Unfortunately, Danfoss employees are not allowed to use guest network. It is only for guests.

If you have any trouble with connection, please forward this information to 1234.

Users are not advised to use guest network regarding to Danfoss policy that guest network is not designed for standard users.

#advice #wifi

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To change photo in Lync / Outlook, please send it to us as an attachment.

In case you like to change it in Danfoss Directory, you should do the same and send it to Photo Danfoss Directory [R120311@danfoss.com](mailto:R120311@danfoss.com)

Under link below you can find the photo requirements:

http://directory.danfoss.net/hjaelp.asp

#forward

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

Could you specify which SAP system your report concerns?

Hello.

Could you specify which system, tool or application it concerns?

BR

DGIT

#details #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How can we support you on this case?

There is no need to attach 1234 in CC for information purposes.

Please remember to attach possibly all details while contacting with 1234.

Write also directly to 1234@danfoss.com, please - it is the proper IT email address which lets us act as soon as we can.

To create ticket, a detailed mail should be addressed directly to 1234.

We don’t register mails which copy is sent to 1234 unless that is clearly mentioned in the text of e-mail.

#advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your password has been changed to:

The account in BI has been unlocked.

To prevent the similar problems in the future, please login manually to SAP P13 using SAP Logon pad.

SAPP13 locking could be caused by Danfoss IT if, for example, it is not used for 180 days or the user has tried to log on when he previously failed to do it successfully more than 3 times.

RFC Errors in BI are solved by logging in manually (via SAP logon - P13). It has to be done within a week after account unlocking, if not, it will be locked again.

Instruction about SAP BI error prevention sent via e-mail

#password #unlock #BI

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

You can easily install xyz via the link given below:

http://software.danfoss.net/

#advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

/\* File attached \*/

/\* Photo attached \*/

/\* Screenshot attached \*/

/\* Screenshot with SU53 attached \*/

/\* Screenshot with error message attached \*/

/\* Screenshot with SSO error attached \*/

/\* Screenshot with RFC error attached \*/

/\* Screenshot from Danfoss Directory attached \*/

/\* Screenshot with error message "User account not in validity date" attached \*/

/\* Screenshot with error message "Workitem could not be started" attached \*/

/\* Screenshot with credentials prompt attached \*/

/\* Screenshot with error "Not enough quota is available to process this command" attached \*/

/\* Screenshot with “access denied” Sharepoint error message attached \*/

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your request for new or changed permissions in R/3 SAP system must be sent via the site given below:

For following SAP systems:

APP/APQ/APD

SBP/SBQ/SBD

SHP/SHQ/SHD

SRP/SRQ/SRD

P02/Q02/T02

P08/Q08/T08

P16/Q16/T16

P19/Q19/T19

P22/Q22/T22

P24/Q24/T24

P37/Q37/T37

P38/T38

please go to: https://sapaccess.danfoss.net

You can find the introduction and FAQ on the left part of the homepage.

For other SAP system, please go to http://sapauthorisation.danfoss.net/

When you use this site, the request will be handled by the relevant super user/manager before it is sent to 1234, Service Desk.

In the request please emphasize the name of the transaction and send an SU53.

All user access related requests in SAP must be created in https://sapaccess.danfoss.net OR http://sapauthorisation.danfoss.net. If you need help in creating the request, then please forward a detailed information what makes a trouble to us or to your manager. We can redirect your request to User Administration team to receive a support.

#SAP #forward

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This email is spam and should be deleted. If you clicked on the link in the email, you need to run a full system scan. If the scan detects a virus, contact IT at 1234 again.

#advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please refer to

http://gsservicecatalogue.danfoss.net/RequestCenter/myservices/navigate.do?query=serviceid&sid=618

Here you can order access to server folders.

#SCAT #forward

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

You can unlock UAC for software installation using the following tool:

Start -> All programs -> Danfoss IT Tools -> temporary Unlock

#advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Unfortunately, we are not able to see the SAP Access requests and thereby affect on them.

You have received an e-mail with this request if that was submitted by you - at the bottom there is a link which allows you to check the status.

