WCM RELEASE NOTE **External Information** Release V 2.61 12th of March 2012

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1. Second Flat Rate Claim Process abolished as of 16.04.2012

1.1. **Business Reason**

As you have been informed by your local Service Management, to unite different handling for the same process and due to new requirements to measure service processes in all CEMEA&I countries MBG PAM has decided together with IS to change the "2nd Flat Rate Process" from April 16th onward. WCM WEB user can claim a second flat rate by the Help Desk Approval process already in place for WCM WEB since November 2011. B2B Service Partners have to contact the FTS Service Desk to open a second Workorder for the same Serial Number if necessary.

The new process looks the following:

- 1. First WO is executed and claimed as usual, no change here
- 2. If same SN needs to be serviced within the frozen zone (mainly 7 days) the ServicePartner (SP) needs ServiceDesk approval. This is valid for self assigned as well as ServiceDesk assigned WO. Note: B2B SP have to get the ServiceDesk approval as well. They cannot open again a WO on the same SN.
- 3. If granted, the SP executes the 2nd repair and can claim the WO via WCM

For more details please see below.

1.2. Process after 16.04.2012

WCM WEB Users follow the Help Desk Approval Process. B2B SPs have to call Help Desk to open 2nd Workorder.

2. Changes

2.1. WCM WEB User

2.1.1. 2nd FR as is for WCM WEB

At present for help desk assigned claims in status repair started, in WCM WEB the option to claim a second flat rate is available by action Repair Failed And Double FR

Home Support Lo	ogout				
\$ WCM	Workorder D	etail			Actions
- Field Service	Overview				▶ Repair started
F Technical question Frsin Translation Tool Export WDFS for WCM Spares Reports Settinos	Call Date 11/15/2011 Customer Response Time 0 Service Type SP OnSite with pre-clarifica	Workorder 995003883141 Name repair time 0	Partner call num Product YKAF006952 Date of Carriag - Service Type C OnSite with pre-o	mber Current Status RepairStarted ECS 2B124 DIFS-Code	
>> Customer	ECS				▶ New Comment
>> Help	Condition 2 - Sporadic	Symptom B - Board / R 1 - Error mes 2 - Memory /	Ram / internal IO ssage ' cache	Action 4 - HW-Repair with Spare	Edit Reference Number Print workorder Refresh page

After 16.04.2012 this action button is removed.



2.1.2. Help Desk Approval Process for WCM WEB

The Help Desk Approval Process was implemented in February 2011 already. The next chapter gives a short summary to recap.

2.1.2.1. Request the 2nd Workorder at Service Desk

If within the frozen zone (mainly 7 days) the same asset has another or the same failure, the repeated repair assistant is opened. By selecting a reason from the checklist and entering an explanation the Work Order can be requested at the Service Desk.

Ujitsu				new workorder	
				YK7W014289	
System Hist	tory				
Call Date	Workorder	ECS	Problem Description	Solution	
20.05.2010	995003121409	2H214	test	test test test	
Another work	order for this asset h	as been crea	ted recently. Please select the reason	for the repeated repair and add an ex	planation
Another work	corder for this asset h	as been crea	ted recently. Please select the reason	for the repeated repair and add an ex	planation.
Another work Please Selec Please Selec	t t	as been crea	ited recently. Please select the reason	for the repeated repair and add an ex	planation.
Another work Please Selec Please Selec defect spare	t vorder for this asset h	as been crea	ated recently. Please select the reason	for the repeated repair and add an ex	planation.
Another work Please Selec Please Selec defect spare wrong part ir	t part box	as been crea	ated recently. Please select the reason	for the repeated repair and add an ex	planation.
Another work Please Selec Please Selec defect spare wrong part ir wrong part d	t t part box lelivered	as been crea	ated recently. Please select the reason	for the repeated repair and add an ex	planation.
Another work Please Select Please Select defect spare wrong part in wrong spare wrong spare	t t part box lelivered part proposed pumber	as been crea	ited recently. Please select the reason	for the repeated repair and add an ex	planation.

