

Assigments group

MndT - EUB : PIE incorrect time issue

- brno Nemo -Store mode tablet

Chrome book issue & google password - DCG - chromebook support

- Maginus Transaction status Change - DCG - PCWB

- Acc-DCG-SF-Technical-Support - HR Related

- PIE SOX Account - IBM - VMS India

- Citrix issue - IBM - Via Citrix and VDI Support Team

- Ultima - Acc-Dixons-Insurance

- JRS Application Issue - peak ryzex

- Maginus - DCG-PCWB

- Clarify - Acc-Dixons-Corporate

- LDO - 3rd Party - Simno

- Myraid - Acc-dixons-scm

- Mainframe - acc-dixons mainframe

- MndT - EUB - Shared drive issues

- IMAC - Acc-CPW-Insurance & Repairs

- Eclipse Till Hardware issue - DCG - KNOWHOW Eclipse

- PIE Till hardware issue - Email to Ricoh team

- Acc-cpw-retail - Pie till software issue

- Acc-Dixons-Retail - Eclipse Till software issue

- Newark team - dcg newark app supprot

- Avaya - DCG Telephony

- Payroll team- Acc-DCG-Payroll-Technical-Sup -

- SF team : Acc-DCG-SF-Technical-Support

- Matrix- [DCG - SCRAT](#)

- azure citrix - Citrix Cloud Support (CMS)

<https://citrix.currys.co.uk/Citrix/StoreWeb/>

-

Security ops - DCG - Security Operations

- SAP S4 HANA - Acc-DCG-IS-Retail-Support

- JIRA issues : JIRA admin

- chaudm15 sa --- Assign directly to AD team

- IBM - Linux India - Linux team

- INF-SRE - BOOM issue - ghost order

- BOOM RR7710007012882284 did not create a CUR on BOOM. - omnichannel L1.5

- Azure windows - Acc-Cloud-Windows-Azure

- Kyndryl Citrix - IBM - Via Citrix and VDI Support Team

- SF TEAM - Acc-DCG-SF-Technical-Support

- Security Group - JML

- Sharepoint - Acc-Productivity-office365-SP/OD Online

- LAN cables , wall port issue , wall mounted issue or other cabling will take care for Jbrands looking graham cuttings

- graham.cutting@currys.co.uk

- supportdesk@jbrand.co.uk

- JDA password reset assign to DCG – Warehouse Apps Support (CPW)

- SQL , server - IBM linux

-

- Gray Dawes – How to Book Accommodation & Travel -

<https://retailintranet.dixons.co.uk/Default.aspx?sau=true&pageid=890&t=Gray%20Dawes%20&c=0>

- JIRA account is inactive - assign to JIRA admin

- DCG - Brno HR Systems

- Routes 001 & 005 (15.05.25) are both stuck on 'processing by system' state after I unallocated a job from each of them, this was several hours ago & I am still unable to dispatch the routes due to this - 3rd Party - Loqus

-

- We have an urgent need to add a predecessor job to PCORPDBF001.

Business Justification:

Recently, multiple major incidents were reported due to the lack of pre-execution checks before PCORPDBF001 runs. These issues have impacted

critical product data feeds from CorpDB to the NEMO system, posing a risk to business continuity and delay in product feeds.

To mitigate this, we plan to implement an automated script that will perform the necessary pre-checks. We request your team's support in testing, implementing and integrating this solution.

Hi Service Desk Could please transfer this to ControlM Queue
IBM - Control M

-
-
-

Manager email ID
Friday, 31 January 2025
3:41 pm
dutymanager_2352@currys.co.uk

South africa = +27

If contact centre user do not touch the ticket
If the ticket is from store just update the ticket don't send a strike emails on weekends
Count should not be more than 10 for call taking folks
Follow the strike policy correctly

Password : Attachments@1995

user id:-
branch no:-
contact info:-
issue:-
After account and dob verified user has given a new password and it was working as per user

=====

Short break : 1
Lunch Break :2
Bio Break : 3
Meeting / Training :4
feedback : 5
remote session :6
Chat: 7
Ticket handling _ 8
Outbound: 9

sa69018241@ltimindtree.com
Mypc@112024

Spoorthi.10729382@ltimindtree.com
Alliswell@2024

NICE :
Password : Universe2025

MEDI ASSIST : London@123

ROUTMATIC Credentails
Spoorthi.badigerg@ltimindtree.com ----- Universe@2025

System password : Umbrella2025

BADIGS01 - Universe@2025

VPN

Cisco link - isecblr02.ltimindtree.com

isecblr02.ltimindtree.com

AVAYA

10729382	Spoorthi Badigerg	759382	8419	Active	1234
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Myriad

user-id - BADIGS01@sd

password - BADIGS01@sd

SCUD application:

Login: BADIGS01

Password: _hueovhelri1

MAGINUS

Maginus userid: badigs01

Password: badigs01

VERIFONE/WEBCOM

access for Verifone/Webcom portal

<https://reports.paywareocius.com/>.

Kindly use the credentials below to login.

Username: SpoorthiBadiger.Badiger01@currys.co.uk

Username: sonikarajn.n01@currys.co.uk

Password: London@123

PIE

This is regarding the request RITM0670753 and we have created pie account as per request.

user id: BADIGS01

password: UNIVERSE2025 19-4-2025

SAP NETWEAVER

We have granted access for SAP NetWeaver application.

Credentials are:-

User id:- BADIGS01

Password:- Universe@2023

ULTIMA :

Your Ultima Request is completed.

Please find below the user credentials:

User-I'd/External I'd : BADIGS01

Internal I'd : BADIGS01

Password : [Earth@1234](#)

BURRY CITRIX - Sheffield DESKtop

<http://citrix.equinet.co.uk>

Please find the login credentials for Bury Citrix.

ID: BADIGS01

Password: Summer123

=====

=====

SAP RETAIL :

This is regarding the request RITM0673306 for sap retail access and we have created SAP Retail access as per request.

user id:BADIGS01

Password: Winter\$123

=====

CPW citrix

http://10.80.43.17/Citrix/XenApp/site/default.aspx?CTX_CurrentFolder=%5cPackaged%20Applications%5c4171%20PowerTerm

USERNAME : BADIGS01

Password : Winter2024

=====

=====

[RITM0694259](#) - request for pie

=====

=====

LDO

Username : servdesk , Password : Zxsw21qa -

=====

PIE online issue : ACC CPW RETAIL

Eclipse : ACC DIXONS RETAIL

=====

SDESK TO OPEN PIE - <http://via.cpwplc.com/Citrix/XenApp/auth/login.aspx>

USERNAME : BADIGS01

Password : Summer123

Packaged application - uniface - to open back office

Packaged application - power term - PIE-UK - to open front office

=====

MAINFRAME : [RITM0700864](#)

User ID: DPC725

Password: DPC725

=====

Please find below your credentials for SAP Payroll:

User ID: BADIGS01

Password: Welcome\$123

From

<<https://outlook.office.com/mail/inbox/id/AAQkADJiMGJkMmYyLTVmNWYtNGVhMiIiZGYiLTlwYzMrZDA3YWUwZQAQAKBtKpr7Z%2BRFrzOjM0ArgmA%3D>>

[RITM0709336](#) - PIE watch screen access

SAP 1A PROD ECC

User ID: MACHAS01

Password: Phone@2025

LTI MINDTREE CONTACT

Monday, 20 November 2023

1:21 pm

Transport - 03340816765

CIS : 022 43122222

New update

Monday, 1 January 2024

8:18 pm

New update from ServiceNow Team: Maginus, Maginus Regress and Bury Citrix **RITMs** goes for secondary level approval in ServiceNow after Line Managers approval

Description	KB Article
AT&T -Mobile Pass Token	KB0010048
BT Proactive Alarm	KB0010050
Major Incident	KB0010051
VIP Process	KB0010052
PIE- Proof By Pass	KB0010054
PIE - Refund Type Not Allowed	KB0010055
PIE - Ghost Payment Removal	KB0010056
PIE- Lucom error	KB0010059
PIE - Warranty Script	KB0010060
PIE - PAC Removal	KB0010061
PIE- Password Reset	KB0010062
Trade In- Sign in Windows 10 upgrade	KB0010063
Lost Store Mode Tablet	KB0010064
PIE - Phone number unlock	KB0010065
PIE- RAN number & Transaction Cancellation	KB0010066
Maginus Password reset	KB0010068
Maginus Session disconnects	KB0010069
Ultima Password reset	KB0010070
Ultima Session disconnect	KB0010071
LDO: EPS, MAL, PER	KB0010072