If you didn’t register this and don’t know the person who did it to check the status, let us know and we will create a ticket to User administration team to check this.

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

As the temporary solution, try to use those tools if they are available on your PC:

- make sure you are connected with the network cable or to the docking station

- Start > All programs > Danfoss IT tools > GPO Refresh

- logout from system and login again

- Start > All programs > Danfoss IT tools > Connect my networkdrives

#advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For Concur related requests and incidents, please refer to [concur@danfoss.com](mailto:concur@danfoss.com)

#forward

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The international external telephone number to 1234 is:

+45 7488 1234

or (for Deutschland):

+45 7488 1219

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We can inform you, that app. 90% of cases regarding SAP authorizations are solved within 5 working days.

#1234 #advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For the Cornerstone non-technical related issues and questions please contact with [cornerstone@danfoss.com](mailto:cornerstone@danfoss.com)

#forward

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello. We received an incident report on 1234 from XYZ regarding ZYX and we were asked to assign you to this. Do you accept?

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your incident ticket was closed with the following description:

""

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I suggest to change a default browser back to IE – this is the browser supported by DGIT. You can do this by:

- running Internet Explorer

- enter Tools (alt+X) -> Internet options

- on the "programs" tab press "Make default" button

#advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you have any questions, please do not hesitate to contact us at 1234@danfoss.com

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The request is waiting in a queue to be processed.

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

I added your information to the ticket, it is still opened.

If you need to raise its urgency, please specify the reason in your reply.

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

Please refer to Remedyforce Self-Service instead of Service Center to create new IT tickets:

https://danfoss--bmcservicedesk.na8.visual.force.com/apex/StdSelfServiceHome

You can create request by yourself there using a Vacon template.

#1234 #advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

User reported that bug has been fixed.

#closure

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you know that the ticket won't be approved soon, please forward this information to us - we will ask for approval the manager's manager.

#1234 #advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi.

User has to contact us directly to get the password reset due to security reasons.

The international external telephone number to 1234 is:

+45 7488 1234

#access #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All new Danfoss workers should be created by HR in their systems first. Then the same dept. is requesting the accesses from IT.

#advice

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

I reassigned this ticket to another team. Sorry for the long waiting time.

I hope you will receive your support soon.

#status #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

The ticket is still waiting to be processed. Unfortunately, the queue that is taking care of this case is very busy these days. Your ticket has the highest possible urgency.

Sorry for your inconvenience.

#status #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I added your information, however, the team of 1234 Service Desk cannot provide the users with the exact date of requests completion. The completion time may depend on the size of queue, requests complexity or responsible team business. Expected delivery date is an average completion time of similar tickets.

#status #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

I added your information to the request and raised its priority.

Sorry for your inconvenience.

#status #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We hereby cancel your request due to not having enough information.

If you want to raise another one, please contact us at 1234@danfoss.com

#closure

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Outlook: file -> account settings -> tab "Data files" -> Settings -> tab "advanced" -> add

#advice #outlook

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What seems to be the problem and which system works incorrectly?

Who is affected? (a person, a group of people, an entire site)

Where do you work? Please state your workplace (office, meeting room, home)

When did the problem begin? (since Monday, since office 2010 installation)

Describe impact and urgency

#5W #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

Could you share some more details on this case with us?

BR

Kacper Foremny

#1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Can you state which SAP system is concerned, please? (e.g., SRP, SRQ, P08, P02…).

Which Company Code/Plant/Sales area it is? (e.g., 101/2560/2230).

Which transaction (T-code) have you used? (e.g., LT22, VF03, MIGO, FI01)

Can you state the error document number, please? (e.g., Sales order number: 8529058884 or Billing invoice number: 2230651756).

#SAP #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

You don't have access to this page - I suggest to request it using a link "Request access".

BR

Kacper Foremny

#advice #sharepoint

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello.

I unlocked your account and changed the password to:

Danfoss123

#access

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please change it using SAP logon pad if available, restart your browser and try to enter the site again.

#access #advice #SAP #CRM #BI

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your ticket is still open. It is not written in English so it may take more time than normal.

#status #dispatch

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your request should be verified by o365-program@danfoss.com until further notice.

