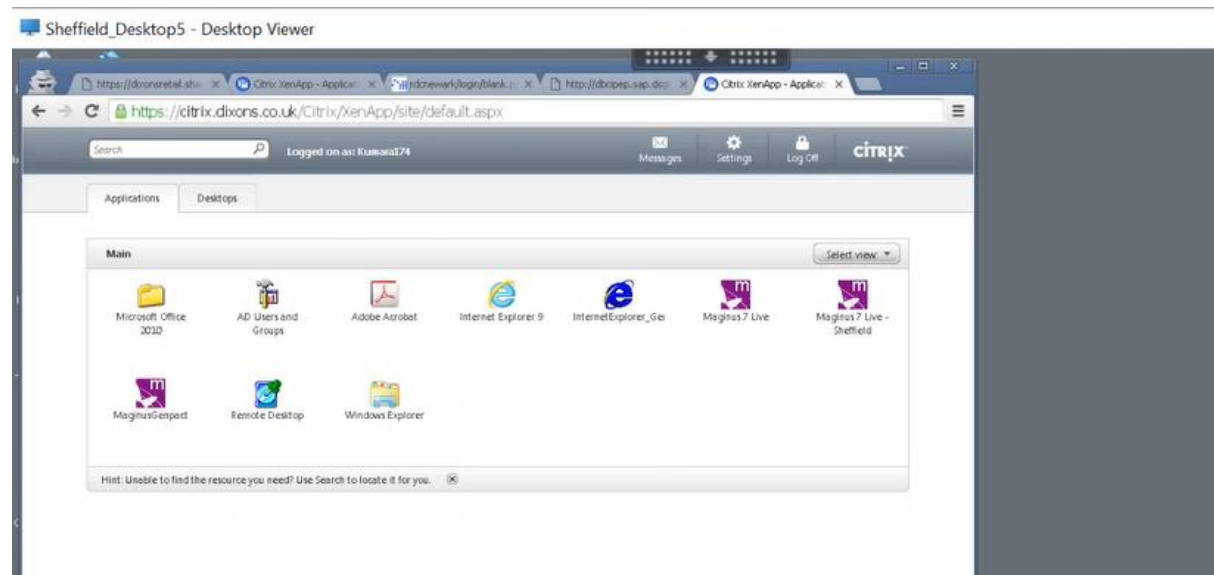Day 3_Ajay

1. AD how to reset a pwd for DSG

GO to the sdesktop > run >dsa.msc>DSG>DSG.DSGROOT>INT...>top right Find object in AD>E> Name:>E>Accounts>Check account expires>and close it > then at the bottom you will see user account right click on it > then opt. reset pwd>New pwd>conf pwd> ok

2. AD how to reset a pwd for CPWPLC>com

	GO to the sdesktop > run >CPWPLC.com.msc>CPWPLC.com>CPWPLC.comROOT>Same as AD

1. Burrys Citrix/Equanet/xen app

GO to the sheff. Desk https://citrix.dixons.co.uk/Citrix/XenApp/site/default.aspx

Here go to Ad user and group> domain name bc.local>top right Find object in AD>E> Name:>E>Accounts>Check account expires>and close it > then at the bottom you will see user account right click on it > then opt. reset pwd>New pwd>conf pwd> ok

1. Maginus

GO to the sheff. Desk>Maginus7 Live >SUM>Username:>pwd: remove it and reenter new pwd>ok>enter new pwd:>confirm pwd:>ok
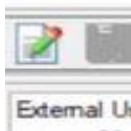
 GO to the sheff. Desk

2. Maginus

- SYSAD (Session Disconnection)

SYSAD>Maginus System Administrator ->Maginus Process->Username: ->Select the session->reset->kill

3. Ultima reset/account suspended

Open currys > start > ultima live >user update> enter the user id>on the top left corner

Edit option>pwd > conf. pwd>Change pwd >save

4. Ultima Disconnection

Enter user Id of the person....:>E>Enter email:>Your email...> Submit

5. Mainframe for changing Acid Definition/pwd reset

Currys >Start> Mainframe>UserId:<pwd:>E>E>TSOPROD>e>e>T>e>12>4>e>Acid:>tab>tab>click on x Remove Suspension>e>fn+F4 >e>T>e>12>e>14>e>Acid:>tab>tab>tab>clik on x for replace tab> pwd:>e>

6. Pi pwd reset

Currys >start>pie> User:>pwd:>uk>qf pass>e>user id:>e

Currys >start>pie> User:>pwd:>uk>

 qf w -to watch the screen

10) Myriad

Sdesk>Start>Programs>AbabrossLight.com>user:> pwd:> User name:>search>Reset pwd.

