

Since version 2.6, Customer Monitor contains a functionality that notifies of non-updated computers for more than 3 months (Windows update). All installed updates, as well as date of the last update, can be viewed at *Presentation and Evaluation -> Presentation -> Zones -> zone OS update* as you can see on the next image.

Sekcia	Parameter	1. VASNB28	2. VASNB37	3. VASPC002	4. VASPC006	5. VASPC007	6. VASPC008
Network Name		LSRAKQVA-AB	VASNB037	VASBA002	VASBA006	VASBA007	VASBA008
User		Ivar	Slavomir	Sidonia	Fakturovacny pocitac	Anna	Jana F.
Location		Regionálny manažer stred a východ	Prešov	3p. Prepracovanie	Ba - 3p. - logistika - fakturácia, v kancelárii nárovo	Ba, 3p., expedícia	Ba, 3p.
Product name		Windows 7 Professional	Windows 7 Professional	Windows 7 Professional	Windows 7 Professional	Windows 7 Professional	Windows 7 Professional
Service pack version		1	1	0	1	1	1
Last update installation		19.02.2013 17:35:13	16.02.2013 16:44:22	15.02.2013 02:05:45	14.02.2013 02:04:14	23.02.2013 02:00:32	14.02.2013 02:00:32

Image: Zóna OS Aktualizácia

If date of the last update is older than three months, this state is considered erroneous. Information about the faulty state can be found in the section Errors and the operator is informed about it by email. The error is removed by launching and installing updates on the given PC.

X	Id	Úroveň	Trvanie poruchy	Popis poruchy	Dátum poslednej aktualizácie OS	Dátum vytvorenia poslednej aktualizácie OS	CM-ID počítača	Meno počítača v sieti	Používateľ	Spoločnosť
	13765494	●	12d 9h 41m 43s	OS - aktualizácia Windows	13.11.2012	11.02.2013	VASPC007	VASPC007	Michal Vysoký	modrá a.s.
	13765571	●	15d 11h 53m 44s	OS - aktualizácia Windows	10.11.2012	08.02.2013	VASPC008	VASPC008	Michal	modrá a.s.
	13762130	●	48d 16h 40m 57s	OS - aktualizácia Windows	07.10.2012	04.02.2013	VASPC009	VASPC009		modrá a.s.
	13698560	●	158d 20h 20m 9s	OS - aktualizácia Windows	26.06.2012	23.11.2012	VASPC005	VASPC005	Anna	modrá a.s.

Image: Oznamovania neaktualizovaných počítačov viac ako 3 mesiace (Windows update) v časti Poruchy

You can either confirm the error in its detail, or create a new request in C-Desk, which is going to be solved by the operator assigned to the company.

