	V210

CGCandRDC

CGC/RDC									
Customer Contact	Contract Number	SR Number	Sev	Serial Number	Problem Summary	Creation Date	Close Date	Status Name	Item Description
Paul Labuda	GB14456/CGC	72220294	3	132S09E9	Parts Only (540-3966)x1	01-Jan-10 02:16:03 PM	04-Jan-10 01:48:19 AM	AUTO CLOSE	E420R
SUN ENGINEER	GB14456/CGC	72225580	1	0724NNN12R	[Elite Plat] T2000: p/n 540-6611 x 1	04-Jan-10 04:14:34 AM	04-Jan-10 04:24:43 AM	AUTO CLOSE	T2000
CRISS KEY	W8010864	72238586	1	0748MM20E9	Commit 15/1 v 25K : P1 : Domain down (controller missing half I/O capacity)	06-Jan-10 02:26:50 AM	11-Jan-10 02:44:41 AM	Closed	E25K
DAVID VICTORY	GB14456/CGC	72243294	2	07480B7148	[ELIT PLAT] (PARTS)SE 3310: X1, P/N: 540-6449	06-Jan-10 06:48:37 PM	07-Jan-10 03:08:00 AM	Closed	SE3310
Sun Engineers	GB14456/CGC	72264136	3	0512AL4014	[PLAT]PARTS ONLY (300-1851) x 1	11-Jan-10 09:34:13 AM	11-Jan-10 09:42:24 AM	Closed	V440
SUN ENGINEER	GB14456/CGC	72291290	3	HN32351701	V240: problem with SVM.	15-Jan-10 08:52:10 AM	19-Jan-10 01:27:26 AM	Closed	V240
SUN ENGINEER	GB14456/CGC	72295178	3	0550AL6AF5	[PARTS][ELITE-PLAT] SF V440: 680 Watt Power Supply (300-1851 x1)	16-Jan-10 04:01:01 PM	18-Jan-10 07:32:26 AM	AUTO CLOSE	V440
SUN ENGINEER	GB14456/CGC	72295528	1	0550AL6AF5	[PARTS][ELITE-PLAT] SF V440: 36 Gb disk (540-4904 x1)	16-Jan-10 09:58:56 PM	16-Jan-10 10:28:30 PM	AUTO CLOSE	V440
SUN ENGINEER		72295620	1	0550AL6AF5	[PARTS][ELITE-PLAT] SF V440: 36 Gb disk (540-4904 x1)	16-Jan-10 11:29:17 PM	16-Jan-10 11:29:50 PM	Closed	V440
Charles Ladepo	GB14456/CGC	72295624	1	TN33740169	CC [TTR4] V240 eutmpcgc2 : SCSI errors, disk c0t1d0, MB, cables, backplane repl. Health-check req.	16-Jan-10 11:32:12 PM	21-Jan-10 02:08:02 AM	AUTO CLOSE	V240
Anna-Maria Vilner	GB14456/CGC	72299236	3	0623AL15FE	[PLAT] Sun Fire V440: Server hung. (INT REF NO : VT23541215)	18-Jan-10 02:25:08 AM	02-Feb-10 01:26:28 AM	Closed	V440
DAVID VICTORY	GB14456/CGC	72299568	1	0550AL6AF5	RE-OPEN FROM 72295528 [plat] V440:health check	18-Jan-10 03:17:11 AM	18-Jan-10 08:38:39 AM	Closed	V440
NEIL GRIFFITHS		72315836	3	0748MM2147	[ELITE-PLAT] SF E25K: Front door locked - Advise	20-Jan-10 09:46:16 AM	01-Feb-10 01:56:36 AM	AUTO CLOSE	E25K

