GSD. General - How to handle Kofax issues.

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Author: {'link':
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General Information:

Possible symptoms/errors:

The files saved as Kofax PDF are not available for the employees abroad, for example Spain, because they are signed and write-protected.

Alternative names of the system:

DocuSigneSignature

IMPORTANT NOTICE:

N/A

Solution:

Kofax is strictly related to DocuSign.

In case of any issues related to Kofax, advise the user to check end-user KBA:

KB0014870 - DocuSign support

Q&A;

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A