GSD. General – How to handle issues with already installed software

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General Information:

Possible symptoms/errors:

User wants to know how to handle issues with already installed software

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Details:

If user is experiencing issues with already installed software, perform "best effort" troubleshooting (e.g., Restart device, Re-install app via Software Center).

Logging the ticket:

If the troubleshooting won't help, assign ticket to Local IT with necessary info:

Name of affected user Hostname (with domain)E-Mail Which location?

Name of softwareWhat is the software needed for?

Assignment Group:

Local IT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A