

From: GANGA RAM <Ganga.Ram02@sbi.co.in>
Sent: 22 March 2024 17:06
To: kamlesh.maurya@cms.com; CHANNEL MANAGER COORDINATOR(KANPUR)
Cc: lholucknow@advantagesb.com; 'Surendra Kumar'; 'madhukar.pandey'; 'Nateesh Kumar Mishra'; 'vivek2.kumar'; sbi.lucknow@hitachi-payments.com; 'Prince Sharma'; noc@advantagesb.com; sudhir@advantagesb.com; Amardeep.rohilla@railtelindia.com; umesh@advantagesb.com
Subject: Re: Atm id:- S1NW000107076 down due to encryption error

Madam/Dear Sir,

Please arrange to align the engineer for encryption issue resolution.

Regards,

Ganga Ram
Deputy Manager
Anytime Channels Department
LHO Lucknow
Mob.: 7703002190

From: lholucknow@advantagesb.com <lholucknow@advantagesb.com>
Sent: Friday, March 22, 2024 5:02 PM
To: kamlesh.maurya@cms.com <kamlesh.maurya@cms.com>; GANGA RAM <Ganga.Ram02@sbi.co.in>
Cc: 'Surendra Kumar' <surendra.kumar@hitachi-payments.com>; 'madhukar.pandey' <madhukar.pandey@hitachi-payments.com>; 'Nateesh Kumar Mishra' <Nateesh.mishra@hitachi-payments.com>; 'vivek2.kumar' <vivek2.kumar@hitachi-payments.com>; sbi.lucknow@hitachi-payments.com <sbi.lucknow@hitachi-payments.com>; 'Prince Sharma' <prince.sharma@hitachi-payments.com>; noc@advantagesb.com <noc@advantagesb.com>; sudhir@advantagesb.com <sudhir@advantagesb.com>; Amardeep.rohilla@railtelindia.com <Amardeep.rohilla@railtelindia.com>; umesh@advantagesb.com <umesh@advantagesb.com>
Subject: RE: Atm id:- S1NW000107076 down due to encryption error

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Malware/ Viruses can be easily transmitted via email.

Dear Sir

As discussed Atm id:- S1NW000107076 down due to encryption error(confirm with SBI Switch team) please schedule cms engineer visit.

Thanks & Regards
Ashish Mishra
Operations Manager
Mob +919936433095 | lholucknow@advantagesb.com
AdvantageSB Communications Private Limited
An ISO 9001-2015 Certified Company
An ISO 27001-2013 Certified Company
Board Line +91 22 6831 6831 | Fax: +91 22 6831 6832
1605, 16th Floor, Rupa Solitaire, Plot No.A1,

Millennium Business Park, Mahape,
Navi Mumbai, 400710,
India
www.advantagesb.com

From: Prince Sharma <prince.sharma@hitachi-payments.com>

Sent: 22 March 2024 14:21

To: noc@advantagesb.com; lholucknow@advantagesb.com; sudhir@advantagesb.com;
Amardeep.rohilla@railtelindia.com; umesh@advantagesb.com

Cc: Surendra Kumar <surendra.kumar@hitachi-payments.com>; madhukar.pandey <madhukar.pandey@hitachi-payments.com>; Nateesh Kumar Mishra <Nateesh.mishra@hitachi-payments.com>; vivek2.kumar <vivek2.kumar@hitachi-payments.com>; sbi.lucknow@hitachi-payments.com

Subject: Atm id:- S1NW000107076 /// link issue at site //

Dear Railtel Team,
Please find the below details with Snap and lodge the complaint for link issue.

ATM ID - S1NW000107076

LOCATION -ALIMCO GATE

ATM IP - 172.38.36.18

SITE CODE - 00107

BRANCH - ON SITE

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Prince

Hitachi Payment Services Pvt. Ltd

Prince.sharma@hitachi-payments.com

Contact Num:- +91 1206973978

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