

From: lhokolkata@advantagesb.com
Sent: 13 January 2024 23:31
To: 'KUMUD BHARTI'
Cc: 'Kaushik Majumder'; 'Prabir Basak'; 'prasanta.upadhyay@cms.com'; 'AGMATM2 LHOKOL'; 'AGM ATM LHO KOLKATA'; 'dgmackol@sbi.co.in'; 'sudhir@advantagesb.com'; 'SUDIPTO BANERJI'; 'Umesh Karambelkar'; 'sudipta@advantagesb.com'; 'Navnath Mansukh'
Subject: RAILTEL_ROUTER LAN CONNECTION UNEXPECTED CHANGED TO NON ACTIVE PORT AFTER INSTALLATION_S1BW000004039
Attachments: 4039 atm off.jpg; WhatsApp Video 2024-01-13 at 21.27.15.mp4
Importance: High

DEAR MADAM,

WE WOULD LIKE TO BRING G TO YOUR ATTENTION THAT THE ATM (ATM ID: **S1BW000004039**) WAS DOWN . AFTER RECEIVING CALL WE CHECKED AT OUR BACKEND AND RECEIVED CONFIRMATION THAT THOUGH THE ROUTER IS ON LINE, ATM IS NOT WORKING. WE WERE CHECKED THE PHOTOGRAPHS AS WE SUSPECTED THAT THE SOMEONE HAS DISTURBED THE LAN CONNECTION ON THE ROUTER. IT WAS CONFIRMED FROM THE PHOTOGRAPH THAT THE CONNECTION FROM LAN PORT HAS BEEN REMOVED AND CHANGED TO INACTIVE PORT.

WE REQUEST YOU TO INTERVENE AND INSTRUCT ALL THE MSPs, CRAS AND FLM CUSTODIANS TO NOT TOUCH THE ROUTER TO AVOID ATM DOWNTIME.

PHOTOGRAPHS ATTACHED FOR YOUR REFERENCE.



MADAM , WE ALSO FURTHER INVESTIGATE WITH THE RESPECTIVE SECURITY OF THE SITE . WE HAVE COME TO KNOW REGARDING THE UPS/POWER ISSUE AT THAT PARTICULAR SITE .

AS PER LATEST OBSERVATION , ATM IS IN NO-POWER SITUATION TILL NOW . SUPPORTIVE SNAP IS ATTACHED FOR YOUR REFERENCE .

Thanks & Regards,

Aneek Ghosh

Operations Manager

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