11. Catalyst RDC-Curry

sheff. Desk> http://rdcnewark/login/login.php> maintenance> Employee maintenance>Employee >Employee id:>e>click on the id>change pwd>new pwd>confi pwd.

12. Catalyst HFC

Day 3 Ajay

Service Now

Day 4 Ajay still

Sap logon

- 1a.ECC \ PEC -> userid:___ -> pwd:___ -> HCL Security admin -> User maintenance -> user:--- -> more -> unlock -> edit -> Logon data -> new pwd: -> reset pwd: -> e

- 1e.\Payroll ECC\PPC -> (same) userid:___ -> pwd:___ -> HCL Security admin -> User maintenance -> user:--- -> more -> unlock -> edit -> Logon data -> new pwd: -> reset pwd: -> e

Sap Netweaver

- User id: -> Go -> unlock ->click on the logon id-> scroll down ->Modify->scroll down->define pwd: ->confirm pwd

Ldohub/LDC

Ldo tracker to verify the user has access or not

- ldceps

Start ->Prg->LDC->ldceps->plz enter the user id:->y->ok->unix pwd:same user id ->retype pwd:___

If the user is entering the new pwd current uni

Question like if the user forgets the pwd

- Ldper (same)
- Ldcmal (same)

Pin point pwd is same as the ad pwd the process is the same

……

Pi(Power Term Inter)

Open it into the Currys Desktop->Search for the car warehouse power term

Day 4

To reset the Sap

Start>Sap laogon> then click on >1a ECC/>HCL Security admin> user maintancei don't have the id and pwd so waiting ....

) if thereis any issue in the login of the citrix and outlook or teams then its just the issue with the MFA so collect all the details and assign it to JML team

Day 6

P1

1)Pie frontoffice

Currys>https://citrix.dixons.co.uk/Citrix/XenApp/site/default.aspx>Uid:AGASIK01@CPWPLC.COM>pwd:Agasimani@1801!ebiz#835>package applications>4171 power teams>PIE UK>Userd:AGASIK01>pwd:welcome12345>uk>qf show>e>username:>if CLI is DCL then its active ,if its showing DIS then acc is temp disable so ru orra script ,or if its showing or SOX then ifor user to service or account activation on tech hub

Pie Backoffice

Currys>https://citrix.dixons.co.uk/Citrix/XenApp/site/default.aspx>Uid:AGASIK01@CPWPLC.COM>pwd:Agasimani@1801!ebiz#835>package applications>4016 Uniface W>Pie backoffice live >united...kin....>user:>pwd:>

2)Stock Fix is done for single device where as item ID fix is done for multiple devices.

IDFix

Collect the part nos and store number form the user>qf show >For multiple : p>

....part...:>copy the item id:>qf Stock>e>e>Branch no:>link for store http://click.dixons.co.uk/currysfeedback/DSGI/Store_View_List/Store_View.aspIts starts with 7>Branch no:>id no:> if the users still facing the issue then relogin

3)Proof By pass

Pie Bckoffice>ITFunctions>process>Run any form>:FFTRANS>e>run>Transaction:>

>this is for verifying if the flag is c then transaction is open , to do the by pass in the formname:FFCREDITCHECK1>e>run>Customer:>

>Change the Exp flg.... Fotm F to T > Save

4. To remove the trans ..

Pie Bckoffice>ITFunctions>process>Run any form>:FFTRANS>e>run>Transaction:>

>this is for verifying if the flag is c then transaction is open > to do the by pass in the formname:FFSALERET>run>transction Return:>

>

Remove OCC

5)Gost payment /amount due has been reached/if the user does not recived the payment but its showing transaction is completed

Pie Bckoffice>ITFunctions>process>Run any form>:FFTRANS>e>run>Transaction:>

>this is for verifying if the flag is c then transaction is open >scroll down and see the payment > in that Base amount select it and click on

Remove OCC and if cash up id is has some - value

Proof by pass

Pie Bckoffice>ITFunctions>process>Run any form>:FFTRANS>e>run>Transaction:> check wither it's a online

FFTCREDITCHECK1 > put the nubler > t

P2

1. Do the screen setup

Currys>start>pie Back offic>lLOgin:>pwd:>Back office Menu>Branch Maintance> Screen set up option>Enter Branch no>retrieve>