After entering an explanation and pressing "Next", the status changes into HDApproval Pending

Home Support I	Logout				
WCM Field Service	Workorder Deta	ail			■ Actions → New Comment
- Technical question - Ersin - Translation Tool - Export > WCM News > DIFS for WCM > Spares > Reports > Settings > Customer > Help	Call Date 11.02.2011 Customer Fujitsu Technology Solutions Response Time 0 Service Type SP OnSite Service Desk Approval P Reason: Rep else Service Partner The Explanation:	Wiprkorder 995003/25041 Name Kandziora, Georg repair time 0 ending ated Repair unsuccessful repair first repair didn't fix the pr	Partner call number Product YK7W014281 Date of Carriage - Service Type Custo OnSite oblem. We have sent a speci	r Current Status HDApprovalPending ECS 2H114 DIFS-Code	 Print workorder Refresh page Detail Views Call Messages Customer Product Spares order Workorder History System History Invoice
	CURRENT VIEW: CALL ECS Condition 2 - Sporadic	Symptom H - Hard disk 1 - Hard disk 1 - Hard disk	is not recognized	Action I - HW-Repair with Spare	Search for Workorder / Serial Workorder / Serial No. Adler Enter the Serial No.

2.1.2.2. Approval by Service Desk

The WO can be rejected or approved. In WCM the status changes accordingly. If it is approved, the status changes to HDApproved. Subsequently if a Field Change Order applies, the status moves into AssignedFCO or if not, into AssignedAfterHDApproval. Work Orders which are rejected or approved with changes are commented in the Service Desk Comment (see screenshot below). Spare part proposals and Error Codes may have changed during the approval. To proceed with the Work Order, the Service Partner has to accept the changes. This is analog to the process in place for Field Change Orders assigned by WCM.

FUĴĨTSU			Heln Sch	nut Laubinger uster & Walther IT-Busine	ss GmbH (WCMAcco	unt: 0011329334)		
Home Support Lo	ogout							
* WCM	Workorder Deta	ail				Actions	1	
- Field Service	Overview					 Accept workorder 		
- Technical question	Call Date	Workorder	Partner call nun	ber Current St	atus	Reject work er		
Ersin	11.02.2011	995003125037		AssignedAf	fterHDApproval 🖉	New Comment		
· Translation Tool	Customer	Name	Product	ECS		 Edit Reference Number 		
- Export	Fujitsu Technology Solutions	Kandziora, Georg	YK8J101329	2H112		 Print workorder 		
SS WCM News	Response Time	repair time	Date of Carriage			Refresh page		
>> DIES for WCM	Service Type SP	0	- Service Type Ci	istomer		_	_	
W Sharee	BringIn		Bringin			Detail Views		
N Doparto						> Call		
N Repuits	Service Desk Information	1				Messages		
W Settings	Reason: HD A	Approval mandatory				Customer		
>> Customer	Service Desk Ther	e is a loose connection wi	ith the Hard Disk data cal	ole connector. Please try	to refit.	Product		
>> Help	Comment:					Spares order Workerder History		
						Svetem History		
	CURRENT VIEW: CALL							
	ECS							
	Condition	Symptom		Action		Search for Workorder / Serial		
	2 - Sporadic	H - Hard disk		2 - Electrical, mechanic	cal refitting (e.g.	Workorder / Serial No		
		1 - Hard disk i 1 - Hard disk -	s not recognized · internal	Jumper, cable, connec	ctor, resoldering)]	
	Decklass December					Adler		
	The Hard Disk is not activated	after sleep modus				Enter the Serial No.	1	
]	
	Line Items							
© 2011 Euitou Technology S	celutione Imprint Privagy policy	L Terms of use					_	

Spare part proposals confirmed or added by the Service Desk are preselected. If the Service Partner selects additional spare parts, this is transparently reported in SAP.

FUĴĨTSU		acce	pt w	orko	order				*
									Ŧ
These spares were	Suggested for the Call	Warranty	I SE	DET	FCS	ETA	auan		^
88039966	HDD SAS 36GB 10K HOT PLUG 2.5						quan	1	
Spare Parts Material number	Туре	Warrantv	LSF	RET	ECS	FTA	qua	ntitv	Ε
- Mech. parts misc.		,							
88039969	2,5-INCH HDD DUMMY MODULE / SNP:A3C40071759	V			v	V	0		
34003342	BP INTERFACE / SNP:A3C40076903	V			1	~	0		
84003294	CPU DUMMY (ROHS) / SNP:A3C40060382-R	V			v	v	0		

