

CERN ROC template for e-mailing a user that his/her GGUS ticket is being set to unsolved

Dear User,

we are contacting you as we are the responsible ROC for the solution of this trouble ticket. Actually several tickets similar to your one have already been opened dealing with the <SHORT_ISSUE_DESCRIPTION>.

An appropriate bug report has been filed dealing with this problem:

(<LINK_TO_SAVANNAH_BUG>)

OR

With all the due respect to your particular submission, for all the operation purposes we consider this ticket to be a duplicate of

(<LINK_TO_GGUS_MASTER_TICKET>).

Therefore this ticket, as happened to others related to the same original problem, will now be set to "unsolved", meaning this state that it will be considered as "frozen", waiting for the known root cause of the issue to be fixed. Once that's done it will be closed and you will be notified on solution.

Of course, if you are eager to find out the details concerning its resolution, you are welcome to check the evolution in

(<LINK_TO_SAVANNAH_BUG>)

OR

(<LINK_TO_GGUS_MASTER_TICKET>)

Thanks for reporting your issue and best regards.

<SIGNATURE>

on behalf of
the Cern ROC

<verbatim>

-- Main.aretico - 03 Jul 2006

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