

123/456/789

16-06-2014

Dear, BOB

Ticket ID: TUSC1017

Affected Circuits:

Circuit ID	Speed	Location
BILLING~69249	100 Mbps	Bangkok

Resolve Date: 16-06-2014 17:03:45

Resolution Details:

Log into system RTR23421 and determine if any batch files with the exe of RFT22 are running. If so determine if it has abended or is just running long time. If it is running 6 hours or more it has failed and should be stopped and restarted when user traffic is complete.

Sincerely,

NANCY