

User console

1. Log into **Atis portal**, click on **User case > Console**

Console

..\\User Case\\Console

Drag a column header here to group by that column

IDCAS	STATUS	IS M	USER	TIME	TIME P	PRIORI	SOURC
3	InProgress	☒	Usr 001	0	0	High	NORMA
5	InProgress	☒	Usr 001	0	0	High	NORMA
8	InProgress	☐	Usr 001	0	0	High	NORMA
9	InProgress	☐	Usr 001	0	0	High	NORMA
16	InProgress	☒	Usr 001	0	0	High	NORMA
28	InProgress	☒	Usr 001	0	0	Medium	NORMA
39	InProgress	☒	Usr 001	0	0	High	NORMA

Count=9

Refrescar

View Case

2. Select a case on the grid and click on  **View Case** to see case details:

-

X

 Incident_general : Print queue blocked despite cancellation

★★★★

Description

User noticed that the queue for file and data printing become frozen due to a jammed printing trouble and however when you cancel the printing, neither the cancellation nor the nor the waiting print queue works. This problem forces him to restart Windows to solve this printing error.

Message



In the **Message area** the user can send messages to the administrator

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