Keep the curer on the first A1ie 67> select>Add>Login type select IP> then enter ip address>save>

Want the access for multiple till

Currys>start>pie Back offic>lLOgin:>pwd:>Back office Menu>Branch Maintance> Screen set up option>Enter Branch no>retrieve>

>collect the user id>add>LOGIN tYPE:user:>save

Remove the access of the till

Currys>start>pie Back offic>lLOgin:>pwd:>Back office Menu>Branch Maintance> Screen set up option>Enter Branch no>retrieve >collect the user id>check the checkbox form the store Visite>delete>save

2. Authorization is not working

Contact madix team

To verify whether he is the manager go

Currys>start>pie Back offic>lLOgin:>pwd:>Back office Menu>Employee maintence >clear> Employee:>Retrieve>Select>check wether he is manager or not >get the Auth. Password

3)Credited check /user is going to do sim/phone upgrade

Day 7

1. Enquire mismatch/Fmip lock

Remove the trade in line from the transaction/Trade in and unlock the FMiP lock from iPhone.

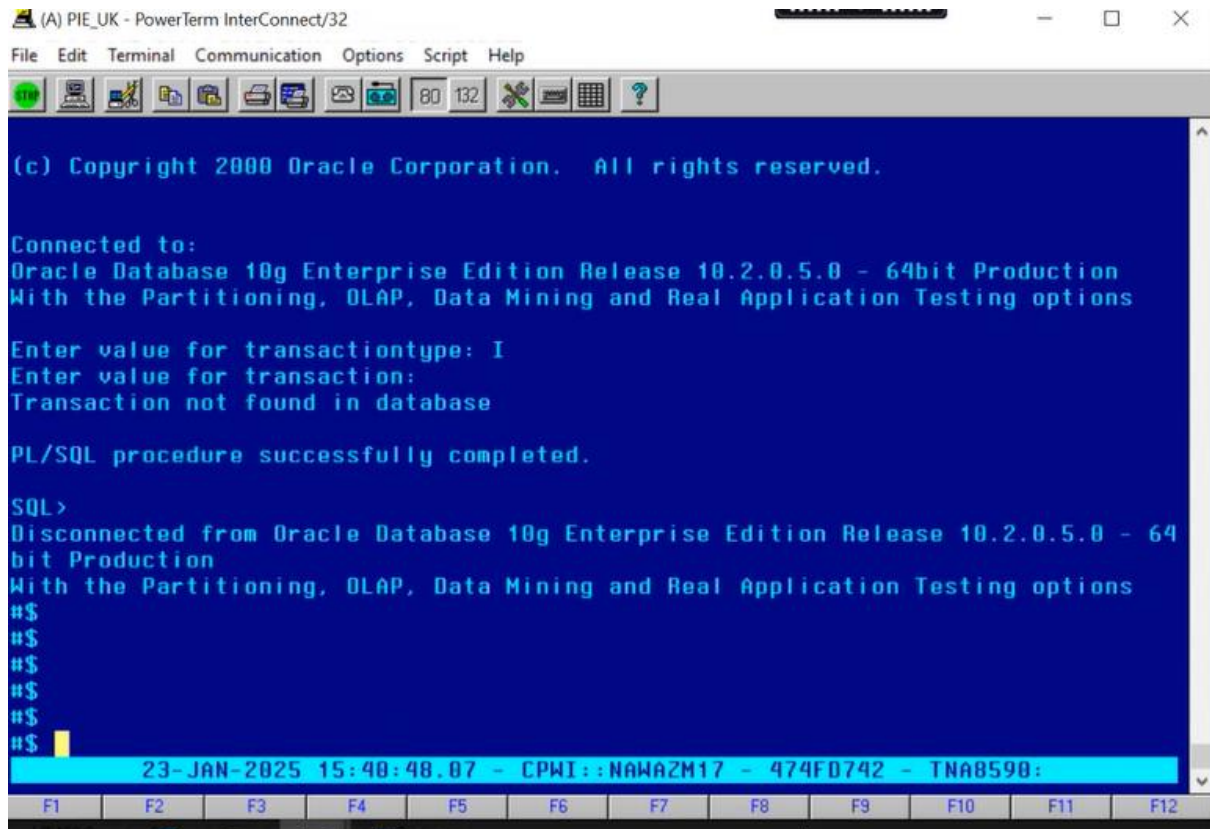Then again user need to do Trade in

2. Repair issue/insurance

Run the warranty script or take the ss and attach and also do the swap test assign it to Acc-CPW-Insurance &Repair

