

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 or Mouse	DX Base UNIT HP E600	Hardware/Till	Keyboard, Mouse	Keyboard or Mouse	DCG 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	DX- PDT Cradle	Hardware/Till	PDA	Cradle	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

Number: INC1869806

Caller: [Search]

Business phone: [Search]

Category: Hardware/Till

Subcategory: PDA

Item: Cradle

Business Service: [Search]

Configuration item: [Search]

Caller Location: [Search]

Incident Location: [Search]

Resolved by: [Search]

Sensitive Information Check: []

Jira Reference No: [Search]

Contact Type: Phone

State: New

Updated by: [Search]

Email: [Search]

Impact: 4 - Minor/Localized

Urgency: 4 - Low

Priority: 4 - Low

Assignment group: know

Assigned to: [Search]

Reassignment count: 0

Accepted: []

Escalated: []

Incident - Create INC1872801

Number: INC1872801

Caller: [Search]

Business phone: [Search]

Category: Identity/Access management

Subcategory: Active Directory

Item: Password Reset

Business Service: [Search]

Configuration item: [Search]

Caller Location: [Search]

Incident Location: [Search]

Resolved by: [Search]

Sensitive Information Check: [Search]

Jira Reference No: [Search]

Short description: Citrix Password Reset-Expired

Description: User ID: [Search]
Location: [Search]

Contact Type: Phone

State: New

Updated by: [Search]

Email: [Search]

Impact: 4-Minor/Localized

Urgency: 4-Low

Priority: 4-Low

Assignment group: [Search]

Assigned to: [Search]

Reassignment count: 0

Accepted: [Search]

Escalated: [Search]

Escalated P3: [Search]

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 Dlxons 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://dxonsretail.sharepoint.com/:w/r/sites/DCGSD/_layouts/15/Doc.aspx?sourcedoc={7A2CF8BB-83A9-4959-8A33-646D7CC6C10}&file=Citrix Password Reset.docx&action=default&mobileredirect=true

- Currys
 - CPW Business Object
 - Crystal
 - Currys.co.uk - Backend
 - Currys.co.uk - Operations
 - Currys.co.uk - Post Basket
 - Currys.co.uk - Pre-Basket
 - Currys.ie - Backend
 - Currys.ie - Operations
 - Currys.ie - Post Basket
 - Currys.ie - Pre-Basket
 - Currys.UK & Currys.IE postbasket
 - cws.secure-mobiles.com
 - DANDI/DIMS
 - DCL Active Directory
 - DCL and COSMOS DNS
 - DCL Backup
 - DCL Email
 - DCL VPN
 - Device Insurance Self Serve Platform
- ~ None ~