

Lexmark - Driver Installs on PC Devices

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Purpose: Follow this procedure when a user requests a printer installed on their computer.

Required Information:

Contact NameContact NumberClinic / Facility NumberPC Host NamePC IP addressPrinter IP
Address:Printer Model:Detailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident
3. Please attach any referenced knowledge articles to the incident.
4. Please document the following information in a Work Note:

How many PC devices need Lexmark drivers installed?

Please create one incident/ticket per device.

PC Host Name: (use desktop icon "My IP Address" to find IP Address and Host Name) PC IP address:
(use desktop icon "My IP Address" to find IP Address and Host Name)Printer IP Address:

5. Follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

End User Windows Desktop or End User Windows Laptop

Resolution Process

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

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Resolution Subcategory

End User Windows Desktop or End User Windows Laptop

Escalation Process

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

Assign the Incident to the Following Group

DTI-EUX-FSS Ticket Allocation - L1

Published By: DTI-EUX-FSS Ticket Allocation - L1