

GSD. How to handle Ephesoft Capture Solution requests and issues

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Author: {'link':

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

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link': 'https://fmcnaddev.service-now.com/api/now/table/kb_category/56019488c34a1a100acd330015013148', 'value': '56019488c34a1a100acd330015013148'}

General Information:

Possible symptoms/errors:

FME User reports an issue with Ephesoft Capture Solution

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The following applications will be migrated: Ephesoft Capture Solution

In case of any questions or issues to the applications listed above, please assign ticket to Ext_WW_ECM-Support_SLS_Capgemini with necessary info:

Name of affected user

E-MailName of affected application / affected URLError messageBrowser (Name, Version)Location/region/time zoneConnection type (LAN/Wi-Fi /VPN/ Other)

Assignment Group:

Ext_WW_ECM-Support_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A