

Global Support Services for 25th September 2006

This bulletin provides an update to the status of the Global Support Services described in Technical Bulletin GT938 (14 Sept 2006) for the week starting 25th September 2006.

On-line Support Web form

This service has been available during the period of the office relocation. Although some slight disruption was experienced last Friday, as far as we are aware this service is currently working perfectly.

The web-pages for www.global3000.com are held externally on our ISP's (Demon) server. If you ever encounter problems with the On-line Support form, you are strongly advised to check if Demon are experiencing problems by looking here: <http://www.demon.net/helpdesk/networkstatus/>

Support Email Address

The email server is now operating normally. Although the “traditional” Support email address:

global_support@tissoft.co.uk

continues to be available you are also advised of an alternative Support email address:

support@global3000.co.uk

Important Note: As announced in Global File Updates Issue 24 (17-Feb-2006), external email to “short email names” on the tissoft.co.uk domain (e.g. rick@tissoft.co.uk) **are no longer available**. The change was unfortunately necessary to reduce the amount of spam and junk mail we have been receiving. All Global Support and Development staff now have 2 email addresses: A “long name” on the tissoft.co.uk domain and a “short name” on the new global3000.co.uk domain. The following table contains the email addresses of Global staff that you may need to contact:

Person	Short name email address	Long name email address
Support Dept.	support@global3000.co.uk	global_support@tissoft.co.uk
Alan Underwood	alan@global3000.co.uk	alan.underwood@tissoft.co.uk
Pete Jukes	pete@global3000.co.uk	pete.jukes@tissoft.co.uk
Rick Robinson	rick@global3000.co.uk	rick.robinson@tissoft.co.uk

Steve Hutton	steve@global3000.co.uk	stephen.hutton@tissoft.co.uk
Steve Rogers	<not available>	steve.rogers@tissoft.co.uk
Maisie Hayes	<not available>	maisie.hayes@tissoft.co.uk

You are advised to use the “short names” on the global3000.co.uk domain in preference to the “long names” on the tissoft.co.uk domain.

We leave it as an exercise to the reader to deduce the email addresses of other members of the Global team.

Emergency Hotline Number

The “inner London” Emergency Hotline Number:

+44 (0) 207 404 3196
has been changed to:
+44 (0) 1628 551 317

The new telephone number has been available from Friday 15th September but is currently redirected to the Strategix Hotline desk, who will forward your call to the Global Support Dept. If you do experience any problems with this number then the temporary Emergency Hotline Numbers 07854 391402 (GSM issues) and 07729 987558 (application issues) are available **for use in dire emergency only**.

FTP Server (Downloads)

The FTP server that contains files downloaded from the Global web site is now available after the office relocation.

FTP Server (Uploads)

The GSM FTP server that is used to upload files to Global Support is now available after the office relocation. **Important Note:** The TCP/IP port number required to connect to globaldev.tissoft.co.uk has been changed from 4723 to 23. This will require a change to the appropriate HostID entry in your GXHOSTS.INI file.

On-line Hotline Status

The web-server that holds the real-time Hotline status is **NOT** currently available. If you require the current status of an existing Hotline log please request it from the following email address:

support@global3000.co.uk

A further bulletin will be released when normal service has been resumed.