SAP – Creating a new SAP printer queue

Title

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Purpose:

Follow this procedure when a user needs to create a new SAP printer queue. This is ONLY for a NEW SAP printer queue.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPrinter Make / ModelPrinter IP addressDetailed 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.

Printer queues in SAP are created by the Unix Technical Support team. Please ensure the required information is in the incident.

Clinic or Site #:Clinic or Site Address:

Printer Make/Model:Printer IP Address:

5.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-INF-Unix Platform Engineering - L3

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