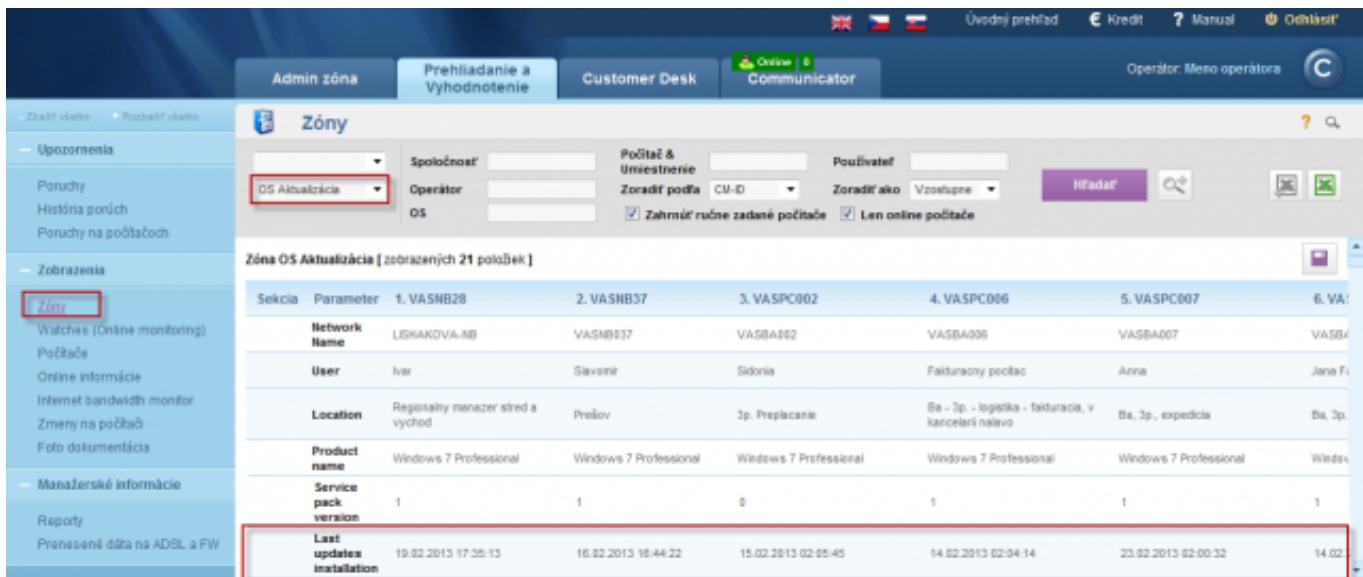


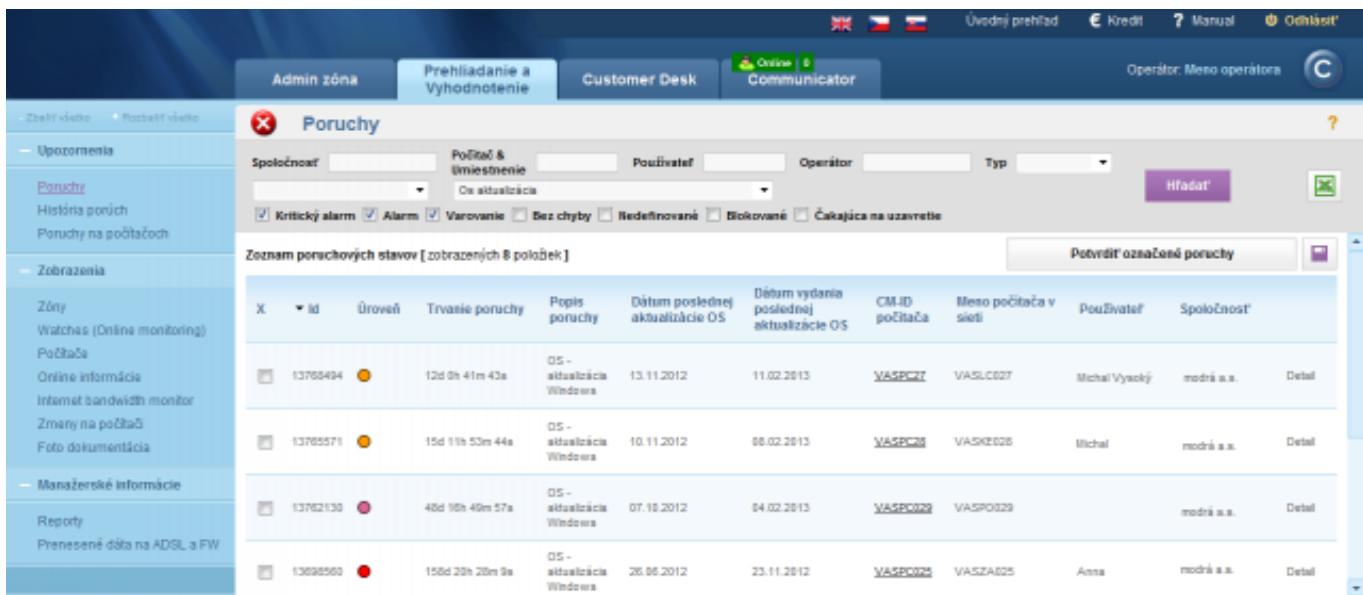
Since version 2.6, Customer Monitor contains a functionality that notifies of non-updated computers for more than 3 months (Windows update). All installed updates, as well as date of the last update, can be viewed at *Presentation and Evaluation -> Presentation -> Zones -> zone OS update* as you can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



