



Support

ILION Support - Servicio help desk

The support system

INTRODUCTION

This module is the auxiliary tool enabling the Help Desk to smoothly handle all possible incidents.

ADVANTAGES

ILION Support is a Help Desk tool with a differential value in its own right. This single tool contains all the functions required to provide online support to multiple stores in several languages.



TICKETFEPTIPO	0	bo
TICKETENCARGO	0	cha
TICKETENCARGOTIPO	ticket	boo
TICKETENTRADACAJA		bool
TICKETENTRADACAJATIPO	A4	char
TICKETMINI		char
GESTIONVALES	ticket	char
GESTIONDEUDA		char
GESTIONTICKET	1	char
ENTRADAS	1	char
CIERRE CIERRE		bool

FEATURES

Ilion Support provides the following functionalities:

- ↳ **Store data.** basic, but sufficient, store data.
 - ↳ Technical information, general, business lines, distribution, human resources, seamstresses, warehouses, rates, etc.
 - ↳ Sales queries
 - ↳ Movement queries
 - ↳ Cash closure queries
 - ↳ Date export utilities
 - ↳ Remote connection/maintenance
 - ↳ Store error log queries
- ↳ **Access** - Provides lists of users and programs accessing the system.
- ↳ **Errors** - Access to list of program or other system errors.
- ↳ **Online support** - Access to instant messages. This system enables users to connect to the different chat rooms, with a support user providing online support. Access is also available for advanced users with the pertinent authorisation, holding virtual meetings in the different chat rooms available.
- ↳ **Direct access.** The functionalities are completed with direct access.
 - ↳ Ilion Business Portal / Ilion Business Support
 - ↳ In-house mail
 - ↳ Book: online catalogue
- ↳ **Service Desk.** Help Desk/external online help service.
- ↳ **Ilion Server SGBB.**
- ↳ **Camera access** - Video surveillance cameras accessible through IP, if available, are associated to this menu.
 - ↳ Ofisec.Net
 - ↳ Vixia.Net

ILION SUPPORT INTERFACE

1. STORE DETAILS – TECHNICAL DATA

DATOS TECNICOS

Ip Lan	10.2.1.1
Mascara Lan	255.255.255.0
Ip_Wan	60.24.113.11
Ip Base de Datos	10.2.1.2
Ip BD Replica	172.18.254.10
Puerto	5432
Ip Wan Hq	60.34.64.237
Numero Procesadores	1
Base de datos	ilion_pos_c02
Base Datos Backup	
Version Base Datos	8.1
Numero Terminales	2
Token1	postgres
Token2	sqlps
Version Ilion	2.31.280
Fecha Version Ilion	02/08/2006
mydatabaserpl	ilion_pos_c02
mydatabasedemo	
postgresversion	8.1
Ip Wan Soap	60.34.65.136
so_user	
so_pass	
so_op	Windows 2000 pro
so_version	

categorias | **localidad**

Accesorios Hombre Mujer	Ourense
Accesorios Hombre Mujer	Madrid
Accesorios Hombre Mujer	Alcobendas
Accesorios Hombre Mujer	Bilbao
Accesorios Hombre Mujer	Salamanca
Accesorios Hombre Mujer	Palma de Mallorca
Accesorios Hombre Mujer	Barcelona
Accesorios Hombre Mujer	Madrid
Accesorios Hombre Mujer	Oviedo
Accesorios Hombre Mujer	Valencia
Accesorios Hombre Mujer	Sevilla
Accesorios Hombre Mujer	Valladolid
Accesorios Hombre Mujer	Zaragoza
Accesorios Hombre Mujer	NO CITY
Accesorios Hombre Mujer	Mucia
Accesorios Hombre Mujer	NO CITY
Accesorios Hombre Mujer	Oporto
Accesorios Hombre Mujer	Lioba
Accesorios Hombre Mujer	Madrid
Dufel	Las Rozas
Dufel	Oporto
Dufel	Lioba
Accesorios	Madrid
Accesorios	Marbella
Accesorios	Madrid
Accesorios	Barcelona
Accesorios	Valencia
Accesorios	Vigo
Accesorios	Valencia