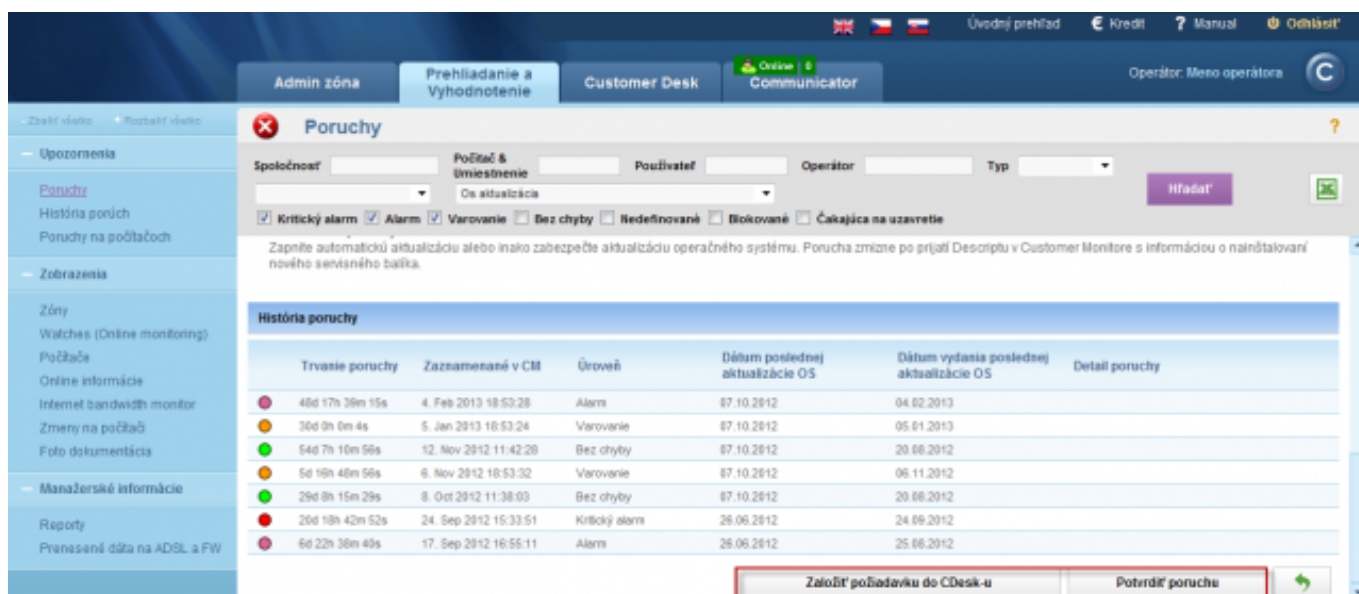


Image: Zobrazenie detailu poruchy z možnosťou potvrdiť poruchu alebo založiť novú C-Desk požiadavku z poruchy

The error can be also confirmed - then it'll stay in the list of errors until the updates are installed, or you can confirm the error and block its evaluation and notification, after which the update status on this PC will no longer be evaluated.

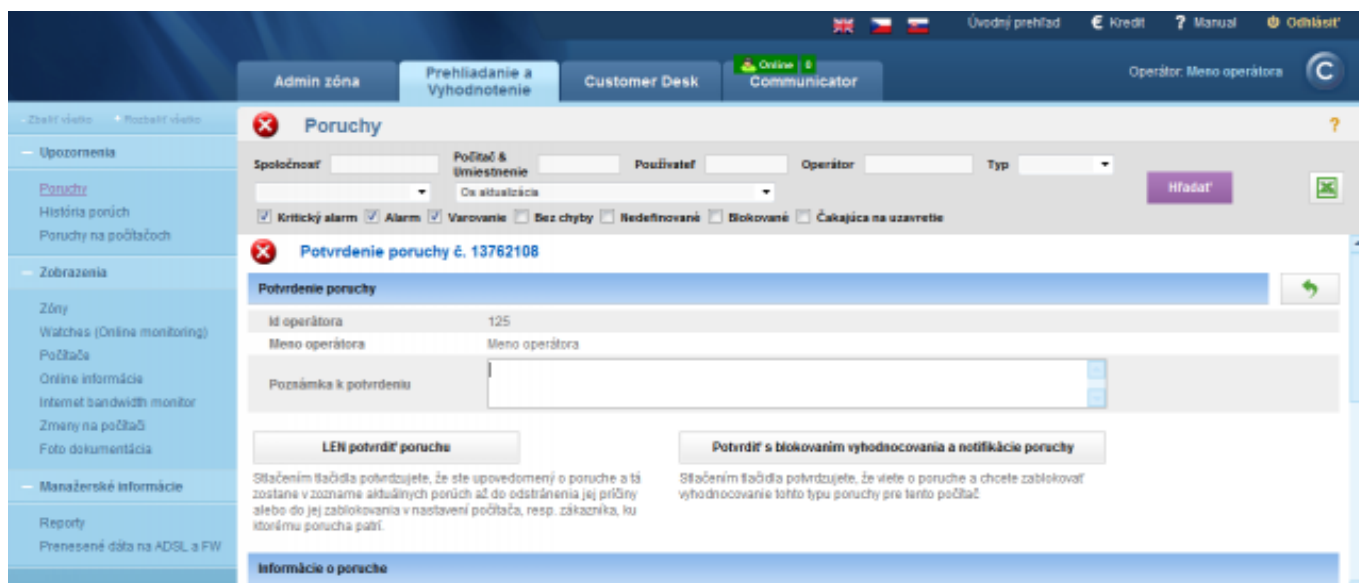


Image: Možnosti potvrdenia poruchy

Date:
02/22/2013



[1]



[2]



[3]



[4]

Links

- [1] <https://customermonitor.eu/sites/default/files/os%20update.png>
- [2] <https://customermonitor.eu/sites/default/files/os%20aktualizacia%201.png>
- [3] <https://customermonitor.eu/sites/default/files/os%20aktualizacia%202.png>
- [4] <https://customermonitor.eu/sites/default/files/os%20aktualizacia%203.png>