SAP - Netcare SAP Portal Connection Issue

Title

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Purpose:

Follow this procedure when a user reports Netcare SAP Portal Connection Issue. Access from FMC-NA devices to FMC-DE has been blocked and is allowed on a per-case basis.

Required Information to be documented in each Incident:

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

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Users will be using one of the following URLs for access.

http://portal-fme.intra.fresenius.de/irj/portal/fmehttps://sapw73ms.intra.fresenius.de/irj/portal/uwl/mytasks

5.

These are international users the Network Security team will confirm their access and address the issue accordingly.

6.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Escalation Process

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

Escalation Group

Network Security

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