3. Shope Transction for/Lucom Script

Go to the kb

4. Address Bypass

Ask the user to fill all the details if there is no details then also tell them to fill something and ask the user address no and and customer lead no then run

>Qf add> Neter customer no:>Address no:>Reasone:>User asked> run this and tell user to check on different till if issue pass it to pie team

5. Demo devices like tv for hardware issue assign it to Volumes teams

6. Powercut down contact Vince team, water is not there, wall paint is not there contact Facility / security team

7. Citrix profile reset

Open Currys>Run> [\\GBNVNAS-17b7.DSG.DSGROOT.INT\uks-prod-citrix-fslogix-anfv-001\Profiles](\\GBNVNAS-17b7.DSG.DSGROOT.INT\uks-prod-citrix-fslogix-anfv-001\Profiles)

>Enter this link >e>

Day 8

1)For taking RDP on users till

Open Currys> Edge https://dcgrds.dixonscarphone.com/RDWeb/Pages/en-US/login.aspx?ReturnUrl=/RDWeb/Pages/en-US/Default.aspx > Userid:DSG\AGASIK01_SD>Pwd:LH2vB292PBk2>and now open RDP Connection>Connect > Ok> enter your normal DSG crediential>e>Userid:DSG\AGASIK01_SD>Pwd:LH2vB292PBk2>Userid:DSG\AGASIK01_SD>Pwd:LH2vB292PBk2

A)Citrix profiel reset/ when carrys destop is sutck

Ask user permission >Run>\\GBNVNAS-17b7.DSG.DSGROOT.INT\uks-prod-citrix-fslogix-anfv-001\Profiles > Search for the users>select Folder, if it has mulit folder then delete them if you cant delete then rename the folder at last type .old> tell the user to restart> then delete the old file.

B)

 printer redirection. You will check the till up time. You will ping the till and you can get the router IP. You can get the.

Sample IP addresses of the tiller or or IP range of Eclipse stills

It's not done right, so open the File Explorer, go to local drive C.

Mohammed Nawazulla 23 minutes 41 seconds
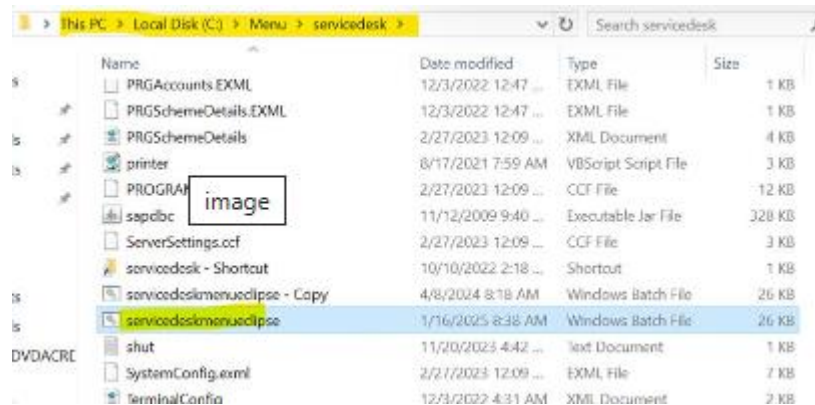
Then select option. I mean go to the folder menu.

Mohammed Nawazulla 23 minutes 47 seconds

Click double click on service desk and then.

Mohammed Nawazulla 23 minutes 53 seconds

Scroll down.

And here you can see the option called as Eclipse Service disc Eclipse menu.

c. For redirecting printer to another till

Double click on it >2 for label printer reduction >press any key> enter the ip for primary till :enter the last 3 >enter the ip for secondary till: enter the last 3 digits of ip address and ok,

d. Find the time uptime

3>e>last 4 digit branch no>First tell user to turn off all the till and turn on master till(or any one till) they need to turn on all the tills one by one for this pricing will get updated correctly> after this again type 3 to check the up time of the til>e>last 4 digit branch no>e

e. find your plan journey token /

Collect the info branch no, till no, your plan id>e > you will get the path or a query after this copy and past it on ticket