Accesos

scope	IBERIA CH
mark	CH Carolina Herrera
ipotienda	PROPIA
categorias	Accesorios Hombre Mujer
localidad	Ourense
idstore	119
store	C02-CH PARQUE DE S. LÁZARO 7 Ourense
techdata	1

2. ILION HQ ACCESS

Accesos

id	idlogcode	mgroupp	info	description	dupdate	app	ip
10951165	4	LOGON	jc.mendez	Entrada en el sistema	07/02/2007 14:35:43	Ilion Support	192.168.229.155
10952498	4	LOGON	cgonzalez	Entrada en el sistema	06/02/2007 16:56:09	Ilion Support	172.17.249.250
10521247	4	LOGON	cgonzalez	Entrada en el sistema	02/02/2007 17:10:32	Ilion Support	198.0.0.138
10831423	4	LOGON	cgonzalez	Entrada en el sistema	23/01/2007 11:30:16	Ilion Support	198.0.0.138
10798517	4	LOGON	cgonzalez	Entrada en el sistema	16/01/2007 11:19:23	Ilion Support	198.0.0.138
10754110	4	LOGON	mpedrogonzalez	Entrada en el sistema	09/01/2007 16:49:47	Ilion Support	172.18.254.190
10740171	4	LOGON	cgonzalez	Entrada en el sistema	19/12/2006 12:47:29	Ilion Support	172.17.249.174
10740196	4	LOGON	cgonzalez	Entrada en el sistema	19/12/2006 11:28:58	Ilion Support	172.17.249.174
10706762	4	LOGON	cgonzalez	Entrada en el sistema	14/12/2006 11:09:20	Ilion Support	198.0.0.138
10701141	4	LOGON	cgonzalez	Entrada en el sistema	12/12/2006 14:32:55	Ilion Support	198.0.0.138
10700679	4	LOGON	cgonzalez	Entrada en el sistema	09/12/2006 12:56:19	Ilion Support	198.0.0.138
10700620	4	LOGON	ju.mendez	Entrada en el sistema	08/12/2006 6:57:26	Ilion Support	172.17.249.142
10636489	4	LOGON	ju.mendez	Entrada en el sistema	04/12/2006 3:31:53	Ilion Support	172.17.249.142
10636320	4	LOGON	ju.mendez	Entrada en el sistema	01/12/2006 16:10:46	Ilion Support	192.168.229.102
10631205	4	LOGON	cgonzalez	Entrada en el sistema	29/11/2006 10:48:21	Ilion Support	198.0.0.138
10622003	4	LOGON	cgonzalez	Entrada en el sistema	06/11/2006 21:03:21	Ilion Support	172.17.249.158
10521349	4	LOGON	cgonzalez	Entrada en el sistema	05/11/2006 10:58:44	Ilion Support	172.17.249.158
10520513	4	LOGON	cgonzalez	Entrada en el sistema	03/11/2006 8:42:00	Ilion Support	198.0.0.138
10513316	4	LOGON	carmen.gonzalez	Entrada en el sistema	25/10/2006 10:44:29	Ilion Support	198.0.0.138
10512621	4	LOGON	carmen.gonzalez	Entrada en el sistema	24/10/2006 16:16:25	Ilion Support	198.0.0.138
10512595	4	LOGON	carmen.gonzalez	Entrada en el sistema	24/10/2006 14:15:20	Ilion Support	198.0.0.138
10511449	4	LOGON	carmen.gonzalez	Entrada en el sistema	23/10/2006 8:28:20	Ilion Support	198.0.0.138
10506864	4	LOGON	carmen.gonzalez	Entrada en el sistema	17/10/2006 10:04:06	Ilion Support	198.0.0.138
10506531	4	LOGON	carmen.gonzalez	Entrada en el sistema	16/10/2006 14:37:20	Ilion Support	198.0.0.138
10503157	4	LOGON	carmen.gonzalez	Entrada en el sistema	13/10/2006 10:11:55	Ilion Support	198.0.0.138
10502577	4	LOGON	carmen.gonzalez	Entrada en el sistema	10/10/2006 14:17:07	Ilion Support	198.0.0.138
10501694	4	LOGON	carmen.gonzalez	Entrada en el sistema	09/10/2006 14:45:58	Ilion Support	198.0.0.138
10500294	4	LOGON	carmen.gonzalez	Entrada en el sistema	04/10/2006 12:51:08	Ilion Support	198.0.0.138
10499598	4	LOGON	carmen.gonzalez	Entrada en el sistema	03/10/2006 12:32:46	Ilion Support	198.0.0.138
10499525	4	LOGON	carmen.gonzalez	Entrada en el sistema	02/10/2006 11:53:32	Ilion Support	198.0.0.138
10449587	4	LOGON	carmen.gonzalez	Entrada en el sistema	29/09/2006 11:54:25	Ilion Support	198.0.0.138
10440135	4	LOGON	carmen.gonzalez	Entrada en el sistema	27/09/2006 22:05:47	Ilion Support	198.0.0.138
10440133	4	LOGON	carmen.gonzalez	Entrada en el sistema	27/09/2006 22:04:26	Ilion Support	198.0.0.138