Mainframe	KB0010073
Albatross	KB0010074
Clarify	KB0010075
SCUD/BOOM	KB0010076
SAP BO Password Reset for DCG & CPW	KB0010077
Newark Application Issues	KB0010078
Newark Hardware Issues	KB0010079
Your Plan	KB0010080
Eclipse Issues	KB0010081
PIE - Screen Setup	KB0010082
Catalyst: HFC and RDC	KB0010088
Dixon Citrix Disconnection	KB0010089
AD Password Reset - Burry	KB0010090
AD Password Reset CPW	KB0010091
CPW Citrix Disconnection	KB0010092
AD Password Reset Dixon	KB0010093
SAP ECC	KB0010101

LDO TRACKER

Friday, 10 November 2023

LDO ID Tracker: <https://apps.powerapps.com/play/773e1777-628d-40b9-91ae-47d964cc42f3?tenantId=f4fd83f8-cc5f-4fc6-bf63-41c416a63bcd>

EPS

per or
mal

EUB team

Monday, 13 November 2023

11:07 pm

can I get EUB mail Id please V Sridhar

EUCBuildandDeployment@dixonscarphone.com

make note in your notes

Thursday, 23 November 2023

9:41 pm

Useful Contacts:

- Incident Management Hot Line : +44 8000498005
- PIE Stores Retail Support : + 44 08456550845
- Maintel : +443448711122

Hi Bharath,

We have logged a ticket with Maintel team . Please find the below ticket details.

Maintel Ticket no - T20240425.2940

Priority – P3

- Maintel Email : service@maintel.co.uk
- Medics : medicsitsupport@dixonsretail.onmicrosoft.com
- BNP Paribas : it.servicedesk@bnpparibas-pf.co.uk
- ShopLive : support@goinstore.com

- People place

- Monday, 27 November 2023
- 8:55 pm
- people.place@currys.co.uk

STORE FINDER

Tuesday, 25 June 2024

11:44 pm

Store Finder DX DX/CPW Domain

http://click.dixons.co.uk/currysfeedback/DSGI/Store_View_List/Store_View.asp

Store Finder CPW DX/CPW Domain

http://click.dixons.co.uk/currysfeedback/dsgi/store_view_list/store_view_cpw.asp

KB article

Tuesday, 3 September 2024

6:46 pm

PIE PASSWORD RESET-

KB0010062

From <https://dixonscarphone.service-now.com/kb_view.do?sys_kb_id=ea0fa4051b213c1026285525464bcbe1>

Sheffield\Gates

27 September 2023

20:11

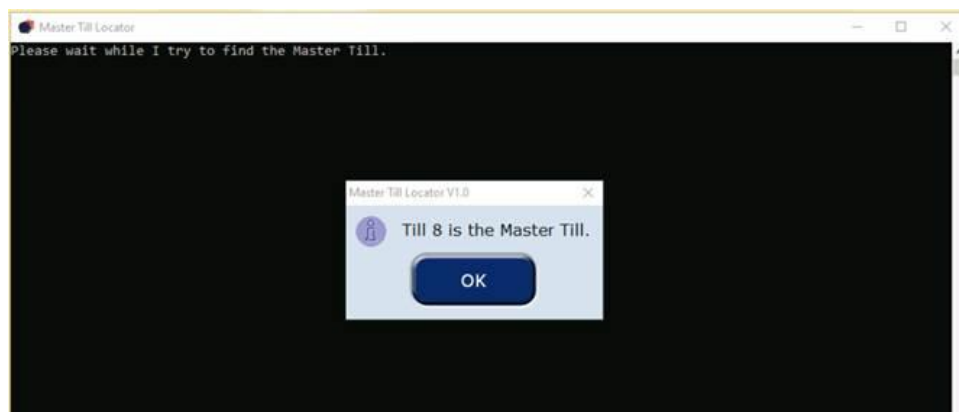
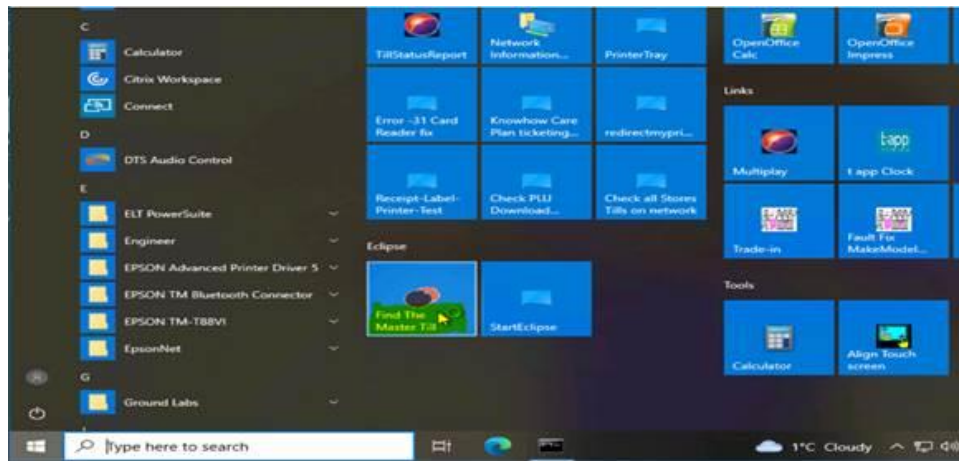
- a) Please switch off all the tills
- b) once confirmed in Till Uptime, ask to switch on only one master till
- c) Post master till is working then they need to switch on other tills one, one till at a time and wait till it is completely switched on. They need to do the same for other tills sequentially

Note Kindly shut down the tills properly and bring them up one by one. if this has been not done correctly then it will show the old TimeStamp for the Last reboot.

Please find below the Options and the Steps to Locate the Master Till for any Store.

Option A

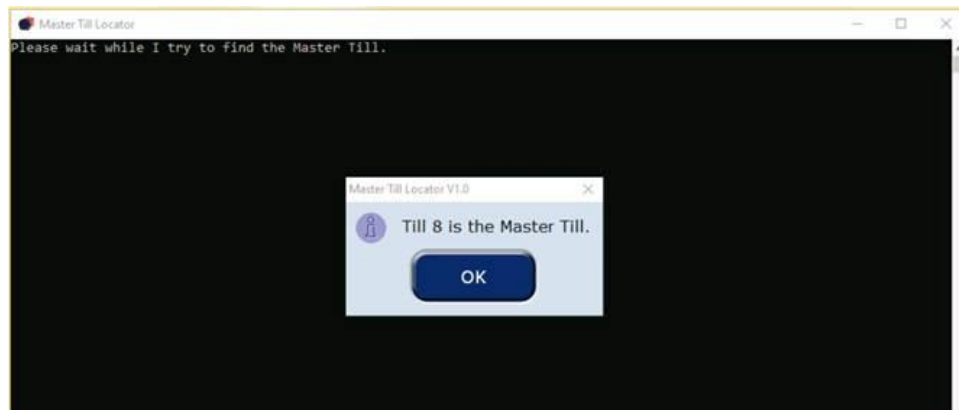
Ask the User to check the Master Till for the Till by clicking on the option **Find the Master Till** to locate the Master Till



Option B

Take RDP of the Till from RDS to check the Master Till using the same option which would display the Master Till for the Till.





