

SAP – Steps to add PCS connection to the Log in screen

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Purpose:

Follow this procedure when a user needs SAP PCS added to their SAP Log in screen. For callers that report that they are missing the log in information for the PCS in SAP.

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.

Open SAP application and right click on Connections. Further, click on Add New Entry to add new required connection.

5.

On this page, select User Specified System and click on Next button.

6.

Then, on the next page, select Connection Type as Custom Application Server and fill below information in related field-

Description: PCS [rwl-sapa-p12.dc.fmcna.com] Application Server: rwl-sapa-p12.dc.fmcna.com Instance Number: 33 System ID: PCS

Then, click on Next button.

7.

Make sure, Network Settings selected as High Speed Connection (LAN). Click on Next and then, Finish button.

PCS connection will be added to the SAP Log in screen. User need to double click on the PCS connection and then enter Username and Password for login.

Note: Each connection (PBW, P16, etc.) has its own password (you can set it same for all connections for convenience). If you have any trouble setting this up, feel free to reach out to available SMEs.

8.

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

SAP

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