

GSD. How to handle Anaqua related issues

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Author: {'link':

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General Information:

Possible symptoms/errors:

FME User reports an issue with Anaqua

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

1. Anaqua has been already migrated. In order to access Anaqua, users need to open new URL:
<https://anaqua.intra.fmeone.de/anaqua/Public/Login.aspx>

2. In case of any issues with Anaqua, assign ticket to Ext_WW_Sharepoint_SLS_Capgemini with necessary info:

Name of affected user E-Mail Affected URL Error message Browser (Name, Version) Location/region/time zone Connection type (LAN/Wi-Fi /VPN/ Other)

Assignment Group:

Ext_WW_Sharepoint_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A