

SAP - How to find the UNIX Server for a SAP printer.

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Title

SAP – How to find the UNIX Server for a SAP printer

Purpose:

Follow this procedure when a user needs to know how to find the UNIX Server for a SAP printer

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 the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

The Help Desk Specialist will need to connect to the Sun2 server by clicking on Start/run and entering "telnet sun2". The Specialist will need to use the Help Desk login information to gain access.

5.

Once connected successfully, the Help Desk Specialist will be brought to the following prompt:

helpdesk@sun2>

To find out the server that the SAP printer resides on, the Help Desk Specialist should type in the following command

lpstat -v xxxx (xxxx = SAP printer name)

press the "enter" key.

Example:

6.

The Help Desk Specialist will then need to log onto the server that is displayed. From the helpdesk@sun2> prompt, the Help Desk Specialist can use the rlogin command.

NOTE: This login information is for the Help Desk Unix Account.

Once successfully logged on, the Help Desk Specialist will be brought to the server prompt (server name \$), and they should continue with the original script to use the Unix commands.

7.

Follow the resolution 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 (Permanently)

Resolution Category

Inquiry/Help

Resolution Subcategory

Software & 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

DTI-EUX-HCL-HelpDesk-L1

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