

All cases logged for all sites for Health & Fitness G

| Customer Ref | Case Ref | Site Name | State | Case Status | Created | Created by | Last Actioned on | Case Owner |
|--------------|------------------------------|-----------------------------|----------|--------------------|--------------------|--------------|---------------------|--------------|
| | C-44481-ODM0 | Muscles Leisure Centre | Resolved | Sw - System | 27 Apr 11 08:20 AM | Wasif Sheikh | 27/04/2011 08:20:47 | Wasif Sheikh |
| | C-43294-WQ14 | Central Perk Leisure Centre | Resolved | Sw - Application | 27 Apr 11 12:55 PM | Rob Sanders | 03/05/2011 11:48:55 | Rob Sanders |
| | C-46357-6G37 | Muscles Leisure Centre | Resolved | Sw - Database: SQL | 26 May 11 04:52 PM | Rob Hopes | 27/05/2011 08:36:31 | Rob Hopes |

tness Gyms

yms between 01/06/2011 and 01/07/2011



| Status / Closure Category | Case Contact | Title | Resolution Details |
|--------------------------------|------------------------------|---------------------------|--|
| Sw - System Configuration & | A Name 02081 2345 6789 | Plus2 session is frozen | reset her Terminal Server session and tester by customer - all |
| Sw - Application Configuration | A Nothername 01491 2345 6790 | Unable to put on bookings | User has incorrect access settings. Referred customer to Lead |
| Sw - Database: SQL / MSDE / | A Name 02081 2345 6791 | Overnight backup failed | SQL job to backup and truncate log file failed due to lack of |