

GSD. Printer Services - How to order a network Print Service

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Author: {'link':

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

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Category: {'link':

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'value': '5ce35008c3ca1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

New Network Print Service setup request procedure

Alternative names of the system:

n/a

IMPORTANT NOTICE:

This request should be used only if the user has a new printing device and has not requested a print service before.

Solution:

1. To order a network print Service, advise the user to open the IT Service Portal by following this link: <https://fmcna.service-now.com/sp2>. Then, to go to Service Catalog > select the category Print Services:
3. Ask them to choose New Network Print Service Setup (incl. SAP direct print)4. Within the request form user has to fill out all mandatory fields (marked with a “*”symbol)

5. With the first field the user should specify whether they order this service for a device that it has been already used before (e.g. a printer that has been used locally so far and now has to be available within the network) or whether the user have ordered a new device.6. The following options define whether the printer has been used locally so far or has already been connected to the network, but no service had been booked for this device so far. For example, this could be the reason if the device is in use in a different location.7. The following fields must be filled out:

8. Ask the user to select in the following drop-down menu whether the printer will be used for SAP printouts as well. If the printer will be used for SAP, additional fields will appear.

Configuration of SAP printouts

Select the SAP systems: by clicking into the field, the user will find a dropdown menu with all available SAP systems. After the user has selected one SAP system, they can open the dropdown menu again by clicking into the field again to add additional systems to the list. The user can define whether data printed on paper is needed. If so, additional options will appear. Ask the user to select a tray, where the paper should be taken from (e.g., because a special letter layout can be needed). Inform if a coverpage is needed:

Ask the user if data should be sent to directly. If so, advise to enter an email address. Advise to select if data should be stored as a file directly on a file share (e.g. on drive L:\).If the user selects "Yes", ask to enter a path where the file should be stored.

Note: The user can find the pathname within the left pane in the Windows Explorer next to the drive L:\ as well as it is shown in the below screenshot.Note: The user can only select one of the above options Print to paper, Print to Email or Print to file. A combination of these options isn't possible.7. Now, the user needs to click Submit.

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

1.N/A