f. To shut down the till

6>till no:>branch no:>Y>

g. To check weather the till is online or offline then open the cmd enter branch no:br2345 if its showing request time out then its offline or else its online or get the
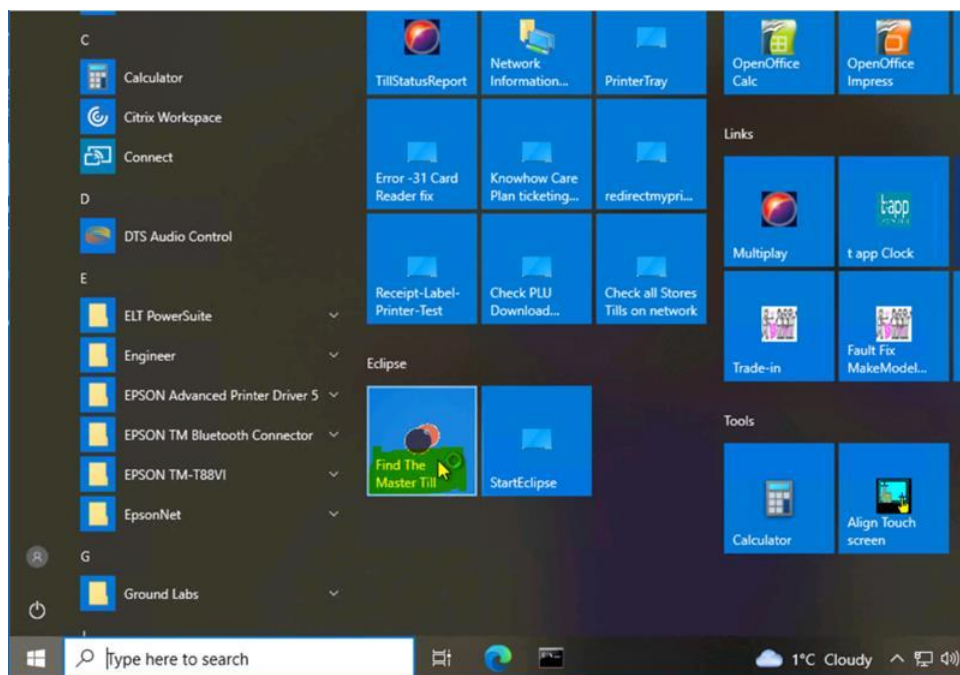
To check the router get the ip of the router and open the cmd then ping br enter the no in such a way that 10.XXX.XXX.254 only enter the middle digits
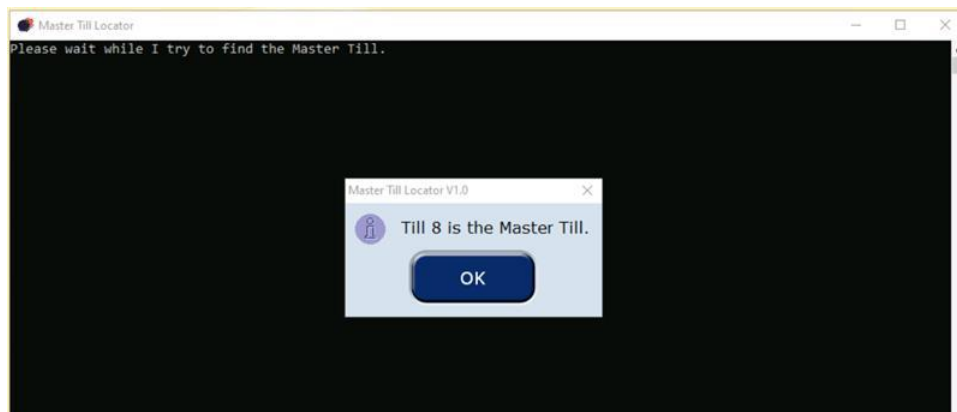
8. Remote session on pinpad issue/ERRoe-31/RDP for eclipse till

