

Create a RFC from a problem record

See:

[How to solve a problem](#)

1. In the *Problem attention* window, click on  and complete the RFC form.

Number Case: 39

Problem_general : Touchpad issues after OS upgrade Maximun time : 2880 - Priority : High

Category : Security Service\Unknown : Problem Detail

Description
Some users have reported issues with their touchpad following their upgrade to Windows 10.

Matrix of Activities

Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
0			MODEL		IN MODEL	0

Guide or general help
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

Attention

Message

Comment
Step
Check all incidents and RFCs related or with the same Category. Apply Root cause techniques to detect the Root cause of this problem

Change step:
Create Known error and Work around

Problem attention screen

Ticket number: 47

Select user :

Description :
Roll back touchpad driver. During the upgrade process, Windows 10 will install new drivers on your system. In certain cases, these drivers may not compatible with your current hardware.

Title :
Roll back incompatible driver

Information: Select a category
Category : ..\Security Service\Unknown\<Change>
Detail : Change

WorkArrown Count 0

IDMDSLA	SLANAME	TITLEM	DATENAME
6	RequestforChange_General	RequestforChange_General	Default

Urgency : Medium Impact : High
Priority : High
Is Mayor:

Attachments

Name file	Description

CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
LAPTOP 001	DEVICE	000218	SAMSUNG	220	LAPTOP 001

RFC form

2. In the matrix of activities select the RFC and start attention:

Add action Ticket :47 External Handler

RequestforChange_General : Roll back incompatible driver Maximun time : 2880 - Priority : High

Category : Security Service\Unknown : Change Detail

Description
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Matrix of Activities

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Continue with the problem attention, add activities and actions required.

To create Knownerrors and Workarounds:
[Create Knownerrors and Workarounds](#)

From:
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