Lexmark Unable to Connect to Web Service

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Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',
'value': '31a85ef41bb989501d67db1dcd4bcb92'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/f4958f4797da16d8e6c878411153afca',
'value': 'f4958f4797da16d8e6c878411153afca'}

Purpose:

Follow this procedure when a user reports that …

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

If the user receives error message on the Lexmark "Unable to Connect to Web Service" follow script.

Required Information to be documented in each ticket:

Lexmark IP Address

Doc Type Being Scanned

Scan2DI Version

Classification Tab Requirements

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Determine the IP Address of the Lexmark.

a. Refer to Script on finding IP Address on Lexmark.

5.

Ask the customer what document they were scanning.

6.

Determine the version of Send 2 DI app installed.

Open Web Browser and enter the ip address in the url window. Select Settings.

Select Apps.

Enter Pin 7322.

Select Apps Management and note the version of Scan 2 DI.

After gathering the required information, route ticket to FSS to have configuration checked and the latest Send2DI app installed.

7.

If the user calls in stating unable to scan patient documents because of the following error:

Unable to connect to web service: with the below screen shot:

Please advise the user on the below checks before routing the ticket to the DI team:

Ask the clinic to reboot/recycle/restart the printer and then try again to scan the patient documents. Uninstall and reinstall the send 2 DI application as mentioned above in the document.

Latest version: 3.3.1

c. Check the EDMDOC Web Service URL as shown below in the application settings, the URL needs to be correctly entered if it is not updated as shown in the below screen shot.

Incident Classification Requirements

Category

Software

Subcategory

DocManager , Document Imaging (DI)

Service

Document Imaging

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software

Resolution Subcategory

DocManager , Document Imaging (DI)

Resolution Service

Document Imaging

Escalation Process

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

Escalation Group

DTI-EUX-HCL-HelpDesk-L1

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Name of Groups involved