

GSD. Network – Browser update

Article ID: KB0039838

Created: 2024-12-19 14:03:40

Updated: 2024-12-19 14:03:40

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/b513d404c3ca1a100acd3300150131fb',

'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

The user wants to update their browser version

Alternative names of the system:

Edge

IMPORTANT NOTICE:

N/A

Solution:

User can update the browser version by himself if this is not done automatically.

The update can be done via Software Center.

In case of an error message or an issue blocking the update, the end-user can contact the Local IT or the incident can be assigned to the correct group according to user location.

Info to be gathered to assign ticket:

Screenshot of the error message Detailed error description including start time/date User AD Name Name, Surname, Domain Name, Computer name, source IP Fresenius or external PC?

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A