Start> remote desktop connection>computer:BRxxxx-10xx>xxxx=store no,xx>till no>connect>userid:_sdaccount>pwd:>ok>yes>it will take to user screen
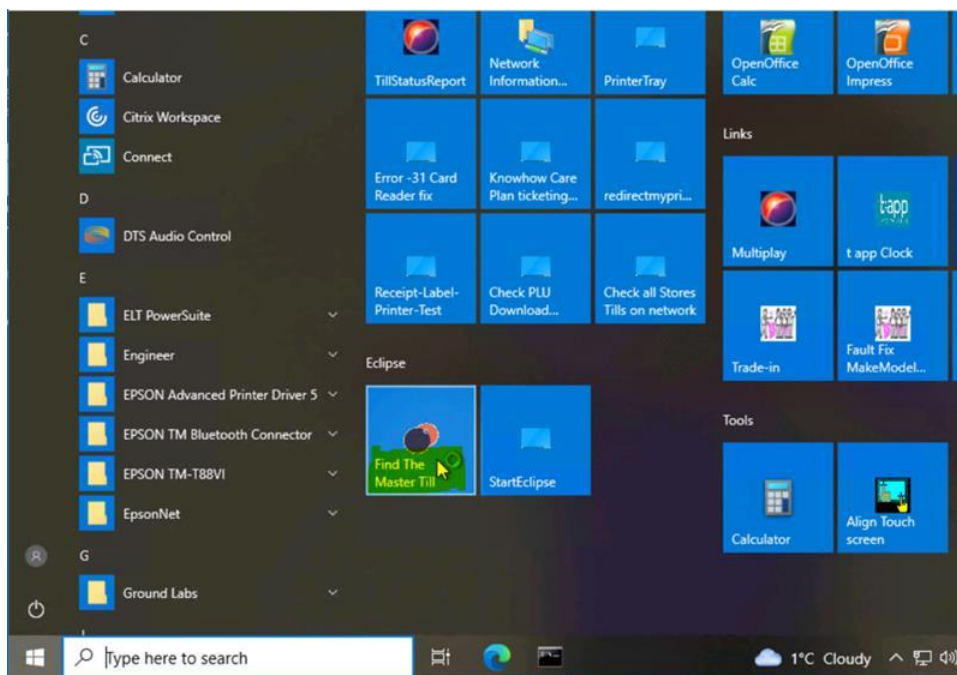
9. If there are unable to find the master till

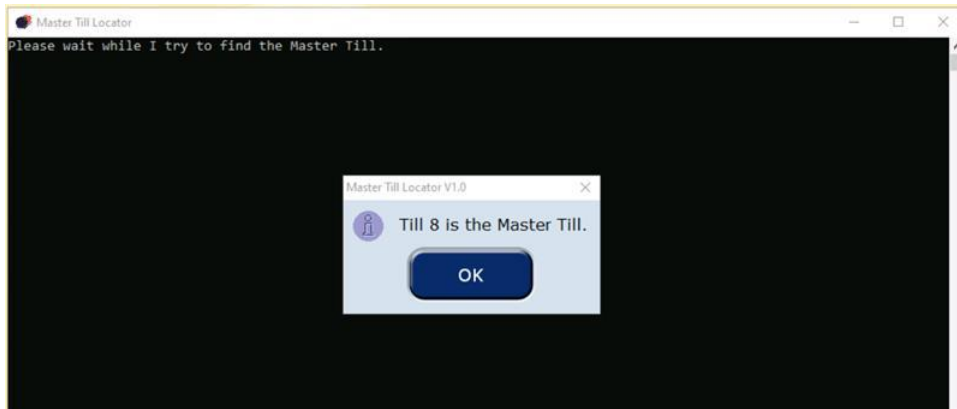**Find the Master Till** to locate the Master Till

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

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 Auth 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 :: @jdbc:oracle:thin:@172.17.4.47:1117:BRNPRDDB/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

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

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

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

Store Code	Store Name	Till	Master	Lag	ETA
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 PROGRESSIN
2264	HUDDERSFIELD	7	7	50391	NOT PROGRESSIN
2264	HUDDERSFIELD	8	8	0	
2264	HUDDERSFIELD	9	8	0	
2264	HUDDERSFIELD	10	10	2271	NOT PROGRESSIN
2264	HUDDERSFIELD	11	8	0	
2264	HUDDERSFIELD	12	8	0	
2264	HUDDERSFIELD	13	13	2264	NOT PROGRESSIN
2264	HUDDERSFIELD	14	5	2264	NOT PROGRESSIN
2264	HUDDERSFIELD	15	8	0	
2264	HUDDERSFIELD	16	8	50074	NOT PROGRESSIN
2264	HUDDERSFIELD	17	10	2275	NOT PROGRESSIN
2264	HUDDERSFIELD	18	16	2271	NOT PROGRESSIN
2264	HUDDERSFIELD	19	8	0	
2264	HUDDERSFIELD	20	8	0	

Watching the session

QF watch for the watching the users screen for this we need to run the command as "qf watch" Then enter the user id then it will show the details --> W-->Y

    A. What is the node like you have told us right to watch we need to be in the some node it that the desktop or something else

Closing the session /Logout form the user screen

Alt+C+D --> Y

For watching the user interface screen

Command "qf rtill"--> enter-->sdisk -->fn+f2*4-->fn+ f2*2-->

Day 09

How to login to eclips

If user is unable to log in through his user ID and the password user must be having one more ID which is created by the branch manager

    1. My desktop is not working?

Frist we will ask hardware issue or software issue

 or is it the os/booting issue or anything else

How to confirm whether till is π or eclipse.

