Ver: Cómo resolver un problema

1. En la ventana de atención del problema, haga clic en < y complete el formulario RFC.

Number Case: 39												-	х
Problem_general : Touchpad issues after	OS I	upgrade			Maxim	un time:2	:880 - Prior	ity : High		26	Ø		R
Category : Security Service\Un	now	n : Proble	em Detail										
Description	Щ.	Matrix of	Activities								2 🖻 🤞	841	
Some users have reported issues with their touchpad following their upgrade to Windows	*	Step	IDSDTICKET	Title	Edo Activity	Return	Туре	Order					
10.			0		MODEL		IN MODEL	0					
Guide or general help	ц.		Investia	tion on	d disessis		C	ha Marana an		- 4	Implement coluti		
**			Investige	ation an			Crea	te known er	ror and work arour	10	Implement soluti	011	_
This record was created because there is something wrong that can or is impacting several users or critical functions. First, you should gather all of the information about the incident related and services impacted, then	•	© ⊙ Step	Comment Check all incidents and RFCs related or with the same Category. Apply Root cause techniques to detect the Root cause of this problem										
Atention	щ											-	
	•												
Message	щ											-	
	•									Change ste Create Kn	ep: own error and Wo	ırk z 🔹 🗲	

Pantalla de atención de problemas

Ticket number: 47								
Select user :	Q	Attachments						
Description :		Name file	Description	n				
Roll back touchpad driver. During the upgrade process, Windows 10 will instal new drivers on your system. In certain cases, these drivers may not compatil with your current hardware.	l ble							
Title :								1
Roll back imcompatible driver	•							
Information: Select a category Category :\Security Service\Unknown\ <change> Detail : Change WorkArrown Count 0 IDMDSLA SLANAME TITLEM DATEM 6 RequestforChange_Genaral Defaul</change>	Q IAME t	CI Affected NAME LAPTOP 001	DEFINE DEVICE	SERIAL 000218	BRAND SAMSUNG	IDCI 220	DESCRIPTION LAPTOP 001	
	,							шQ
Urgency : Medium	•							
Priority : High •								
Is Mayor:							1. 00 0	•
								^

Formulario RFC

2. En la matriz de actividades, seleccione el RFC y empiece la atención:

Add action Ticket :47 External Handler											
RequestforChange_Genaral : Roll back imcompatible driver Maximun time : 2880 - Priority : Hi											
🚡 🥕 🐳 Category : Security Service\Unknown : Change 🛛 Detail											
Description [#] Matrix of Activities											
Roll back touchpad driver. During the upgrad process, Windows 10 will install new drivers	•	Step	IDSDTICKET	Title	Edo Activity	Return	Туре	Order			
your system. In certain cases, these drivers			0		MODEL		IN MODEL	0			
hardware.											
	•										

Continuar con la atención del problema, agregar actividades y acciones requeridas.

Para crear errores conocidos y soluciones de trabajo: Crear errores conocidos y soluciones de trabajo





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