

SAP Printers

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Document Name

Help desk printer document -SAP

Author(s)

Pradeep Reddy Vemireddy

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Document Purpose

The purpose of this article is to outline the process to be followed by the Level 1 Help Desk when user contacted for assistance on printer related issue in SAP system.

Overview

There are occasions when the Level 1 Help Desk will receive request or issue related to printer in SAP system as new printer configuration, enquire on printer ID or no physical printout from printer. This document discusses the most common scenarios on printer issues in SAP system.

Required information

The following information is mandatory information need to be collected for any printer issue in SAP system:

1. Request description: Details of issue user is facing.
2. IP address (FQDN) – IP address of the printer or the FQDN of printer. Same can be found on printer screen or printer.
3. SAP Print Queue – SAP print queue name (4 letter code) if user knows.
4. Site location: - If Clinic -> Clinic Name, Number, and Purchasing Group (PG)

Non-Clinic -> Plant name and number

5. Contact information/Purchasing group – Contact information of user

Other Information

Once the help desk team collect mandatory information, incident need to be reassigned further based on scenarios mentioned below.

Process

Scenario 1: New printer configuration request from user

For new printer configuration in SAP, helpdesk need to collect mandatory information and assign ticket to Unix team DTI-INF-Unix Platform Engineering - L3

- Step1: Unix Team will check for the Printer online status and configure SAP Print queue with IP Address/FQDN at LRS Print server based on the location information.
- Step2: Unix Team will transfer the incident to SAP Basis team DTI-ADEX-ENT-SOP SAP Basis Security - L2 to configure the printer queue at SAP level.
- Step3: SAP Basis DTI-ADEX-ENT-SOP SAP Basis Security - L2 team will configure the for newly created queue in SAP (P16, I16, and C16 and lock the printer in both I16 and C16 unless specified otherwise).
- Step4: SAP Basis team will transfer ticket to appropriate configuration group for next steps.

For Clinic's ONLY

Transfer the ServiceNow ticket to "SAP-FMS Clinic Purchasing Configuration Support" for further printer configuration.

For Non- Clinic's (includes RTG / DC's, GMO's) SAP Basis team DTI-ADEX-ENT-SOP SAP Basis Security - L2 to Check with user for confirmation for successful output.

Scenario 2: User enquires for the printer ID in SAP?

- Help Desk team will Assign ticket to Unix team DTI-INF-Unix Platform Engineering - L3 with mandatory information to confirm the SAP Print queue name.
- Unix Team will check to confirm the SAP Print queue name with associated IP Address/FQDN and transfer the ticket to SAP Basis team DTI-ADEX-ENT-SOP SAP Basis Security - L2 to confirm the printer queue exists at SAP level.
- SAP Basis DTI-ADEX-ENT-SOP SAP Basis Security - L2 team will check for the correct device type assigned for the existing SAP queue and notify the user to start using the existing SAP Print queue.

Scenario 3: Printer is not printing from SAP

User already has the printer ID and trying to print from SAP, but nothing is getting printed.

- Help Desk assign the ticket to Local FSS (Field System Support) desktop Team to evaluate the Printer Online status and confirm the IP Address associated If status is ok transfer the ticket to Unix team DTI-INF-Unix Platform Engineering - L3 with mandatory information for further troubleshooting.
- Unix team will validate for any stuck queue in LRS print server and restart queue and check for Hostname resolution if required. if no issue noticed transfer the ticket to SAP Basis team DTI-ADEX-ENT-SOP SAP Basis Security - L2 for further troubleshooting.
- SAP Basis team DTI-ADEX-ENT-SOP SAP Basis Security - L2 to coordinate with Unix and Network Engineering team to trace the spool request reaches to Printer IP/Host.

Scenario 4: User prints from SAP, but it doesn't print in the correct format.

- Collect the mandatory information and assign the incident to DTI-ADEX-ENT-SOP SAP Basis Security - L2 team.