For this use DK Base UnitHP... template

Troubleshoot

What all the issues user will be facing and what the troubleshooting we can do our best to resolve the issue?

Is the ping till connected properly or prove off cable

If there is the noice then its issue in the mother board

If the issue is not resolving then we can pass it on to the next client resolver team.

But before passing on, we need to mention all the traging steps whatever we have performed.

So we have all handy on the template itself.

This is something pingtil pro offline.

So if the till is not powering on or the till is powered on. But the eclipse is not loading.

So in that case we need to check whether the. till has LAN cable connected or not?

then comes to the power cable.

Suppose if the system is not powering on, we need to check whether the power cables is connected properly or not.

And then if the power cable is connected to the base unit, make sure the power cable is also connected to the power socket.

Sometimes, maybe there may be loose connection or there may be issue in the power socket as well.

If the user is telling that there is an issue or the noise inside the base unit, you can consider as is. It is a motherboard issue

take the details and you can pass it on to the next line resolver team we have to pass it to DCG KNOWHOW-Eclips team

2. Monitor Eclipse is not working

   Template as DX Touchscreen

Serial no of Monitor starts form ELO

Serial no of Base unit starts form CZC

We have to confirm whether the issue is with base unit or its with the monitor

Ans)

VGA cable and the power cable is connected properly.

Base unit has light and still the monitor is not powering on

Different monitor that is swap test will ask the user to perform it

If the monitor is not working on this till, and if the same monitor is not working on different till then it's a issue with base unit. For this also we have to assign to Knowhow team

1. Digital signature pad

Templete is digipad issue

Adobe reader should be available in the till.

If it is not working, try to repair the Adobe reader

Unplug and replug the digipad.

Check it on a different terminal if it is working or not.

If that doesn't work, please assign the ticket to.

we have to assign to Knowhow team

For the brightness and contrast and all check the kb

2. Customers Counting machine

Ask user about customer counter. How many customers   are coming in and are going out?

what is the issue on the customer counter, whatever the issue user is telling, capture all those details and then pass it on to the next line resolver team.

Assign it to DX-Customer counter(Eclips)

5)DX-Hand Scanner

if the handscan is not working or the scanner is not detecting or the barcode is not reading properly

we need to perform a swap test.

And confirm whether in that till the scanner is working or not. If that is not working then it is an issue with the scanner. If it is working on that till then it is something issue on this till take the control and go to the devices

5) USB hub/ printer and scanner connected now working

We have two types of USB hub.Blue cyber data

One is cyber data and one more is. Blue

Grey IBM type. Grey

the things you are working if the USB hub power switch turned on not not?

Check that USB hub up link connected from the base unit to the USB hub.

Try both the connections from the base unit and the USB hub.

Whether it is connected properly or not or try to remove and replug it on both the ends.

And check the connections which are connected to the USB hub, whether they have power or not.

And is fan running on USB hub always or not

1. Printer

Templete for this is DX-Epson TML 90/M165B label or type m165

if the printer is not working, we will cross check whether the printer is connected properly or not.

And the power is passing on to it or not the basic things.

And then we'll check the paper is connected properly or not the paper tray.

And also check the usb

Ok ink is there or cartage

then we'll ask whether the ink is there or not

For hp printer the assigment group is HP Managed Print Service

2. DX-PDT Cradle and this second PDT 2800

You turn backside, you have a batteries also. So if that is not working you need to remove as the customer user to remove the battery and then replug in

four pdts are faulty and total number of pdts in the store are eight

You need to take the details and you need to create all. That 4 pdts in single ticket.

3. VX 820/

Verifone. This is a pin pad (Swapping machine)

4. error 31 displays in Eclipse when trying to proceed the card transaction

If it is in software issue, then we'll check with the retail team If it is not working. If it is a issue with the PIN Pad

 before passing on to know how tip just ping it in hardware group OK.

5. Gift card issues.

All that details then check with SVS team

If user is telling that we have not contacted SUS Team then you can cancel this ticket mentioning that guided user to contact the svs team.

