

GSD. How to handle AP Plus Application issues and requests

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General Information:

Possible symptoms/errors:

How to handle issues and requests related to AP Plus application

Alternative names of the system:

AP+

IMPORTANT NOTICE:

N/A

Solution:

AP+ is the local ERP which is used in Sailauf/Hösbach (Vivonic, FMC) locations. There are sporadic users from HG and SWF who also access it. The application is running on the server based SOAP system.

Accessing AP Plus:

It's accessed via the url address: <http://vserp2/APPlusProd6/> AP+ can be accessed only within the internal Fresenius network, either via direct onsite LAN/WLAN connection or via VPN. To enable access to AP+ an extra FW activation is required.

Application Support:

AP+ application is managed by Mr. Manuel Lehmann and all the application related issues have to be forwarded to him.

The servers are still maintained by FDT, so the GSD may receive tickets for AP+ server issues. Such tickets will be opened by Manuel Lehmann and will always include the note that it has to be forwarded to the Server Operations team.

For the details regarding server issues, please check KB0015816 GSD. Network – How to handle Server Issues.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A