Detalle de Acceso

Campo	Valor
id	10951647
idlogcode	4
mgroupp	LOGON
info	ju.mendez
description	Entrada en el sistema
dupdate	05/10/2007 17:10:56
app	Ilion Support
ip	198.0.0.13

3. SYSTEM ERRORS

id	idlogcode	mgroup	info	description	dupdate	idbu
1095182	4	L_esp_reponer	Notice 0.Mov.263879	L_esp_reponer(923';62PM366120221L;1)	07/02/2007 14:41:07	
1095181	4	L_esp_reponer	Notice 0.Mov.263878	L_esp_reponer(923';62PM406320221L;1)	07/02/2007 14:41:07	
1095180	4	L_esp_creamovimiento	Notice 0.Mov.263877	L_esp_crear_movimiento(CC7';62CM60090073208'1NVV'.1)	07/02/2007 14:41:06	
1095179	4	L_esp_creamovimiento	Notice 0.Mov.263876	L_esp_crear_movimiento(CC7';62CM442902231S'1NVV'.1)	07/02/2007 14:41:06	
1095178	4	L_esp_reponer	Notice 0.Mov.263875	L_esp_reponer(DW1';71DM74295523L;1)	07/02/2007 14:41:03	
1095177	4	L_esp_reponer	Notice 0.Mov.263874	L_esp_reponer(DW1';52CB80140203142;2)	07/02/2007 14:41:03	
1095176	4	L_esp_reponer	Notice 0.Mov.263873	L_esp_reponer(DW1';71DM40010018112;2)	07/02/2007 14:41:03	
1095175	4	L_esp_reponer	Notice 0.Mov.263872	L_esp_reponer(DW1';71DM420395012L;1)	07/02/2007 14:41:03	
1095099	4	L_esp_creamovimiento	Notice 0.Mov.263871	L_esp_crear_movimiento(DW1';71CM420305012L'1NVV'.1)	07/02/2007 14:21:04	
10954986	4	DC->L_article_sku_new	Warning idArticleReference 49961	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10954988	4	DC->L_article_sku_new	Warning idArticleReference 49961	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10954980	4	DC->L_article_sku_new	Warning idArticleReference 49961	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10954982	4	DC->L_article_sku_new	Warning idArticleReference 49961	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10954994	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10954996	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10954988	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10955000	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950002	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950004	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950006	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950008	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950010	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950012	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950014	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950016	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950018	4	DC->L_article_sku_new	Warning idArticleReference 49962	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950020	4	DC->L_article_sku_new	Warning idArticleReference 49964	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950022	4	DC->L_article_sku_new	Warning idArticleReference 49964	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950024	4	DC->L_article_sku_new	Warning idArticleReference 49964	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950026	4	DC->L_article_sku_new	Warning idArticleReference 49964	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950028	4	DC->L_article_sku_new	Warning idArticleReference 49964	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	
10950030	4	DC->L_article_sku_new	Warning idArticleReference 49965	ArticleReference not found looking for idarticleProvider	07/02/2007 14:20:18	

Campo	Valor
id	10954994
idlogcode	4
mgroup	DC->L_article_sku_new
info	Warning idArticleReference 49962
description	ArticleReference not found looking for idarticleProvider
dupdate	07/02/2007 14:20:18
idbu	172.18.254.19

TODAY IS TOMORROW

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