Sekcia	Parameter	1. VASHB28	2. VASHB37	3. VASPC002	4. VASPC006	5. VASPC007	6. VA
Network Name	UŠKAKOVÁ-NB	VASHB37	VASBA002	VASBA006	VASBA007	VASB	
User	Ivan	Slavomír	Sidonia	Faktúrny počítač	Ajna	Jana F.	
Location	Regionálny manažér stred a východ	Prešov	3p. Preplacanie	Ba - 3p. - logistika - fakturácia, v kancelárii načas	Ba, 3p., expedícia	Ba, 3p.	
Product name	Windows 7 Professional	Windows 7 Professional	Windows 7 Professional	Windows 7 Professional	Windows 7 Professional	Wind	
Service pack version	1	1	0	1	1	1	
Last update date 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 vydania poslednej aktualizácie OS	CMID počítača	Meno počítača v sieti	Používateľ	Spoločnosť	
	13765494	●	12d 0h 41m 43s	OS - aktualizácia Windows	13.11.2012	11.02.2013	VASPC027	VASLC007	Michal Vysoký	modrá a.s.	Detail
	13765571	●	15d 11h 50m 44s	OS - aktualizácia Windows	10.11.2012	08.02.2013	VASPC028	VASKE005	Michal	modrá a.s.	Detail
	13762130	●	48d 16h 49m 57s	OS - aktualizácia Windows	07.10.2012	04.02.2013	VASPC029	VASPO029		modrá a.s.	Detail
	13698260	●	158d 23h 26m 3s	OS - aktualizácia Windows	26.06.2012	23.11.2012	VASPC025	VASZA025	Anna	modrá a.s.	Detail

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.

