

NIGHT INCIDENT



Report

Site

Oporto

Date and time

2023-04-26 01:15

Attended

Phone Site

Department

Engineering

Scope

Yes No

System

Synthesizers - TRASIS AIO

System description

Describe the incident

Problem with the access to the trasis software, the person who is in Night Shift can't access with his account

Solved?

Yes No

Derived?

Yes No

To whom?

Yes - Site manager Yes - Production manager Yes - QA Yes - QC Yes - QP Others

Who is other?

Production affected?

No Yes - Totally cancelled Yes - Partially cancelled Yes - Delayed

Any comment?

If possible, describe the solution

Restart the trasis pc (but I said that change to fastlab synthesizer)

If possible, describe the root cause

TotalTimeOfIntervention

45.0