SAP T&E; – Screen Freezes

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Title

SAP T&E; – Screen Freezes

Purpose:

Follow this procedure when a user reports a frozen screen in SAP T&E.;

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 required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Ask the user to confirm they are using Microsoft Edge browser. SAP T&E; will not work in Chrome.

5.

Ask the user to ensure the zoom is set to 100%. The system will not display on other zoom settings.

6.

Remote into the user's computer and ensure the security settings show SAP T&E; as a trusted site.

7.

Ensure the text size is set to medium.

8.

Ensure the Pop-Up Blocker is turned off.

9.

Clear the Cache.

10.

Follow the resolution process.

11.

If there is an error and additional assistance is needed, follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP T&E;

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 Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

DTI-EUX-FSS Ticket Allocation - L1

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DTI-EACOE-SAP TravelAndExpense - L3