Option C

1. Open this Link inside SDESK on Chrome

<file:///dtc03/Managers/Service%20Desk/--SERVICE%20DESK%20LINKS%20TO%20SYSTEMS=-.htm>

2. Select the Option **Eclipse SQL Queries (dp3)** from the **Retail Stuff** Menu

Retail Stuff

[Store Ticketing Info](#), [Store Support Portal](#), [Compass](#), [Store Locator](#), [Store Updates](#), [Trade in support](#)
[Azzuni Highlight](#) (ishelp.1@dixonsretail.com / servdesk) [Azzuni Fault Tracking](#) UID: inder P/WD : inder@123 ACCESS : dixon)
[Branch Status Page](#), [Branch Status Page Updater](#) (service / serviceeclipse), [Store Medics Feedback](#)
[Eclipse SQL Queries \(dp\)](#), [Eclipse SQL Queries \(dp2\)](#) **Eclipse SQL Queries (dp3)**
[Eclipse Transaction Search \(dp\)](#), [Eclipse Transaction Search \(dp2\)](#),
(for both of the above, if first link doesnt work, or asks you to log on then try the other link!)
[Triple Play VPN Monitor](#) (tripleplay / tripleplay), [Unicam 4K Monitor](#), [Store list from CLICK](#), [Same Day Pricing](#)

3. Select Option number **95. Master Till** from the **SQL Queries List**

```

89.KEDB USAGE FOR TODAY
90.List of Windows 7 tills
91.List of preferred tills in Win 7 Stores for messaging
92.Manual Ruth Email Alerting
93.Manual Authentication Report
94.Manual Authorisations By Store For Given Timeframe
95.Master Till
96.Master Till Indicators
97.Master Till Monitor - MAIL
98.Master Till Monitor For Store - Mail
99.Month Wise Task Effort
100.NETWORK : Connection Count By Store

```

4. Enter the Branch number for which the Master Till is required in the Blank option

Master Till

Query to find out master till for the store

Enter Cost center(eg2222)

☐ Enable Transpose

[Run](#) [Cancel](#) [Edit](#)

[Back](#)

[Home](#)

5. The next screen will display the number of Master Tills and the number of Tills that the Master Till is controlling and the Timing when the Till has become the Master Till . Ex : - Br 2264

Result from z @jdbc:oracle:thin:@172.17.4.47:1117:BRNPROD6/oracle.jdbc.driver.OracleDriver 1 row(s)

COST_CENTRE_CD	MASTER_TILL_NUM	MAX(LAST_MODIFIED_DT)	CONTROLLED_TILLS
2264	8	2022-12-10 07:12:53.0	14

Save Data

Back Home

Option D

1. Open this Link inside SDESK on Chrome

<file:///dtc03/Managers/Service%20Desk/--SERVICE%20DESK%20LINKS%20TO%20SYSTEMS=--.htm>

2. Select the Option **Eclipse SQL Queries (dp3)** from the **Retail Stuff** Menu

Retail Stuff

[Store Ticketing Info](#), [Store Support Portal](#), [Compass](#), [Store Locator](#) [Store Updates](#) [Trade in support](#)
[Azzuri Highlight](#) (ishelp.1@dixonsretail.com / servdesk) [Azzuri Fault Tracking](#) UID: inder P/WD : inder@123 ACCESS : dixon)
[Branch Status Page](#), [Branch Status Page Updater](#) (service / serviceeclipse), [Store Medies Feedback](#)
[Eclipse SQL Queries \(dp\)](#), [Eclipse SQL Queries \(dp2\)](#) **[Eclipse SQL Queries \(dp3\)](#)**
[Eclipse Transaction Search \(dp\)](#), [Eclipse Transaction Search \(dp2\)](#),
(for both of the above, if first link doesnt work, or asks you to log on then try the other link!)
[Triple Play VPN Monitor](#) (tripleplay / tripleplay), [Unicam 4K Monitor](#), [Store list from CLICK](#), [Same Day Pricing](#)

3. Select Option number **49. Data Distribution Monitor For Store** from the **SQL Queries List**

```

43.Customer_Counter_Date
44.Daily KEDB_Usage Resource-wise
45.Data Distribution Lag - Auto Refresh
46.Data Distribution Lag Detail
47.Data Distribution Lag Detail New
48.Data Distribution Message Count Mailer
49.Data Distribution Monitor For Store
50.Data Distribution and Ticketing mail
51.Data Distribution: Percentage Up To Date - Drill Down
52.Deployment Checker All Chains Masterfiles
53.Deployment Checker for new templates.jar
54.Deployment Failures for a given Store

```

4. Enter the Branch number for which the Master Till is required in the Blank option

Data Distribution Monitor For Store

Data Distribution Monitor For Store

Store Code*

[Back](#) [Home](#)

5. The next screen will display the number of Master Tills and the number of Tills that the Master Till is controlling and also the Tills which are not responding . Ex : - Br 2264

<u>Store Code</u>	<u>Store Name</u>	<u>Till</u>	<u>Master</u>	<u>Lag</u>	<u>ETA</u>
2264	HUDDERSFIELD	1	8	0	
2264	HUDDERSFIELD	2	8	0	
2264	HUDDERSFIELD	3	8	0	
2264	HUDDERSFIELD	4	8	0	
2264	HUDDERSFIELD	5	8	0	
2264	HUDDERSFIELD	6	10	2277	NOT PROGRESSING
2264	HUDDERSFIELD	7	7	50391	NOT PROGRESSING
2264	HUDDERSFIELD	8	8	0	
2264	HUDDERSFIELD	9	8	0	
2264	HUDDERSFIELD	10	10	2271	NOT PROGRESSING
2264	HUDDERSFIELD	11	8	0	
2264	HUDDERSFIELD	12	8	0	
2264	HUDDERSFIELD	13	13	2264	NOT PROGRESSING
2264	HUDDERSFIELD	14	5	2264	NOT PROGRESSING
2264	HUDDERSFIELD	15	8	0	
2264	HUDDERSFIELD	16	8	50074	NOT PROGRESSING
2264	HUDDERSFIELD	17	10	2275	NOT PROGRESSING
2264	HUDDERSFIELD	18	16	2271	NOT PROGRESSING
2264	HUDDERSFIELD	19	8	0	
2264	HUDDERSFIELD	20	8	0	

Please Note this is an outdated option of getting the Master Till after the Master Till check had been removed from the Sdesk Menu by the Eclipse Team, we are trying to get the Master Till check option added to one of the RDS Menu option, till such time please utilize the above.

COMMAND TO OPEN TILL - c:\menu\servicedesk

Take RDS

Run> c:\menu\servicedesk

Open servicedeskeclipsemenu

To open Till Message page:

c:\menu\messages\win10messages.bat

<https://retailintranet.dixons.co.uk/operations-process/systems-hardware/eclipse-hardware-troubleshooti/card-reader-troubleshooting>

[\\brxxxx-10xx\c\\$\ProgramData\VeriFone\PAYWare](https://retailintranet.dixons.co.uk/operations-process/systems-hardware/retail-tablet-functions-troubleshooting) Ocius Sentinel

ocius.helpdesk@verifone.com uk.helpdesk@verifone.com

<https://retailintranet.dixons.co.uk/operations-process/systems-hardware/retail-tablet-functions-troubleshooting>

MainTel Retail WAN - proactive alarm(Branch Number)

Maintel Service Desk
01932 264999

Service@maintel.co.uk

MainTel Retail WAN - Store Slow & Intermittent connectivity

Network Name	Devices	Username	Password (case sensitive)
DEMO	All Display products (Including Apple)	N/A	D3m0nStrat10n
DCG-E	Store Mode tablet only	Auto Connect	Auto Connect
DCG-NE	Samsung Tablet (CPW PinPoint)	Auto Connect	Auto Connect
DCG-NE	Any product that requires connection to the internet to complete a KnowHow/CPW service	Knowhow	Kn0wH0w2.0

<https://retailintranet.dixons.co.uk/operations-process/systems-hardware/store-networks/wifi-networks>

Volumes , Unicom and UXG

Volumes : 3rd Party Volume Network
Volumes team: servicedesk@volumenetwork.com

UXG- **servicedesk@uxglobal.co.uk**

Unicom: technical.uk@unicamgroup.com

LEXMARK PRINTER

Lexmark Outside <http://managedservices.lexmark.com> DCG- Lexmark1
Citrix ServiceDeskMgt2@cpwplc.com