2.2. B2B Service Partner

B2B Service Partners have to call Help Desk to open 2nd Workorder. B2B Service Partners who try to claim for a 2nd Flat Rate after 31.03.2012 receive a ClaimConfirmation 2.0 message with specific rejection reason:

```
<?xml version="1.0" encoding="UTF-8"?>
<ClaimConfirmation xmlns:core="rrn:org.xcbl:schemas/xcbl/v4_0/core/core.xsd"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
<Envelope>
<SenderID>xxxxxxx</SenderID>
<receiverID>WCM_web</receiverID>
<documentType>ClaimConfirmation</documentType>
<documentType>ClaimConfirmation</documentType>
</Envelope>
```

<ListOfStatusDetailedInformations>

<StatusDetailedInformation>

<StatusCode>60</StatusCode>

<ListOfRejectionReasons>

<RejectionReason>Double FR not allowed</RejectionReason>

<RejectionReason>The 2nd FR is no more possible from 30.01.2012.Please

create a new WO and finish the original WO.</RejectionReason>

</ListOfRejectionReasons>

</StatusDetailedInformation>

</ListOfStatusDetailedInformations>

3. Step by Step in WCM WEB - Excerpt from Handlings Guide

Chapter 4.2.3 Repair failed - claim Double Flatrate

https://secure.ts.fujitsu.com/WCMweb/sheets/WCM-WebUserManual_EN_V2_6_20120508.pdf

If the failure cannot be fixed at once and a second repair activity is necessary, another workorder may be claimed. For reasons of process government and active influence on the correct advice for the 2nd deployment on the same incident, this process needs to be controlled by the helpdesk. The former process to claim double flat rate for help desk assigned workorders was abandoned. Since 16.04.2012 the Service Desk Approval process can be used. See Service Desk Approval process for repeated repairs chapter 3.5.2.2. A model case is explained below:

Example: Repair fails because the spare part was defective:

Home Support Lo	ogout								
WCM	Workorder De	tail							Actions
- Field Service	Overview								▶ Repair started
Technical guestion	Call Date	Worko	rder	Partne	r call numb	er	Current Status		 Update service type
Frsin	04.05.2012	995003	593439				SparesOrdered		 Order parts
Translation Tool	Customer	Name		Produc	:t		ECS		▶ Return order
	Fujitsu Technology Solution	S Kandzin	ra Georg	VKDTO	10005		24214		► Change status
Export	Division	runuzio	a, ooorg				de l'Ide I T		 Appointment arranged
WCM News	Response Time	repair	time	Date of	Carriage		DIFS-Code		▶ Keep Material
DIFS for WCM	40 Canadan Tuna CD	U		-	- T C	.			Cancel Workorder
Spares	Bringle			Bringle	e type cus	tomer			New Comment
Reports	Dringin			Dringin					Edit Reference Number
Settings									Print workorder
Customer	CURRENT VIEW: CALL								 Refresh page
Usia	ECS								
neip	Condition		Symptom			Action			Detail Views
	2 - Sporadic		H - Hard disk			4 - HW-F	Repair with Spare		
			2 - Noise / Vibrat	ion					, Managana
			T - Hard disk - Int	ternal					Messages
	Problem Description								Customer
	asdfasdfsadfsadf								Product
									 Spares order
	Line House								• Workorder History
	Line items								 System History
	Material number St	atus	To	tal 0	rder No	RET	RET-No.	OrderNow	► Invoice
	34003251 Pr	onosed	1		06605323	V	-	V	
	34003251 Co	infirmed	1	80	06605323		-		Search for Workorder / Serial
	Labour								Workorder / Serial No.
	Material number St	atus	То	tal p	rice				
	WTY:FLATRATE OF	<	1	5	1.00 EUR				

1. Initial State: A Workorder was created and one spare part is ordered by ADEX Order

2. Repair failed: To document the situation for your own overview it is possible to change the status to repair interrupted and enter a reason to the Workorder. This step is optional.