Send an email to o365-program@danfoss.com containing this order (license upgrade to E3), including:

- user ID of the user that needs an upgrade,

- computer name where this must be installed,

- reason for this requirement,

then you will get the licenses added as soon as possible.

#office #closure

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Access requested in requisition 224545. You will be informed about the status via e-mail.

New SMTP Address for a user requested in 224545 requisition. You will be informed about the status via e-mail.

#closure

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I unlocked your account.

Please try again.

#access

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

AP Webinbox can handle only one user session at once. Close all your Internet Explorer windows that are opened, wait a minute and try to click on the link to webinbox again.

If it does not help, you should log out and log in again to clear all opened sessions and try again.

#advice #webinbox

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please provide your PC number. You can find it in Computer -> System properties.

We will investigate the space occupancy and perform a cleanup.

#1234 #Cdrive

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

User informed during the phone call.

#closure #1234

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

English is default language in Danfoss software. You can simply add your language by installing Office 365 2016 from http://software.danfoss.net and choosing it from the list.

#advice #office

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi.

Could you answer a few questions concerning the problem to help us address and resolve it quickly?

What seems to be the problem and which system does it concern?

Who is affected? (a person, a group of people, an entire site)

Where do you work? Please state your workplace (office, meeting room, home)

When did the problem begin? (since Monday, since office 2010 installation)

Describe impact and urgency

Description:

""

BR

DGIT

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi.

Could you answer a few questions concerning the problem to help us address and resolve it quickly?

Did you have access to that catalog previously?

Where do you work? Please state your workplace (office, meeting room, home)

When did the problem begin? (since Monday, since office 2010 installation)

Description:

""

BR

DGIT

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

User should be able to connect to our network without providing credentials. He needs to have a Danfoss device to use because using personal devices in internal network is not permitted.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you for your e-mail.

The ticket is currently in progress. I forwarded your information to the relevant person.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please provide us first 8 characters of Recovery ID. You can find it on your boot screen.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If no communication takes place over an existing connection for more than an hour, the connection is closed by ICM. It is the standard timeout value by design in all Danfoss SAP systems.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Request SR00171849 has been not completed yet.

You will receive information on your e-mail when that will be completed.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Password to VLT Shop (SAP P08) changed:

**Danfoss123**

Remember to change password to keep your own credentials for VLT / P08 and don’t lose access again.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

After receiving authorization in SAP system, it takes up to 24 hours until they became available in your SAP Logon pad.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why was priority 2 requested?

Does it have impact on customers, business or blocks workflow for whole site?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All files and folders located in temporary folders on X: drive:

\\danfoss.net\files\Common\Temp\_14\_days\

or

\\danfoss.net\files\Common\Temp\_7\_days\

are automatically deleted after adequate number of days.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How can we help you on this case? Are you referring any existing ticket or would you like to register a new one?

Please provide the rest of the needed details (e.g., site address)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Logging on another account is not permitted in Danfoss. Users should use only their own accounts.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

User informed that the problem is solved.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All employees are granted to use G: drive by default. If you would like to request access to a specific folder located on G: drive, please specify your query and contact us at [1234@danfoss.com](mailto:1234@danfoss.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We are closing your ticket due to no response. In case our support would be needed in this or another case, contact us at [1234@danfoss.com](mailto:1234@danfoss.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Not enough details to register a request.

You should contact with site owner; IT does not manage permissions to Sharepoint sites. When in doubt, contact 1234@danfoss.com again.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your request is processed under number SR00185370.

You can check status in Remedyforce Self Service:

<https://danfoss--bmcservicedesk.na8.visual.force.com/apex/StdSelfServiceHome>

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Unfortunately, the responsible team has not processed your ticket yet. Let us know if the priority should be raised due to some further impact.

Unfortunately, the responsible team has not processed your ticket yet. The case has the highest possible priority.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Common users are not granted access to Internet. It is the official DGIT Security statement.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Due to a significant system upgrade to SAP HANA (in memory technology) and data transfer, the Business Intelligence System (P13) will be shut down for an estimated 6 working days.