Template
07 September 2023
17:50

Issue	Template	category	Sub category	Item	Assigning team
Base Unit	DX Base UNIT HP E600	Hardware/Till	Desktop	G1,G2., etc.,	DCG KNOWHOW ECLIPSE
Monitor	Store Monitor	Hardware/Till	Peripherals	Monitor	DCG KNOWHOW ECLIPSE
Touch screen	DX Touchscreen	Hardware/Till	Touchscreen	1525 touch screen	DCG KNOWHOW ECLIPSE
Keyboard	DX Base UNIT HP	Hardware/Till	Keyboard,	Keyboard or Mouse	DCG

or Mouse	E600		Mouse		KNOWHOW ECLIPSE
USB HUB	DX USB HUB	Hardware/Till	USB hub	Cyberdata (blue)/ IBM(Grey)	DCG KNOWHOW ECLIPSE
Hand scanner	DX- Hand scanner	Hardware/Till	Hand scanner	Welch Allyn IT 3800	DCG KNOWHOW ECLIPSE
Cash Drawer	DX Cash drawer	Hardware/Till	cash Drawer	Digipos/Maxi/Euro or Flip	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TMN600III/M147B	Hardware/Till	Printer	TMN600III/M147B	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TMT90/M165A	Hardware/Till	Printer	TMT90/M165A	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TM88VI wireless printer	Hardware/Till	Printer	TM88VI	DCG KNOWHOW ECLIPSE
Printer	DX EPSON TML90/M165B	Hardware/Till	Printer	TML90	DCG KNOWHOW ECLIPSE
Cradle Cradle	DX- PDT Cradle			Hardware/Till	PDA
		DCG KNOWHOW	ECLIPSE		
Citrix Password reset	Identity / Access management		Active Directory	Password reset	
	DX- DX- Website issues				
Currys.co.uk prebasket / postbasket					
	Omni Chat Shop Live		Application	Currys.co.uk prebasket	
ShopLive					
Lexmark printer - color printer					
Epson printer for printing labels and bills					
Network label printer(TML 90) - for printing documents					
Network issue	Maintel				
Store mode iPad	Omni channel support L1.5 team				

Incident - Create INC1869806

DX - PDT Cradle Template Applied with 2 conflicts
[See Details](#)

Number	INC1869806	Contact Type	Phone
Caller		State	New
Business phone		Updated by	
Category	Hardware/Till	Email	
Subcategory	PDA	Impact	4 - Minor/Localized
Item	Cradle	Urgency	4 - Low
Business Service		Priority	4 - Low
Configuration item		Assignment group	*know
Caller Location			Invalid reference
Incident Location		Assigned to	
Resolved by		Reassignment count	0
Sensitive Information Check		Accepted	
Jira Reference No		Escalated	

Incident - Create INC1872801

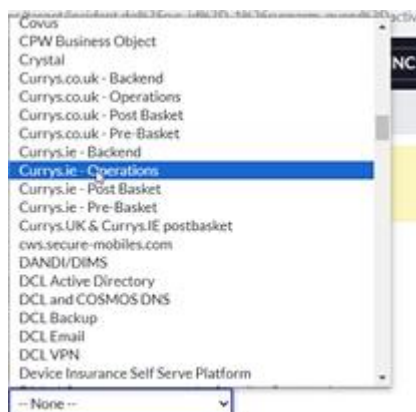
Number	INC1872801	Contact Type	Phone
Caller		State	New
Business phone		Updated by	
Category	Identity/Access management	Email	
Subcategory	Active Directory	Impact	4 - Minor/Localized
Item	Password Reset	Urgency	4 - Low
Business Service		Priority	4 - Low
Configuration item		Assignment group	
Caller Location		Assigned to	
Incident Location		Reassignment count	0
Resolved by		Accepted	
Sensitive Information Check		Escalated	
Jira Reference No		Escalated P3	
Short description	Citrix Password Reset-Expired		
Description	User ID: Location:		

Password requested for :
 Dpa done:Y/N,
 Password Reset done:Y/N,
 Issue fixed:Y/N
 Reason for Reset - e.g. forgotten, locked, expired"
 When Was the last time that user was able to Login? (If the user is calling on the same day to report the same issue Check for existing tickets and Update the Chase count)
 Is the issue re-occurring or not...?
 User is from Dixons or Bury or CPW citix.
 Which citrix URL user is accessing?

 *SSPR Tool not used due to following reason.

 1.) Unaware
 2.) System unavailable or performance
 3.) PW reset type unsupported
 4.) Language unsupported
 5.) Prefer to talk with a human
 6.) Faster to work with the Service Desk

https://dixonsretail.sharepoint.com/:w/r/sites/DCGSD/_layouts/15/Doc.aspx?sourcedoc={7A2CF8BB-83A9-4959-8A33-646D7CC66C10}&file=Citrix Password Reset.docx&action=default&mobileredirect=true



DOMAIN:

Currys has two domains – Dixons (DSG.DSGROOT.INT) and CPW(CPWPLC.COM)

DPA - Data protection Act (Don't document DOB anywhere)

GDPR - General Data Protection Regulation

SPI - Sensitive personal information

SF - Success Factor

SWAS - store within a store / SIS - Store inside store

SKU codes - Product ID

PLU - base part id

ACC - Major Incident Management (MIM tickets)

ShopLive not integrated with AD

30 - 40 tills Mega store

30 =< super store

Date of birth is the primary key parameter that you have to validate only if date of birth matches. You will do a password reset.

Do not get misguided that payroll number is the parameter and you can do a password reset on payroll number.

If anybody does such a thing, it is a fatal error and you will be marked down because you are breaching the Data Privacy Act.

PAYMENT:

Webcom portal - verify payment (card details of customer) not supposed to take entire card details.
Only ask user for the first 6 digit and last 4 digit for verification purpose

PASSWORD RESET:

If it is at currys.co.uk or at dixonstoretail.com or at dixonscarphone.com for those accounts, you have to reset the password through the Dixons AD.

Coming to the CPW account, in case if you will find any user whose account is in CPW domain, you will use the CPW AD to reset their password.

- Dixon domain user id work for below applications:
- Windows
- Eclipse
- Email
- SharePoint, My hub/Success factor
- Savvy
- My Benefits
- Medics
- How2
- Pin Point
- Scud, Boom, GEM
- Dixon Citrix

Mindtree teams:

Mndt ServiceDesk

EUB End User Built (They maintain all the software in the till, pin pad, any updates/ patches)

JML Joiners Movers Leavers

ServiceNow team

Desk side team (onsite issues are taken care by them)

LDO related issues are solved by 3rd party - Simno

PDT Cradle, PDT 800 - used for assessment / inventory of the stocks in the store, every products that is available on the store (selling & buying)

Store mode iPad: to do the sales they used this device, they can also access id, process the sale and check the stocks .

This iPad device store mode application are handled by Omni channel support L1.5 Team

Atlas / compass : is a website where we can see all the details of the device in the store(accessible inside the Citrix)

ACTIVE DIRECTORY:

Run -> "dsa.msc" to open active directory in Citrix command

Or

Start ->Program-> Password reset application. To change domain click on the name -> connect to domain " cpwplc" or "dsg"

PIE :

CPW -> Applications -> Main window -> Packaged applications

PowerTerm (front office) used to access the PIE application

UnifaceW (back office)

CITRIX:

Burry Citrix is one of the Citrix components which is used in the DSG environment.

Users who are using the CPW Citrix and they're facing any kind of issue, they might call you and they might tell you to end the session for them.

If it is a CPW Citrix session, you can always log into the CPW Citrix environment under application -> Main window -> Management.
It will be the Citrix Session Mgmt Tool.

The proper troubleshooting in order to end the session for S desktop or Sam or Sheffield.

You need to open the these Citrix admin console.

You can click on OK.

You can go to search option advanced under advance you can click on session by user.

And you can click on search.

S desktop:

SUM - password reset shortcut (maginus 7 live) Store User Maintenance
Type username in small letter
Only alphanumeric should be set as a password
SYSAD - (system admin) used to close maginus application

Once you will log into the system admin window inside maginus you will get all this options, environment variables, data setup, patches, user license and all the only tab which our service desk required is maginus process once you will click over maginus process you need to again enter the user ID

Select -> kill

Successfactor issue - People's place

AD - JML

Mirror ID: Copy ID of your same access level

Cash Drawer : Maxi / Euro type of cash drawer

Hub: Cyberdata (blue) , IBM(grey)

Water loo - operational team location

Logmein rescue, which is an RDP remote tool which can be used to access the laptops and other assets of Dixons Carphone users

In SAP, we do only the password reset for three particular instances.

SAP net Weaver, SAP payroll and for SAP prod assess retail prod.
We'll be passing it to the SAP team, which is again managed by the Accenture team

Attachmate is used for mainframe and LDO related issue.

Ultima -> Optimize and insurance related application.

So for this you will be doing only the password reset and unlocking of that particular user and disconnection of the Ultima sessions.

This is not integrated with AD (standalone application Ultima)

So for this we will be having your own credentials.

