

# SAP – Installing or Changing Printers

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Title

SAP – Installing or Changing Printers

Purpose:

Follow this procedure when a user needs to install or change a printer.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Type of Facility Printer IP address SAP Printer name / Output Code 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.

Log into SAP and enter SU3 in the search box and press enter.

5.

Select the defaults tab.

6.

Enter the SAP printer ID in the Output Device and select the save option.

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

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Install

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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