In this period, it will not be possible to run any Business Intelligence reports, e.g. reports from the BI Portal, Favorites, Excel reports, and no broadcasts will be sent out via email.

**BI shutdown:** Thursday, February 9, 2017 after 4 pm CET

**Expected BI access:** Monday, February 20, 2017

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

User reminded us about ticket waiting in your queue. Could you check the case status & assignment?

We contacted with solution owner to check your case. Sorry for your inconvenience caused by the long waiting time.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi!

Could you share the link which is not working on your PC in reply?

Thank you.

DGIT

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UC Template:

- Site: PLGRO01

- Single user or multiple users reporting this? :

Single user

- User(s) reporting the error ( email address, phone number ):

karolina\_pleban@danfoss.com + 48 22 755 0 671

- Time and date for the error reported:

09:15 17.05.2016

- Called/calling party's phone number:

- Was the error observed during a peer to peer call or in a meeting ? :

- Was the user using wired or wireless connection ? :

- If it was a meeting, who was the organized ( email address, phone number ) ? :

- Description ( please add as many details as possible, including error message description, screenshots, etc ):

Dial pad and call forwarding are not visible. Cannot call users phone number.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Network performance for (site):RUCHK01

System : clients

Client :

Application : general slowdown

Time of Day : all the day

# Clients : 10

Description: slow intranet access.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Network Templates:

Site : Stochholm Solna

CI Name : Wireless Network

Entire site down: No

# Clients : 2 (only 2 at the office, yet)

Description :

User had been working on the wireless network for approx. ½ hour and then it went down both Danfoss and Danfoss Mobile WLAN's

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Could you specify the whole path (including server name) to catalog which access is needed? What kind of access is requested – read or read & write?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Could you review this ticket and decide whether it should be pulled to your queue?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

You can request external user from the page below:

<http://sap.danfoss.net/>

The forms are located on "user" tab.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

OneDrive for Business is not supported. The feature is currently implemented and should be released this year.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Could you contact with user and inform him about status?

Thank you in advance.

We contacted with person assigned to this case. You will be informed about the current status soon.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Use the below link for VLT shop access request as per the requirement,

https://sapaccess.danfoss.net

Go to Create new Request -- > click Add in left corner below “User access” button & select Role. Set the search criteria only with following fields:

- System (P08\_010 - One SAP Production System - DD70),

- Company (e.g., Korea 0249 – KRSC, INDIA 0246 - INSC )

- then fill the field Role / profile name to contain one from the shown below & press search.

ISA\_BOB\_DISPLAY for only display if you want to check prices & browse the products. (With this role it is not possible to display orders, quotes or billing documents. It is however possible to use the basket and download to EXCEL)

ISA\_BOB\_FULL for checking prices & browse products also can make orders on behalf of partners/customers.

IT may take 5 working days to give access. Once you get the access please try using this link for VLT Shop, which is only for internal sales & partners.

<http://vltshop.danfoss.net/>

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SAP Access requests are usually completed within 5 working days. After that you will receive a notification that it has been completed on your mailbox.

Error 500 is caused by another active SAP session (e.g., SAPGUI opened). You can check the request status under following link:

<https://sapaccess.danfoss.net>

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you for your e-mail. We updated the case IN00xxxxxx with your information and also raised its priority.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

There are a few possibilities why your account is being blocked frequently:

1. Your own PC

If you changed your password recently and the previous one was remembered in your Windows OS, you need to delete those stored credentials. To do this, please go to Start > type “Credenial manager” > Remove from vault every Generic credentials. Log out from the system and login again. A new credentials will be created automatically.

2. Your mobile device

- Go to your mobile device Wi-Fi settings and clear all remembered Danfoss networks (e.g., DanfossMobile). Then try to connect again in the company using your current credentials.

- Go to https://mailinternal.danfoss.com/owa/ (Outlook online webpage). Login to your account and go to settings > all settings > Mobile devices > Mobile phones. Delete all devices except your currently used.

You need to remember about this procedure after every password / mobile phone change.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

You can update your phone information in SAP Portal:

http://sap.danfoss.net

Go to "HR" tab and edit your data.