You will have to reset the password for the users, disconnect the sessions and instances unlock their IDs.

Ultimate issues you will be passing it to the Ultimate Team based on the gravity or the number of users impacted and so on so forth.

Unify also similar we have application password reset, so we'll be doing the unified password reset or we'll be guiding the user through on certain aspects.

User ID is Short ID

Also, there are some instances as such, so in case of such a scenario, you'll have to select that particular activity, add clean up activity, add cleanup activity is used by HR teams and other things.

Other teams who normally have their bulk requests, so whenever they are doing they, they tend to use this particular AAD clean up activity, disable user.

Sometimes you know some employee has been, you know, sent, but still they find that they are accessing the system or they're accessing their emails.

The manager may call and say yeah, can you please disable this user ASAP?

There is a movers and levers process levers, process will already be initiated sometimes.

However, as part of an emergency, you may somebody may even call you and say, can you please immediately disable this user ID if it is a manager, you will check that person.

You will validate whether that person is a manager or anything, and whether this person comes under that particular the employee comes under that manager or so.

And yes, you do raise that kind of a request.

You will check with SME's.

However, in such scenarios, if you do get a call from anybody to, you know, disable an account or any such activity, new account creation, new account creation, what is the process?

Log Details

08 September 2023

14:13

Store Number:

Contact Number:

Contact Name:

Contact Number:

Issue/Problem Description:

Hardware location in store (e.g would be completed as 'In TV area' or similar)

Make:

Model:

Serial Number:

Till Number:

Product Name

Color of USB HUB

Omni channel support team - Salesforce (manages applications related issues)

Application support team - IBM (incident management, servers)

IBM moved onto support Kendryl

Mindtree, Accenture, Infosys

L1 - LTIM - ITSM (service.now) - REQ, INC, change req

Email only used for escalation - Currys leads mailbox - redirect to senior engineer

Domain: currys.co.uk / Dixonsretail.com / Dixonscarphone.com

CPW - Carphone Warehouse - UK / Ireland stores

Till - eclipse POS - billing table

Service desk : 0345 655 5235

Techhub portal: Techhub.currys.co.uk/dxn

Chip & pin device : swipe or tap card

First time access - service request via Techhub portal.

AT&T , Cisco - VPN

Service now: Dixonscarphone.service-now.com

Eclipse/ maginus - non AD password

Webcom portal - verify payment (card details of customer) not supposed to take entire card details.

Work force management (WFM) - Accenture dixons retail team - payroll number

DPA - password verification , user should be available In success factor

Ipad, samsung tablets are preloaded with sales applications

Know how eclipse team - for repair

Detagger - not supported by SD

350+ currys store

- before Currys, this company used to be Dixons Carphone.
- So we had two kind of domain, one the Dixons AD and CPW AD.
- So as of now till both the domains are active in future they're planning to migrate the domains to a single domain which is at currys.co.uk.
- Till then, if at all you are finding any user who are coming for password reset, you need to understand which domain there account is residing in.
- If it is, if you are checking if it is at currys.co.uk or at dixonsretail.com or at dixonscarphone.com for those accounts, you have to reset the password through the Dixons ad.
- Coming to the CPW account, in case if you will find any user whose account is NDC PWAD, you will use the CPW domain to reset their password.
- There are few application all four which of by default the Dixons AD password reset will be used.
- We will tell you which applications are those.
- Again, there will be few applications for which CPW domain will be used.
- It is not gonna work in S desk this link which is the way of RDS access portal.

It is only gonna work under the gates or Sheffield in case you gates is not opening or it is not working.

3 of the following four categories:

English uppercase characters (A through Z)

English lowercase characters (a through z)

Numbers (0 through 9)

Non-alphabetic characters (for example, !, \$, #, %)

You will need to change this password at least every 45 days

You can always open the Sharefile texture so there will be a set of applications which will only work in certain you know virtual desktop and we will be telling you which which those desktops are so it's it's better if you have any doubt.

- Currys has two domains – Dixons (DSG.DSGROOT.INT) and CPW(CPWPLC.COM)
- Both the domains are used in Production
- Dixon domain user id work for below applications:
- Windows
- Eclipse
- Email
- SharePoint, My hub/Success factor
- Savvy
- My Benefits
- Medics
- How2

- Pin Point
- Scud, Boom, GEM
- Dixon Citrix
- Those few example of application for which you know AD password will be required now again coming to the point there will be few applications for which only Dixons password will be required.

For example, Eclipse is an example.

You know the point of selling application on a till where user will be you know using that application to perform a transaction.

That is the main point of selling application, so that particular app for that application you need to reset the Dixons AD password not the CPW or the Skype.

CPW PLC password again, if they're calling you and they're asking you, they need a password reset for their Citrix.

You need to probe which Citrix is.

That is that the Dixons, Citrix, or is that the CPW, Citrix.

You can also understand that on basis of the link, let's say the user is confusing.

You are not able to understand.

You can always ask what kind of application they're using inside the Citrix.

Let's say a user is calling you and they're telling you inside the Citrix.

I'm using so and so on application.

It is at Eclipse or it is py.

Py is also one kind of, you know main point of selling application for the mobile section user.

So for mobile section py will be the main point of you know main the POS or application which is the main point of selling application.

Ask user if it's eclipse or py application on till.

Simcard / mobile phones - Carphone/ mobile section

Burry Citrix -

is one of the Citrix components which is used in in in the DSG environment.

CPW / Carphone / Dixons Citrix

So if a user wants to access a magnus application, he or she has to log into Burry Citrix

However, store user will have their own specific connection and they may not require the burry citrix they will be having a direct application and only the store users, not all the all the users.

contact and repair center support teams would require access to the Burry citrix to access maginess, so service test also do not have access to this particular application directly.

Users who are using the CPW, Citrix and they're facing any kind of issue, they might call you and they might tell you to, you know, end the session for them if it is.

If it is a CPW Citrix session, you can always log into the CPW Citrix environment under application under the main window.

It will be management under management.

It will be the CPW, Citrix session management tool.

- The proper troubleshooting in order to end the session for S desktop or Sam or Sheffield.

You need to open the these Citrix admin console.

You can click on OK.

You can go to search option advanced under advance you can click on session by user.

And you can click on search.

Sdesk:

SUM - password reset shortcut (maginus 7 live) Store user maintenance

Type username in small letter

Only alphanumeric should be set as a password

SYSAD - (system admin) used to close maginus application

OK, once you will log into the system admin window inside maginus you will get all this ohh options, environment variables, data setup, patches, user license and all the only tab which we require our service desk as a maginus process once you will click over maginus process you need to again enter the user ID