Home Support L	ogout										
WCM	Workorder Det	ail						Actions			
Field Service		an						 Repair star 	rted		
Technical question Ersin Translation Tool Export VCM News >- DIFS for WCM >- Spares > Reports	Call Date 04.05.2012 Customer Fuijtau Technology Solutions Division Response Time 48 Service Type SP Bringin	Workord 99500369 Name Kandziora repair tir 0	ier 3439 I, Georg ne	Partner call num Product YKDT049995 Date of Carriage - Service Type Cu Bringh	ber stomer	Current Sta RepairStarter ECS 2H214 DIFS-Code	tus I	Repair faile Update set Repair suc Order part Return ord Change st Appointme Keep Mate	ed rvice type ccessful Is der ratus ent arranged prial		
Settings	CURRENT VIEW: CALL					_	Change :	tatus - Fujitsu	Technology Solutions		
> Help	ECS Condition 2 - Sporadic		Symptom H - Hard disk 2 - Noise / Vibratio 1 - Hard disk - inte	n rnal	Action 4 - HW	I -Repair with Spi	FUĴÎTSU			change status	
	Problem Description asdfasdfsadfsadf						Change : Change :	status status to	RepairInterrupted Spare Part defective	-	*
	Line Items Material Material number Stat 34003251 Pro 34003251 Cor 34003251 Ret	tus posed firmed urmed	Tota 1 1 1	Il Order No 8006605323 8006605323 8006605323	RET V	RET-No - - <u>8139711197</u>	Commer	ıt			Ŧ
	Labour Material number Sta WTY:FLATRATE OK	tus	Tota 1	Il price 51.00 EUR							
							IIII out				

3. Return of defective material by DOA return order: Choose action Return Order and go to complaint



4. Confirmation of complaint order and related return order are updated in WCM WEB

FUjitsu								
Home Support L	ogout							
\$ WCM	Workorder De	etail					E.	Actions
Field Service	Overview							 Repair started
Technical question	Call Date	Workorder	P	artner call numb	er	Current Stat	us	 Repair failed
Ersin	04.05.2012	99500369343	9			SparesInDeliv	ery	 Update service type
- Translation Tool	Customer	Name	P	roduct		ECS		 Repair successful
Evport	Fujitsu Technology Solution	Kandziora, Ge	ora Y	KDT049995		2H214		 Order parts
- LXport	Division		-			DIEC Code		 Return order
• WCM News	48	n repair time	U	ate of carriage		DIFS-Code		 Change status
DIFS for WCM	Service Type SP		- s	ervice Type Cus	tomer			 Appointment arranged
Spares	Bringin		в	ringin				 Keep Material
Reports								 Cancel Workorder
Settings								New Comment
Customer	CURRENT VIEW: CALL							Edit Reference Number
Help	ECS							Print workorder
r noip	Condition	Syr	nptom		Action			Refresh page
	2 - Sporadic	H - 2 -	Hard disk Noise / Vibration		4 - HW-I	Repair with Spar	e L	Detail Viewe
		1-1-	Hard disk - Interna					
	Problem Description							► Call
	asdfasdfsadfsadf							Messages
								► Customer
								Product
	Line items							 Spares order
	Material number	Status	Total	Order No	RET	RET-No	OrderNow	vvorkorder History
	34003251	Proposed	1	8006605323		-		System History
	34003251	Confirmed	1	8006605324		-		► INVOICE
	34003251	Confirmed	1	8006605323		-		
	34003251	Despatched	1	8006605324		8139711198		Search for Workorder / Serial
	34003251	Despatched	1	8006605323		8139711197		Workorder / Serial No.
	34003251	Returned	1	8006605324	~	8139711198		
	34003251	Returned	1		~	-		Adler
	34003251	Returned	1	8006605323	~	8139711197		
	Labour							Enter the Serial No.
	Material number	Status	Total	price				
	WTY:FLATRATE	ок	1	51.00 EUR				

5. Repair Successful and To Claim

		Actions
		Claim Workorder
r call number	Current Status	 Repair failed
	RepairSuccessful	Update service type
ct	ECS	 Repair successful
49995	2H214	Order parts
· · · · ·		▶ Return order

