

# SAP T&E; – Blank Screen

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**Category:** {'link':

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Title

SAP T&E; – Blank Screen

Purpose:

Follow this procedure when a user reports a blank 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 go to Employee self-service tab.

5.

Select the square button which is at the top-right corner and then click on Personalize option from the dropdown list.

6.

Select Restore Defaults button and then click on Save button.

7.

Then close this window and then logoff from the portal and then log back into portal page.

8.

This time it should show you all the options which are missing earlier. Follow the resolution process.

9.

If the issue is still present, select Expand Tray option which at the top right corner of the page.

10.

This button can hide/unhide the contents of the page. So with one click it should show all the available contents in the page.

11.

Follow the resolution process.

12.

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

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