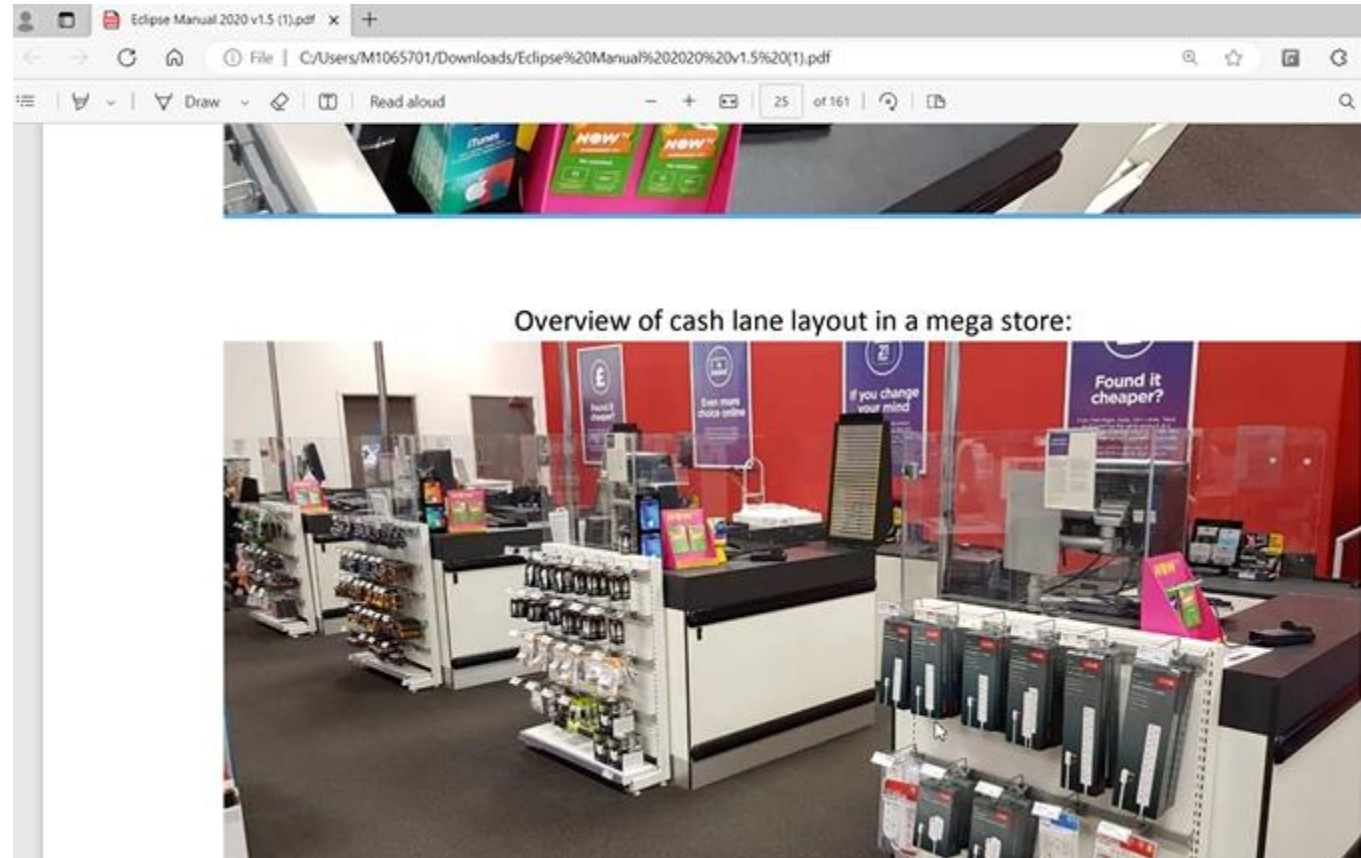
Select -> kill

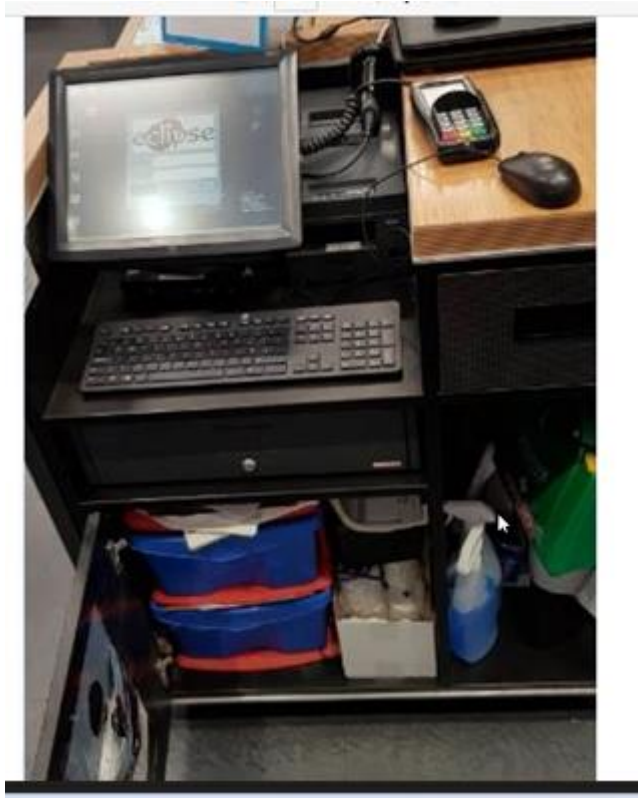
Ports differ b/w G1 & G2 (smaller USB socket on G2)

DCG-KNOW HOW Eclipse team - Resolver team for Eclipse till

Latency - The actual time take for it to function / how long it takes to go across (emails) .

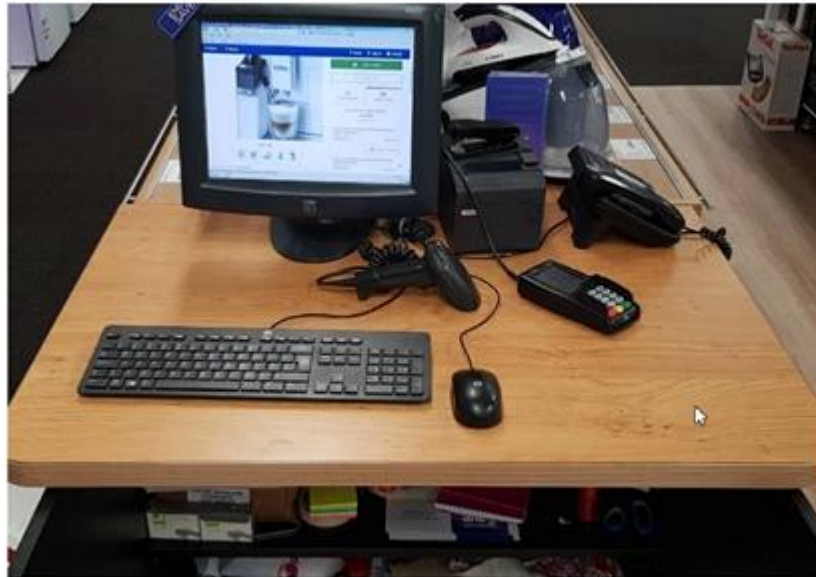
Demo:





Back office setup

A number of stores have OTK (Own The Kitchen) areas which use this type of till pod:



Base Units:

Both the G1 and G2 base units are connected in exactly the same way

USB Connections are as below on the back of the base unit:



Curry website is managed by Omni channel

Medics team takes care of uniforms, vouchers or gift card related issues.

GDPR: General data protection regulation



✖



✖



this is a nap contact center.

This is basically a warehouse come repair center which hosts you know a lot of.

Stock for carries and other thing.

This is the inside view.

What you're seeing of the Newark warehouse right there are a lot of things here which do work, and this is 24 by 7 facility which runs.

So you can see it.

Yeah, there's something called RF gun stock and Wi-Fi related issues here, which are to be, you know, managed which uh, you know, we'll be taking care of in certain aspects here

This is how there are a lot of applications which you know coordinate all these there are something called open fleet LDO and such kind of applications which smart and these kind of applications keep these particular systems running.

The trailers, all you come, they come and once they come, they're all in line and they are, you know, the trailers are offloaded, unloaded and, you know, repacked them, sent to different locations based on certain TLD applications and those particular applications will be designed such that, you know, the relevant trailers, you know, send across in case of any such kind of issues, those amount to P1P2 related issues.

If the trailers are not working, or if it is, you know not going across.

In such scenarios, this is the entire Newark campus.

It is a 24 by 7 facility which keeps working.

However, we are not 24 by 7.

Our normal shifts would be from 12 to, you know, one 31130 in the night it is 12:00 PM in the morning, 21130 Saturdays.

We are from 12:00 to 10:30 and on Sundays we are from, you know, 1:00 to 9:30.

This is our schedule, so after hours after office hours, who takes care of any issues?

If any user logs a normal P3 or P4, it will come into the service desk queue and if it is a self service it will wait for it to be action the next day by the opening team.

Whoever is opening the desk, they will be auctioning those particular self service tickets in case if it is a priority issue, it will directly be one handed over to the IM team.

This system is designed as such that it is picked up by the incident management team directly during the non office hours of the Service Desk Service desk.

Obviously you see 1:30.

We close again by 12.

We open hardly.

We are closed for 11 hours, so in that 11 hours span, the P1P2's that come in if any are managed directly by the incident management.



We have a mostly three particular types which is phone self service chat.

Smart IVR is one of the IVR systems that we have.

If a user calls the smart IVR, will you know interact what you want, how you want the past?

Which password are you looking for?

Hi can you please spell out your username user ID to fetch the details from the system and the database and it will give the user the password also.

So our LTIM mindtree is a system or the smart IVR system is very capable.

It will function during the non business hours.

Also, which is a term you know night, midnight, 1:30 to, you know, to morning 12 also ask smart area will be functioning it is 24 by 7 day I think they'll be working so here we will have smart ivr but

normally we'll have phone chat and self-service self services nothing but you have created a ticket for yourself and you have raised an instant how you create self service which portal.

Also, there's something called the outages channel and we mentioned what all outages are going on.

If it is the same issue that you have got for example you we have 300 plus stores, right?

If any of these 300 plus stores is facing any related issue and there's already a master ticket, for example, Pi was not loading in a lot of stores.

We had about 40 or 50 stores calling in on a Saturday.

Yesterday we did have some creations issue on Eclipse and some other VPN related issues.

So where if the same issue you're getting, you will relate it to this you you will relate your ticket to the parent ticket or the major ticket or the master ticket.

We have certain terms which we use.

Normally we call that either the parent incident or the major incident, or the master ticket.

We mostly call it a master ticket or the major ticket that has been created for that particular issue and we do share it in the chat and we will tell you to relate it.

You need to check in the outages group.

There's a in the group chats, right?

We have something on the outages group and in that outages group we will be posting those particular details, so you need to check and whenever you get an issue also you will ping in the chat and we will also inform your team if you're getting any faults for this particular thing related to that, how do you relate?

You will copy that incident reference number and you will paste it over here.

Comms cabinet:



- So for website related, uh, for these uh, we have a couple of templates.
- How are we have the CSI which is there for these, you know basket related or website related templates so.
- The website template normally would be uh DX website related issues.
- We used to have a couple of websites earlier also, so this is the Currys website that we'll be using.
- We'll be having a Carphone Warehouse website.
- Those two websites will be there, but this is a primary website.
- Our carries.co.uk website, the CSI would be application and we have, uh, the currys.co.uk back end operations, post basket, pre basket, the subcategory right.
- So basically in these particular subcategory we will be selecting the relevant option that it is mentioned whether it is a pre basket or a post basket.
- What is the difference between pre basket and post basket?
- Once the customer has, you know, added, it would be posted basket.
- They have added a product into the basket and after adding that product if they are having any issues related to that on the website it will be a post basket issue pre basket is before they add any product to the basket and it's not allowing them to add the product or they're getting some kind of issues or errors during that particular website.
- Adding on the basket.
- Then we'll use the pre basket related issues.
- Most of these issues which you see mentioned over here Currys not back end currys.co.uk backend operations post basket, pre Basket then Currys.

- What is shop life?
- Shop Life is an application where the user or this person who is on the shop live right.
- He will interact with the customers directly.
- So what?
- How does it happen?
- It happens.
- Audio and video also right the audio and video of that person will be live while he's trying to sell or he's, you know, giving a demo of that particular product.
- For example, a customer has come on to the website, access the shop Live and says I.
- Uh.
- Want to buy a laptop or something like that?
- If they're trying to access that particular the website for a laptop or anything, then and what happens is, uh, you know this person, whoever is there.
- He's an expert in, you know, laptops.
- He knows everything.
- What configuration you need?
- What the configuration is best or which brand is best so on and so forth like that he will be able to, you know, give those details to you on the shop live pal.
-
- OK, so if that user or if the users voice is not audible or the call is not audible or the calls are getting disconnected or such kind of issues which happen we'll be taking those particular details whether it is an application related issue or whether it is a password related issue right.
- Each store will have a couple of people who will be working on this particular shop live, and they'll be having this website or there's a, you know, place where these colleagues are available and they will be able to show you those particular details there.
- Yeah.
- So what is happening?
- Is it only you or are the other shop like colleagues able to access?
- When was it last time working any application related issues need to be assigned to the Nemo team.

- Currently it is the only channel team which would be looking into it earlier when the template was created, it was the Bruno Nemo team.
- Bruno's team is checks Republic team, which was there, which is look into these particular websites and most of the websites were handled by them checks.
- Checks Republican.
- Very small place and they used to be a, you know, handling these particular issues there.
- If it is a password, then if the user is calling for a password for shop live, it is basically a pin and at all times the pin is 1234 right?
- The pin that is given to the user is 1234.
- So what is happening as the PIN expired PIN doesn't have an expiry date most of the time?
- Uh.
- Is the account blocked or is the pin entered incorrectly?
- There is a specific username which is given for shop life customers, so it is very specific to that.
- So is that being used or anything as such, so all these particular details are all mentioned in the template?

V Sridhar18:08

Is it logged or what's happening there

If it is something that we will be resolving via the Shop Life website.

Currys PC account:

- You log in once you log in, you will have this particular Currys PC right.
 - You have four accounts here.
 - You will select only Currys PC, you don't go to Carphone Warehouse.
 - You don't go to Currys B to be.
 - You don't go to Currys PC, Ireland, PC World, Ireland, but I guess you guys will be restricted only to Currys PC.
 - My account has access to these particular four accounts, so here once you go there you can see in the dashboard you can go to the advisors.
 - You need to be in the advised you need to look for the person in advisors.
 - You can either search by the name, or you can search by the location.
 - The branch number for this the user needs to provide the branch number, put the branch number, search for the name, first name and last name.
-
- Is it the first time you're accessing your account?
 - Is not there.
 - You will however search sometimes what happens the first name and the last name they changed their surname or anything.
 - As such, you will search because they could be, you know, created under the old ID that old surname or anything as such.
 - So you will check with the user once again.
 - You will thoroughly check the account.
 - You will thoroughly check the the details that that the user gives what the branch number, the name, the user ID there or what they think their ID is.
 - You will check and you will.
 - If uh, after doing all these checks also it is unsuccessful.
 - Then you will tell the user to raise an Sr or contact their trainer because only after they have been trained
-
- in store app or anything as such there will be using this particular devices to you know whether it's a Chromebook or a phone to log in.
 - So this is something that they will be using for shop live multiple, you know issues which may crop up.
 - So any issue that may crop up, you would be passing to the go in store team clear.

Assignment teams

While sending mail from the ticket, keep (CurrysITSD@currys.co.uk) in CC

Shop Live Team ID: support@goinstore.com

My Learning Password issue: people.place@currys.co.uk

You're Electric' (Reward & Recognition portal): youre.electric@currys.co.uk

Customer Counters/People Traffic Counters Jbrand: dpeddle@jbrand.co.uk

ocius.helpdesk@verifone.com

uk.helpdesk@verifone.com

MainTel Retail WAN - proactive alarm(Branch Number)

Maintel Service Desk

01932 264999

Service@maintel.co.uk

servicedesk@uxglobal.co.uk

Unicam: technical.uk@unicamgroup.com

Volumes team: servicedesk@volumenetwork.com

BNPP: it.servicedesk@bnpparibas-pf.co.uk

Volume mail:----servicedesk@volumenetwork.com

Support@goinstore.com

ITMS.Service@ricoh.co.uk ;:-richo

Volume team":-servicedesk@volumenetwork.com

[Yesterday 19:27] Suman

MndT - EUB : PIE incorrect time issue

brno Nemo -Store mode tablet

Chrome book issue & google password - DCG - chromebook support

Maginus Transaction status Change - DCG - PCWB

DCG - Brno HR Systems - HR Related

PIE SOX Account - IBM - VMS India

Citrix issue - IBM - Via Citrix and VDI Support Team

Ultima - Acc-Dixons-Insurance

JRS Application Issue - peak ryzex

Maginus - DCG-PCWB

Clarify - Acc-Dixons-Corporate

LDO - 3rd Party - Simno

Myraid - Acc-dixons-scm

Mainframe - acc-dixons mainframe

MndT - EUB - Shared drive issues

IMAC - Acc-CPW-Insurance & Repairs

Eclipse Till Hardware issue - DCG - KNOWHOW Eclipse

PIE Till hardware issue - Email to Ricoh team

Acc-cpw-retail - Pie till software issue

Acc-Dixons-Retail - Eclipse Till software issue

Newark team - dcg newark app supprot

Avaya - DCG Telephony

Payroll team- Acc-DCG-Payroll-Technical-Sup

Matrix- [DCG - SCRAT](#)

azure citrix - Citrix Cloud Support (CMS)
<https://citrix.currys.co.uk/Citrix/StoreWeb/>

Security ops - DCG - Security Operations
ServiceNow
Phone number unlock

use this kb KB0010061

the phone number is locked for the Sim
phone num : 07814501782
user want to unlock it
it is pie store transaction
trans num : 439287966

Warranty script for this one
KB0010060
Volume team
Tuesday, 7 November 2023
6:05 pm

servicedesk@volumenetwork.com

CurrysITSD@currys.co.uk

90-\

Hi John,

This is regarding the ticket INC2141707 raised for Pinpad VX820
Tried calling you but no response , Please let us know the best time to take RDP to investigate further.
Please reply to this email, we will be happy to assist you further.