CGCandRDC

SUN ENGINEER	GB14456/CGC	72321802	3	0530AL54B9	PARTS ONLY [PLAT] V440: PSU, TSL Replenish (P/N: 300-1851) x 1	21-Jan-10 07:01:16 AM	21-Jan-10 07:15:16 AM	AUTO CLOSE	V440
NEIL GRIFFITHS	W8010864	72322874	2	0748MM20E9- DONOTUSE	[ELITE&PLAT] SF E25K: IOU AND SB ERRORS	21-Jan-10 09:07:58 AM	26-Jan-10 08:06:34 AM	AUTO CLOSE	25K
SUN ENGINEER	GB14456/CGC	72325892	2	0530AL54B9	[PLAT] (PARTS) SF V440: X1, P/N: 300-1851	21-Jan-10 09:22:28 PM	22-Jan-10 02:00:53 AM	Closed	V440
SUN ENGINEER	W8010864	72332976	1	0748MM20E9- DONOTUSE	PARTS ONLY [ELITE WARR 1] Sun Fire E25K:DISK FAILURE (540-6449)x1	23-Jan-10 08:13:36 AM	23-Jan-10 08:58:59 AM	AUTO CLOSE	25K
SUN ENGINEER		72350916	3		[ELITE@PARTS] (P/N 300-1851 x1)	27-Jan-10 12:12:04 AM	27-Jan-10 12:30:32 AM	Closed	Parts only
NEIL GRIFFITHS		72359238	3		[ELITE] V440: ALOM cards (P/N 501-7337 x2)	28-Jan-10 05:13:31 AM	28-Jan-10 08:48:32 AM	Closed	V440
vaibhav waingankar		72362370	1		03/01 chase to close [PLAT] eubmcap3c Solstice Disk suite 4.2.1: issue with device that has lost err	28-Jan-10 12:50:43 PM	03-Feb-10 10:21:47 AM	Closed	Solstice disk suite
NEIL GRIFFITHS		72367930	1		[ELITE] V440: ALOM cards (P/N 501-7337 x2)	29-Jan-10 09:35:08 AM	29-Jan-10 10:08:10 AM	Closed	V440

Germany

Germany										
Serial Number	SR Number	Creation Date	Close Date	Status Name	Customer Contact	Family	Sev	Problem Summary	Contract No	City
0641AN1267	71992822	11/17/09 07:16 AM	01/11/10 03:37 PM	AUTO CLOSE	Ludger Prodoehl	Sun Fire V490	2	AC SF V490 as blocked - Memory faulty	DE1001286/1	MEERBUSCH
125M2734	72050658	11/27/09 07:10 AM		Relief	Martin Wenner (mw144690)	Sun Fire 6800	4	F6800: behaviour and work of /etc/minor_perm	DE1001286/1	MEERBUSCH
125M2734	72212260	12/30/09 12:18 AM		Working	Martin Wenner	Sun Fire 6800	2	cc 01.07, pi, wait COL, F6800 : panic : Domain watchdog timer expired.	DE1001286/1	MEERBUSCH
125M2734	72260936	01/11/10 01:45 AM	01/21/10 06:33 AM	AUTO CLOSE	Mr. Ludger Prodoehl	Sun Fire 6800	1	AUTOCLOSE / F6800: eur4cpb.emea.citicorp.com: 24: PING MESSAGE server dead (VT 23453599)	DE1001286/1	MEERBUSCH
123M27EE	72261194	01/11/10 02:30 AM	01/14/10 07:24 PM	AUTO CLOSE	Ludger Prodoehl	Sun Fire 6800	3	AUTOCLOSE / F6800: Broken power supply PS2 Parts required : 300-1459	DE1001286/1	MEERBUSCH
TN42431162	72262156	01/11/10 05:37 AM	01/14/10 07:40 PM	AUTO CLOSE	Mr. Ludger Prodoehl	Sun Fire V240	2	AC [GOLD] Broken Disk c1t0d0, Parts required PN: 540-4904	DE1001286/1	MEERBUSCH
125M2734	72267640	01/11/10 11:11 PM	01/17/10 03:22 PM	AUTO CLOSE	Mr. Ludger Prodoehl	Sun Fire 6800	3	cc 12.01. F6800: Broken Power Supply PS2 , Parts only PN:300-1459	DE1001286/1	MEERBUSCH
1094BUD-041007BFB1	72288492	01/15/10 12:22 AM	01/20/10 10:00 PM	AUTO CLOSE	Mr. Ludger Prodoehl	SE33xx	3	CHL:0 ID:0 Drive ALERT: Drive HW Error (44C) Parts only PN:540-5563	DE1001286/1	MEERBUSCH
1094BUD-041007BF14	72312694	01/20/10 01:46 AM	01/24/10 04:16 PM	AUTO CLOSE	Mr. Ludger Prodoehl	SE33xx	3	CC: 27/01 (german) SE 3310: HDD failed (CH:0 ID11) (PO,540-5563) [GOLD24x7]	DE1001286/1	MEERBUSCH
0622AL1351	72335340	01/24/10 09:07 PM	01/24/10 11:13 PM	Closed	Baala SUBRAMANI	Sun Fire V440	1	FE to run max diags/V490/Single User mode/ Unable to login/	DE1001286/1	MEERBUSCH
End of January 2010 SRM report										