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| cid:image003.png@01D07E8E.E32198B0 | | | |
| **P2 [INC1570687] Incident Initial Notification** | | | |
| **Incident No.** | INC1570687 | | |
| **Start Date/Time** | 2019-12-04 09:17:33 | | |
| **Priority** | P2 | **Status** | Assigned |
| **Summary of the Issue** | PL - Can't printing coil labels from SKK aplication - Production/Shipment threat/ Nie mozna drukować przywieszek z aplikacji SKK - Zagrożenie produkcji/wysyłki | | |
| **Description of the Issue** | Directly after INC1568088 was solved, coil labels are not being printed. SKK Printer is not reacting to MES commands. User tried to restart it, checked cable connection. No Error message, there is just no reaction from printer concerning commands from MES; There is no working backup printer present, because the previous one was reported not working as well. The coils are labelled with chalk manually, but cannot be processed further, causing an overload of storage space. The production is continued, but there is a high possibility of | | |
| **Services Impacted** | Application | **CI Impact** | Application |
| **Business Impact** | Production | | |
| **Applications Impacted** | XXX | | |
| **Division/ Region Impacted** | Kraków - Ocynkowani Ogniowa 1 - Kantorek Ewidencji | | |
| **Incident Manager** | Jan Sobczak | **Technical Group** | BD East - Applications-Poland-PP/QM/MES |
| **Initial Troubleshooting** | XXX | | |
| **Latest Update** | 2019-12-04 09:21:36 - Dear team, please assist; | | |
| **Time of Next communication** | Upon Resolution | | |