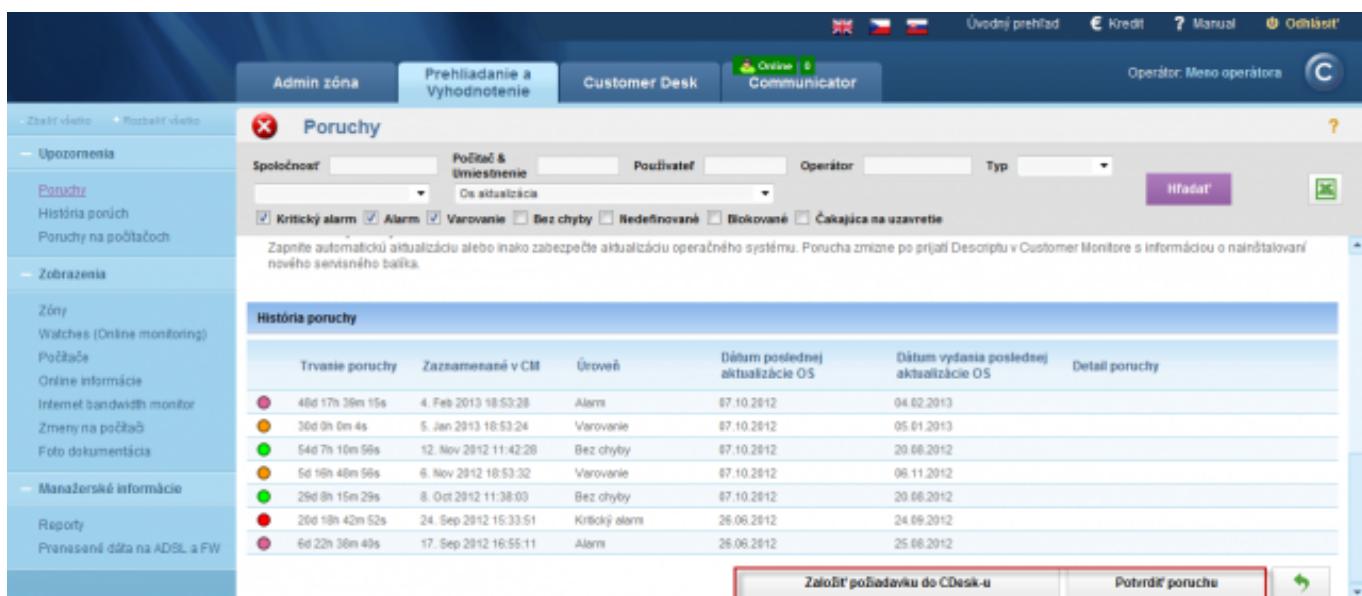


Image: Zobrazenie detailu poruchy z možnosťou potvrdiť poruchu alebo založiť novú C-Desk požiadavku z poruchy

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.

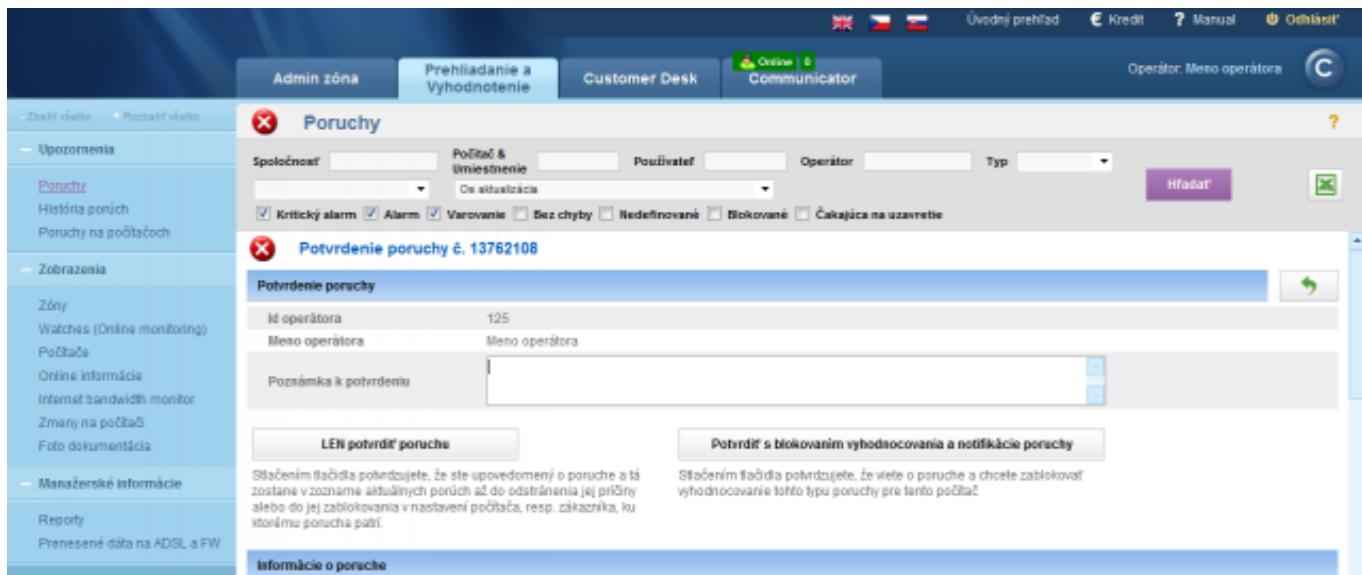
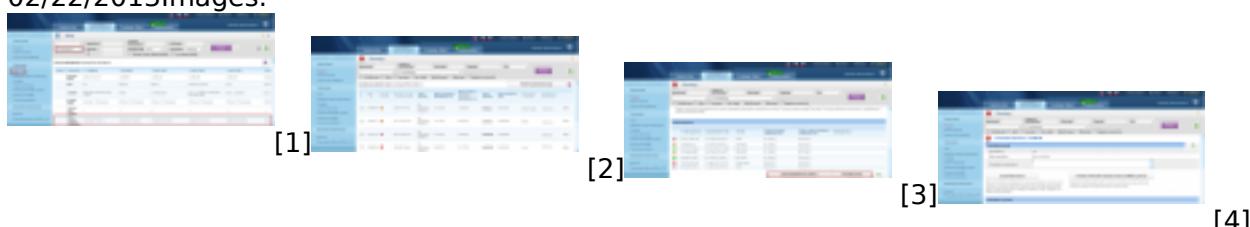


Image: Možnosti potvrdenia poruchy

Date:
 02/22/2013
 Images:



Links

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