Home Support Lo	ogout	2					
¥ WCM	Workorder De	ail					Actions
- Field Service		an					▶ Reset To claim
- Technical question	Call Date	Workorder	Partner call nur	nher	Current Stat	10	New Comment
- Erein	04.05.2012	995003693439	Turtier currier	inder	ToClaim	43	Print workorder
Translation Tool	Customer	Name	Product		ECS		 Refresh page
	Fujitsu Technology Solution	Kandziora Georg	VKDT040005		24214		
I Export	Division	Kanuziora, Georg	1101048885		211214		Detail Views
>> WCM News	Response Time	repair time	Date of Carriage	e	DIFS-Code		→ Call
>> DIFS for WCM	*0 Service Type SP	V	-	uetomer			▶ Messages
>> Spares	Bringin		Bringin	ustomer			► Customer
>> Reports	Unight		bringin				Product
>> Settings	CURRENT MEWL CALL						 Spares order
> Customer	CORRENT VIEW: CALL						Workorder History
> Help	ECS						System History
. nop	Condition	Symptom		Action			► Invoice
	2 - Sporadic	H - Hard disk		4 - HW	-Repair with Spar	e	
		2 - Noise / Vibra 1 - Hard disk - ir	nternal				Search for Workorder / Serial
				-			
	Problem Description						Workorder / Serial No.
	asdfasdfsadfsadf						
							Adler
	Solution						Enter the Serial No.
	Hard Disk exchanged						
	Line Itoms						
	Material						
	Material number St	itus Te	otal Order No	RET	RET-No	OrderNow	
	34003251 Pro	posed 1	800660532	3 🗸	-	¥	
	34003251 Co	n firmed 1	800660532	4	-		
	34003251 Co	n firmed 1	800660532	3	-		
	34003251 De	spatched 1	800660532	4	8139711198		
	34003251 De	spatched 1	800660532	3	8139711197		
	34003251 Re	turned 1	800660532	4 🗹	-		
	34003251 Re	turned 1	800660532	4 🗸	<u>8139711198</u>		
	34003251 Re	turned 1		\checkmark	-		
	34003251 Re	turned 1	800660532	3 🗸	<u>8139711197</u>		
	Labour						
	Material number St	itus To	otal price				
	WTY:FLATRATE OF	1	51.00 EUR				

6. Accepted by Validation Center after defect parts are returned

FUĴÎTSU								
Home Support Lo	gout							
¥ WCM	Workorder Deta	ail						Actions
- Field SetWise - Technical question - Erisin - Translation Tool - Export >> WCM News >> DIFS for WCM >> Spares >> Reports >> Customer	Overview Call Date 04.05.2012 Customer Fujisu Technology Solutions Division Response Time 48 Service Type SP Bringin CURRENT VIEW: CALL	Workorder 995003693439 Name Kandziora, Georg repair time 0	Pa Pi Vi Da Sa Bi	artner call numb roduct KDT049995 ate of Carriage ervice Type Cus ringln	ber tomer	Current Stat ClaimAccepter ECS 2H214 DIFS-Code	us JByVC	Detail Views Cal Messages Customer Product Spares order Workorder History System History Invoice Search for Workorder / Serial
>> Help	ECS Condition 2 - Sporadic Problem Description asdfasdfasdfadfadf	Symptom H - Hard d 2 - Noise / 1 - Hard di	n vībration isk - internal		Action 4 - HW-I	Repair with Spar	e	Adler Enter the Serial No.
	Line Items Material Number Material Number Stat 34003251 Con 34003251 Con 34003251 Con 34003251 Con 34003251 Des 34003251 Rett 34003251 <t< td=""><td>us osed firmed patched patched irmed irmed irmed irmed its</td><td>Total 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td><td>Order No 8006605323 8006605323 8006605323 8006605324 8006605324 8006605324 8006605324 8006605324 8006605324</td><td>RET Y Y V V V V V V V V</td><td>RET-No - - 8139711198 8139711197 - - -</td><td>OrderNow</td><td></td></t<>	us osed firmed patched patched irmed irmed irmed irmed its	Total 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Order No 8006605323 8006605323 8006605323 8006605324 8006605324 8006605324 8006605324 8006605324 8006605324	RET Y Y V V V V V V V V	RET-No - - 8139711198 8139711197 - - -	OrderNow	

- 7. Claim for 2nd Flat Rate:
 - 7.1. Open a new Service Call for 2nd FR via HDA.
 - 7.2. Select the reason for the repeated repair.

CM ald Service	Service Calls (Assigned) Workorder / SP-Ref. Serial No.:	Actions
chnical question sin	Workorder 🛟 Serial No. 🗘 Customer 🗘 Date 🗘 RT 🗘 Status 🗘 ECS 🗧 [Status
anslation Tool port	🧭 new workorder - Fujitsu Technology Solutions	
CM News FS for WCM	FUĴITSU new workord	ler ^
ports eports	YKDT049995	-
istomer Ip	System History Call Date Workorder CCS Problem Description Solution	<u>^</u>
	Piesas Select defect spare part wrong part delivered wrong spart gent proposed etse unsuccessful repair new failure	
		-

