GSD. Printer Services - How to replace a network printer device

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General Information:

Possible symptoms/errors:

Network print device replacement.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

1. Advise the user to open the IT Service Portal by following this link: https://fmcna.service-now.com/sp

2. In the Service Portal, ask them to click My Services in the top right corner

3. Then, to click on the Printer Service; