

Lexmark - ScanBack issues

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Author: {'link':

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Lexmark - ScanBack issues

Purpose: Follow this procedure when a user reports any type of issue with the Lexmark ScanBack application on either a PC

Required Information:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Detailed Description of the issue

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 document the following information in a Work Note:
 - 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:
4. Follow the escalation process.

Classification Requirements

- Category
- Hardware
- Subcategory
- Printer

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
- Service
- Printer

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

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