🖗 🎧 w workord	der - Fujitsu Techno	logy Solutio	ons		• X
ะบุĵเ๊ารบ				new workorder	
				YKDT049995	
System Hist	tory				- 1
Call Date	Workorder	ECS	Problem Description	Solution	
04.05.2002	995003693439	2H214	asdfasdfsadfsadf	Hard Disk exchanged	
Repeated Re Another work	epair order for this asset h	as been crea	ted recently. Please select the reaso	n for the repeated repair and add an explanation.	
defect spare	part 👻				
Spare Part die	dn't work				*
					-

7.3. Select Action Code O "defective spare"

Big Support Logout WCM Service Calls (Assigner - Field Service Workorder / SP.Reft - Tranhical question Workorder / SP.Reft - Translation Tool No Workorder found. - Export Workorder - Fujitsu Tech	d) Serial No.:RT Customer ≎ Date ≎ RT ≎ Statt	Actions New service call US CS CS Katus Requested (0) CO C		
VCUM News DFS for WCM Sparse Setings Customer Information	Condition Symptom	New workorder	* *	
Error Code ed	t	utions Sympto	om	Action
Problem Description:	O - Folls from initial power on Solutions (Comparison) Solutions (Comparison) Solutions (Follow) Solutions (Follow) Solutions (Comparison) Solutions So	A - Battery / Accu Image: State / Accu	Hard disk - internal Hard disk - external Others	O. No Defect Found / Functional Check only Sectical, mechanical entiting (e.g. Jumper, cable, Sectical, mechanical entiting (e.g. Jumper, cable, HW-Repair with Sparse C. System exchange D. Driver Llogate Properating System reinstallation
service partner reference number order spares	B - During Configuration/Installation 9 - Environment - Vibraidin A - Environment - Cold B - Environment - Hot C - Environment - Wet D - Environment - Dusty E - After HW upgrade F - After SW UPmrer/OS update	N - Non technical P. Power / Chassis R - Disk array / RAID S- Software / OS T - Sound / Audio Z - Security		N - Modification requested by manufacturer O - Defective Space P - Cost estimate Q - RétOrn to custeme without Repair
Quit	G - Damaged / dropped X - Not Applicable / unknown	O - No function audible / detectable Head dark in not recognized Z- Noise / Varianto Whatin / Varianto Whatin / Varianto Whatin / Varianto Work / Varianto Work / Varianto Work / Varianto X - Other		
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7.4. Go to Next without ordering spare parts.

ບງິເກຣບ		accept workorder	
Accept call			
Accept call Accept call?	• Yes O No		
Accept call Accept call? Partner call number:	● Yes ◎ No	20 characters available	

7.5. Wait for Approval from Help Desk

t Service Calls Workorder / SP-Ref:			
Service Calls Workorder / SP-Ref:			
	RT:		Actions New service call
Workorder \$ Serial No. \$ Customer \$ Date \$	RT \$ Status \$	ECS \$	Status Requested (1) Rejected (0) Assigned (0) Open (1) In Progress (20) Duble Flatrate Calls (0) Awaiting Immediate Action (0) Repair successful (0) Claim Workorder (4)

7.6. Repair Start, Repair Successful, Claim Workorder

		Workorder	Detail				Actions				
ce puesto	•	Overview Call Date 04.05.2012	Workonder 99500303440	Partner ca	I number C	www.f.Status kpairStated	Repair started Repair failed Update service	type:			
6	Rep	air successful - Fujitau Tech	malagy Solutions	-		le le	10.00	inul			
F	ບຸ່ງົກ	SU			repair su	uccessful	•				
F								lar .			
112	Info	mation	Countries.	-		Antine		Number			
H	Erro	r Code	1 - Always (during process	sing) H - Kard disk 1 - Hard disk k 1 - Hard disk k	not recognized	O - Defective Spare					
	Erro	r Code edit	Condition 1-Always (during process	Symptom ing) N-Hard dek S-Hard dek is	Insignore the	Action G-Defective Spare					
	_		Spare Part was ordered by	9-Hard dak - I DOA Return Onter	demal						
Ш	Þ	FUJITSU									
III i		Home Support Lo	pout								
Ш.		8 WDM	Workorder D	Detail				Actions			
		- Feld Service	Overview					+ Cam Workorder	-		
		- Technical question	Call Date	a former							
		- Drain	04.09.2012	FUELS							
		And the second sec	Customer	10,1130							
		- Translation Tool	Customer Fultsu Technolog	Home Suppo	st Legout						
		- Translaten Teol - Espert	Customer Fultsu Technolog Division Response Time	Home Suppo	at Lagout						
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