User confirms that the amount of gift card is 0 points.

Assignment group raise a ticket with group loss prevention team

For gift card issues, user need to reach out SVS team

Please make a note of it 0800897163

11)your plan issue

the order is not completed or logged by someone else

the limit is 50.

getting that error as your plan ID is invalid

From <https://teams.microsoft.com/v2/>

12)Error received from creation finance 110026, so search

Ajay Kumar G 1 hour 14 minutes 9 seconds

Ask user to try after some time

f it is facing the same issue then collect the details.

Ajay Kumar G 1 hour 14 minutes 24 seconds

And then pass it on and take this template.

 your plan template OK. It's been updated to

your plan BNPP

13)

Ajay Kumar G 1 hour 16 minutes 26 seconds

Keyboard and mouse.

 perform the swap test and confirm then it can pass to the knowhow team

if it is a physical damage, any hardware. If it is a physical damage, just check the details and pass it on.

Ajay Kumar G 1 hour 16 minutes 54 seconds

To the next team.

Ajay Kumar G 1 hour 16 minutes 56 seconds

And we need to collect the screenshot as well if it is a physical damage.

Ajay Kumar G 1 hour 17 minutes 2 seconds

OK.

14)

Holiday balance issue. is same as t app issue

From <https://teams.microsoft.com/v2/>

15)docking station is not working then you'll pass it knowhow team

Software issues   in eclips

1)Offline Transaction Eclipse refund issue and Eclipse got crashed.

amount has been debited twice

Get the details and ss of the error

online transaction passed to the application team.

For refund issues.

We can check the details in the verifone website

Get the details for this and then refunding back to customers and use customer has to wait 7 to 11 business working days Doubt

Open the website and then entire the credential--> currys uk -->Repots -->transaction reports-->filter by field-->Card Details-->Card Number 4 -->Value: --> Insert--> Select the Date

And here you'll the the report will be generated here if the transaction is available, you'll get a display. If the transaction is not available, you won't get the display. It chases no transaction font.

Ajay Kumar G 54 minutes 52 seconds

That means the transaction is not done.

Ajay Kumar G 54 minutes 56 seconds

Suppose if the transaction is done only today, it won't display.

Ajay Kumar G 55 minutes

If it is then on two to three days back or what are the thing? If it is not showing then you can pass on to the next line resolver team.

resolver team. Assigne toPixels retail

2)

 error like the limit is 50

his is the error message which will be displaying on the Eclipse system so that time.

user that this is a known issue at Eclipse.

Ajay Kumar G 56 minutes 28 seconds

The only workaround is to proceed a manual refund.

Ajay Kumar G 56 minutes 31 seconds

With same product and same price if the product and the same price doesn't differ it won't allow to refund it.

Tell the user to

Atlas portal in Atlas Portal, all the links, all the errors, all the issues are mentioned in Atlas Portal.

That is the dictionary.

 3)unable to connect to order service to retrieve order or the order cannot be retrieved as it is locked by someone else.

4)artemisor examples this is one more error message

1. t app application

2. get the details and pass it to the Acc Dixons Retail

3. payslips is not working you have that document

For this

[Payslip Queries.docx](Payslip%20Queries.docx)

4. If not assign it to finance technical team.

Eclipse Monitor Touchscreen - Template and Triage
Eclipse Base Unit HP E600 - Template and Triage
Eclipse WFM - T APP - Template and Triage
Eclipse Hand scanner - Template and Triage
Eclipse PDT PPT2800 - Template and Triage
Eclipse PDT Cradle - Template and Triage
EPSON TML90/M165B label printer - Template and Triage
Eclipse - Refund Issue - Template and Triage
Issues with HP Printer - Template and Triage
Eclipse Your plan Issue - Template and Triage
Eclipse BNPP - Template and Triage
Eclipse Gift card issue - Template and Triage
Eclipse BNPP - Template and Triage
Eclipse - USB hub - - Template and Triage

Faulty Keyboard/ Mouse - Template and Triage
Webcom portal Overview - Eclipse Transaction details fetching.

Open Currys>Edge https://dcgrds.dixonscarphone.com/RDWeb/Pages/en-US/login.aspx?ReturnUrl=/RDWeb/Pages/en-US/Default.aspx> Userid:> Pwd:>

At last you have to ask user

For Password Reset & Unlock : SSPR Registration : http://aka.ms/ssprsetup

For Password Reset & Unlock : SSPR Link : https://passwordreset.microsoftonline.com/