

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

O/O MANAGING DIRECTOR,  
MUSHEERABAD, HYD - 20,  
NO.DY.CME(COMP)/BD/EDP96.

DATED 05.06.1996.

To  
All Depot Managers  
A.P.S.R.T.C.

Sub: **BREAK DOWN** - Break Downs information communication to Computer Cell -  
INSTRUCTIONS - Regarding.

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It is very surprising that, even after implementing the Depot Computerisation Project (DCP) in depots more than 5 years ago the Depot Managers & System Supervisors are not able to send the breakdown information on computer breakdowns/problem correctly to the Computer's department at Head Office. Thereby the system is being kept idle for more than 10 days in some cases.

After reviewing the breakdown details of computers/UPS/AC for the last one year, it's felt that the DMs & System Supervisors of the computerised depots have not shown interest in getting the system repaired early. Break down Codes for break down/problems of computers have been developed now, which are herewith enclosed. You are advised to send the breakdowns, information on Computers in the proforma given below through URGENT BUS MESSAGE, immediately as and when computer system has any breakdown or problem.

UBM MESSAGE ON HARDWARE & SOFTWARE PROBLEMS

Sl. No	Date of Problem	problem Code	Brief description of problem	IO	ERR	Whether informed to (Y-YES OR N-NO)
1.	21.05.96	TY01	Power not coming to terminal	Y	Y	Y
2.	25.05.96	KB03	All Keys not working	Y	Y	Y
3.	31.05.96	CP02	System hanging with message "panic error"	Y	Y	Y
4.	01.06.96	96	(message displayed on screen)	Y	Y	Y

You may take necessary action & arrange to send the breakdowns information in the proforma given above duly making use of breakdown codes for computer problems enclose to the computer's department Head Office Mushirabad, Hyderabad, and SM(M&C)/Principals/ Zonal Core Group members of your Zone. Please acknowledge the receipt of this letter.

Encl: Annexure giving breakdown codes for computer problems.

Sd/-  
CHIEF ENGINEER(C&IT)

// ATTESTED // Sd/-  
DY.CME(COMPUTERS)

Copy to: All EDs of the Corporation. All RMs of the Corporation. All SM(M&C) of the corporation. All Copy to: principal of ZSTC's of the Zones.  
Copy to:

BREAK DOWN CODES FOR COMPUTERS DEPARTMENT

CODES RELATED TO TERMINALS PROBLEMS

DESCRIPTION	CODE
1. Power NOT coming to terminal	TY01
2. Power coming to terminal but no display	TY02
3. Login not coming on terminal only cursor being displayed	TY03
4. Terminal Screen shaking/shrinking/scrolling	TY04
5. Beep/buzz sound coming out of terminal - no display	TY05
6. Screen suddenly disappearing	TY02
7. White horizontal/vertical lines appearing on the screen	TY02
8. Overlapping of letters on the screen	TY02
9. Hanging frequently	TY06
10. Junk character are being displayed on the terminal key strokes not being taken	TY07

**CODES RELATED TO KEYBOARDS PROBLEMS :**

DESCRIPTION	CODE
1. Enter key stuck	KBO1
2. Any other key stuck	KB02
3. All keys not working	KB03
4. Some keys not working	KB04
5. Power not coming to keyboard	KB05

**CODES RELATED TO CTD PROBLEMS :**

DESCRIPTION	CODE
1. Not at all accessing the cartridge drive LED not glowing	TD01
2. Reading part of the data only	TD02
3. Writing part of the data only	TD03
4. Error on HD is occurring while reading a tape	TD04
5. Error on HD is occurring while writing a tape	TD05
6. Data read / written locally only Tapes from other machines not read/written	TD06
7. Tapes inserted in the CTD are being cut.	TD07
8. Directory checksum error while reading	TD08

**CODES RELATED TO FDD PROBLEMS**

DESCRIPTION	CODE
1. Not at all accessing the floppy drive LED not glowing	FDO1
2. Reading part of the data only	FD02
3. Writing part of the data only	FD03
4. Error on HD is occurring while reading a floppy	FD04
5. Error on HD is occurring while writing a floppy	FD05
6. Data read / write locally Reading/writing the floppy on the same machine	FD06 FD07
7. Directory checksum error while reading	FD08
8. Directory checksum error while writing	FD09
9. Directory checksum error while extraction	FD10

**CODES RELATED TO PC — XT PROBLEMS ::**

DESCRIPTION	CODE
1. Not booting from HD	PC01
2. Not booting from both HD or FD	PC02
3. Hanging frequently	PC03
4. Not linking to mini (Not working as terminal)	PC04
5. VIRUS problem / file. Corruption	PC05
6. FDD not working	PC06

**CODES RELATED TO PRINTER PROBLEMS :**

DESCRIPTION	CODE
1. Paper jam	PR01
2. Printer getting stuck while printing	PR02
3. Print strike quality is not good	PR03
4. Some pins of the head gone bad	PR04
5. Power coming but ONLINE LED not glowing	PR05
6. Form feed not working	PR06
7. Power not coming to printer	PR07
8. Power is OK but not printing	PR08

LP Scheduler problem

**CODES RELATED TO CPU PROBLEMS ::**

DESCRIPTION	CODE
No power supply to CPU	CP01C CP01
1. Hanging with message "PANIC ERROR"	CP02c CP02
2. Hanging with message "BUS ERROR..."	CP02c CP03
3. Hanging with message "RANDOM INTERRUPT ERROR"	CP02c CP04
4. System not booting from BOTH HDs	CP02c CP05
5. System not booting from FIRST Hard Disk	CP02c CP06
6. System not booting from SECOND Hard Disk	CP02c CP07
7. System hanging at the time of booting (Also note the actual message on the console)	CP02c CP08
8. System hanging at the time of booting Without any message on the console	CP09
9. Exhaust fan not working	CP02c CP10

**CODES RELATED TO OPERATING SYSTEM PROBLEMS ::**

DESCRIPTION	CODE
1. System not booting due to OS corruption	
2. System rebooting (even though UPS is OK)	
3. System working only in Single User Mode	
4. Some partitions of the HD are not being mounted	
5. Frequent corruption of File Systems/files	
6. Hanging with message "No space on device..."	

**CODES RELATED TO UPS PROBLEMS :**

DESCRIPTION	CODE
1. UPS giving zero backup time (tripping immediately after APSEB power failure)	
2. UPS tripping without any siren / indication	
3. UPS Tripping with "BATTERY LOW" indication	
4. UPS tripping with "OVER LOAD" indication	
5. UPS Tripping with "OUTPUT LOW" indication	
6. UPS Tripping with "OUTPUT HIGH" indication	
7. UPS TRIPPING WITH "INVERTOR TRIP" INDICATION	UP07
8. UPS TRIPPING ON GENERATOR SUPPLY	UP08
9. BATTERIES NOT CHARGED PROPERLY	UP09
10. EXHAUST FAN NOT WORKING	UP10
11. BATTERIES NOT CHARGED PROPERLY	UP11
12. INDUSTRIAL SOCKET [ METAL CLAD PLUG ] NOT WORKING	UP12
13. UPS FUSE BLOWN OUT	UP13
14. RESET BUTTON NOT WORKING	UP14