

GSD. Work instruction - How to handle Polaron issues and requests for FME users

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/e26fbaa71bf90a5470dacao3604bcb11',

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Category: {'link':

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General Information:

Possible symptoms/errors:

Polarion related issues or requests for FME users.

Alternative names of the system:

NA

IMPORTANT NOTICE:

N/A

Solution:

If FME user reports any Polaron related issues or requests, SD should advise them to contact the Polaron Support via the dedicated support URL:

<https://qservice.intra.fresenius.com/servicedesk/customer/portal/17>. In case of any questions regarding Polaron in general, users can contact Michael Baunach directly.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

FME Polaron Support: <https://qservice.intra.fresenius.com/servicedesk/customer/portal/17>