

SAP SSO Missing Kofax Invoice

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

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'value': 'bf870a491bd7a51426ddeb16624bcb6d'}

Title

SAP SSO Missing Kofax Invoice

Purpose:

Follow this procedure when a user reports SAP SSO missing Kofax Invoice.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Verify that your operating system is Windows 7 or higher.

5.

Verify that Microsoft .Net Framework 4.0 or higher is installed.

Download Microsoft .Net Framework 4.5

6.

Run CertAid for Windows to install the MIT Certificate Authority in Internet Explorer.

To install: Control Panel >> Programs >> Turn Windows features on or off.

7.

Confirm that Adobe Acrobat Reader is installed.

8.

Verify that SAP is installed.

9.

Logon as Administrator or logon with a user account with Administrator rights.

10.

Download Open Text Viewer 10.5

11.

Right-click the downloaded file, and select Extract All.

12.

Accept the default location, select Extract.

This creates the opentext10.5 folder.

13.

Double-click to run WindowsViewer10.5.0.msi.

14.

Select Run

15.

Click Next, then Accept the license agreement.

16.

Enter windows login name.

17.

IMPORTANT: Choose Custom installation, to enable the installer to populate with custom MIT settings from .ini file.

18.

Click Next 3 times, accepting default values, then click Install.

19.

At the User Account Control prompt, click Yes.

20.

Open the SAP application and log in.

21.

Follow the resolution process.

22.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

SAP

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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