Regards,
Currys IT

Rico team
itms.service@ricoh.co.uk : Ricoh Team

Hi Team,

Kindly review the below details and assist the user.

Name : Sam Woodman
Branch Number : 7426
Full store address of store : Carphone Warehouse, Hemel Hempstead, London Road (27560)
Contact Number -07525923222
Store Trading hours : mon-fri (10-8), sat(10-6), sun (10.30-4.30)
Description of faulty device : PIE till issue, blue screen error
Model number : HP RP5700
Tag Number or Serial Number: CZC0138NZC
Till Number : 3
Issue : PIE till issue, blue screen error

Regards,

Spoorthi Badigerg

From <https://dixonscarphone.service-now.com/incident.do?sys_id=51ae85991bbba81026285525464bcb92&sysparm_view=text_search>

Internal check issue

Wednesday, 8 November 2023

6:31 pm

plz note for any Internal check issue in PIE TXN user/store have to reach out to the Frauds ops team, if he ask for any contact no provide the BIG no

BIG Number - 08456550845

Wednesday, 8 November 2023

9:50 pm

[\\brxxx-10xx\c\\$\ProgramData\VeriFone\PAYWare](\\brxxx-10xx\c$\ProgramData\VeriFone\PAYWare) Ocius Sentinel

Authorization card

Thursday, 9 November 2023

8:03 pm

authorization card is damaged

user need a new authorization card

-informed user to contact MEDICS team

Phone issue

Friday, 10 November 2023

4:07 pm

Alkatel phones means contact

user to contact Amilian support :

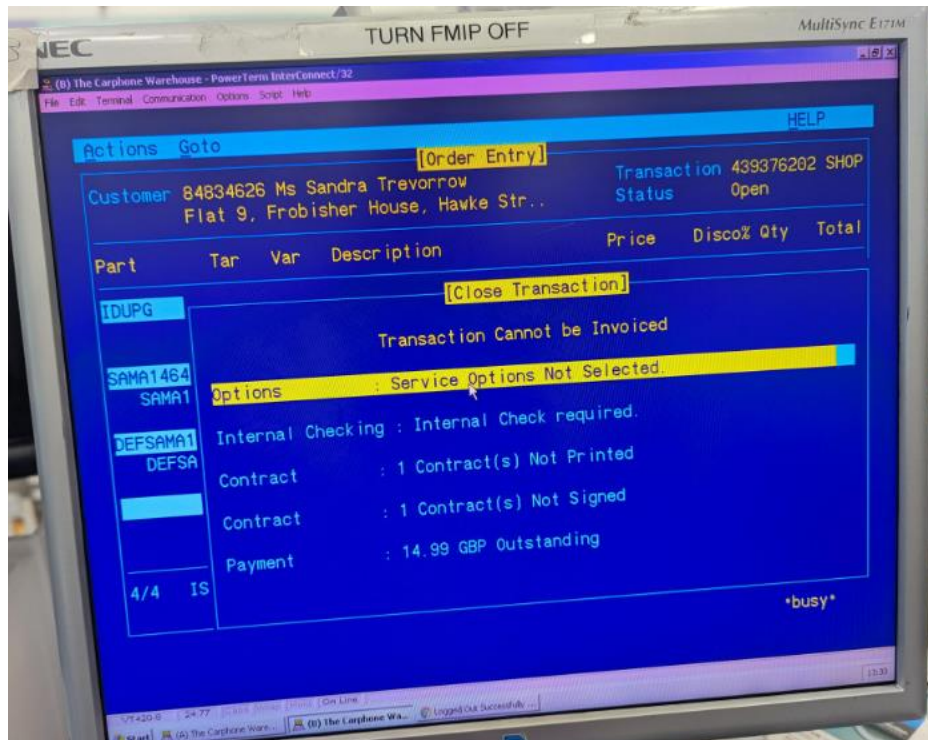
08455048885

Inform user to contact Amilan support 08455048885 option 2

Service option not selected

Friday, 10 November 2023

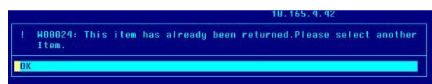
7:23 pm



-close and re-open transaction and check
 If not worked - assign to ACC-CPW-RETAIL
 Phone available and sim
 Wednesday, 15 November 2023
 Stock fix = qf stockf
 Base part number : VODCONMULTISIM

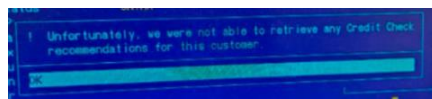
Thursday, 16 November 2023
 8:28 pm

In PIE -
 Replication steps: When user tries to process for exchange > Getting an error > The item has already been returned. Please select another item.



Stockfix, if it doesn't work assign to Acc-CPW-Retail

Oops this is embarrassing - 0344 800 0008 - yourplan



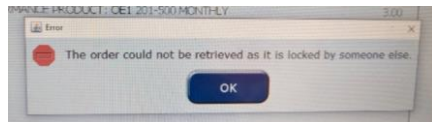
Need to check with network service provider

Drop email to numecent team from currys mailbox - support@numecent.com - Cloud citrix



- Closed and reprocess transaction . Service option not showing. Assign to Acc-CPW-Retail for store

0 bill cap and standard accessibility



Known issue in eclipse, only workaround is Manual refund.



Job repairs book out- location mismatch

They have to change it from PIE IMS inventory , only Br manager can do it

Plz note that SD don't have authorization to close/cancel/delete/do any modification to any TXN

Error code 30 or 31, issue mainly with the Ocius software has lost connectivity to the PED.

[\\br2269-1003\\c\\$\\ProgramData\\VeriFone\\PAYWare](\\br2269-1003\\c$\\ProgramData\\VeriFone\\PAYWare) Ocius Sentinel

Replace Ocius files from a working till to faulty one. (except logs & systems)



User needs to contact fraud ops team



Need to check with NSP

if still no go , use the temp: Pie Credit check Issues : iDMobile , get all the details without any miss and check with the CPW Retail team



Transaction>>upgrade ID>> try close transaction>>gives the IMACS :Return/Exchange>>
If user clicks it starts looping.

Need to check with Acc-cpw-
CARD READER

Thursday, 16 November 2023

8:57 pm

Temp : store chip and pin device

CARD DOES NOT MATCH

Thursday, 16 November 2023

10:48 pm

-proof bypass

If not worked

-use manager authorization card

Eclipse is freezing

Friday, 17 November 2023

3:27 pm

-Inform user to turn OFF and turn ON

Steps to be followed-

Bring all tills down

Please Check from utility that all tills are down. Once confirmed

Then ask the Store user to bring one till up one at a time, followed by the other tills in a sequential manner(Only after the previous till has rebooted successfully

Customer charged twice on PIE

Wednesday, 22 November 2023

3:59 pm

ssue : customer is charged twice of 79 pounds

till got crashed

customer name : miss b lane

Transaction Number: 439450833

Mode of Payment :card

card first six : 454313

card last four : 1502

Timestamp of the error : 17/11/2023 10am

INSURANCE

Wednesday, 22 November 2023

8:40 pm

Issue - got an error while generating insurance contract

issue : trying to do insurance

it is not letting user to do on pie on screen

Doesn't let go any further than this screen to complete adding insurance and cancelling old insurance on a contract

ASSIGNMENT : Acc-CPW-Insurance & Repairs

Authorization card not working

Saturday, 25 November 2023

User reported that 2 authorization card in store aren't working.

Resolution : ask to raise it by DNA form

VPN

Wednesday, 31 January 2024

Cisco anyconnect any issue - assign to JML

Even for token

Store wifi

Friday, 22 March 2024

9:53 pm

Issue: user having issue with store wifi not working correctly

when user connect unit to wifi

Microsoft service are being blocked by wifi

as soon as it left it will process then loading circle and it shows you are not connected

when user connect any of the store connection either LAN or wifi the microsoft services are blocking

and getting same error , but when user use any mobile hotspot it is working fine

-it is for customer units

INC2096751

Call maintell nad raise ticket

Ip address

Thursday, 27 June 2024

8:22 pm

PIE - 10.207..*****

Eclipse - 10.97. / 10.202.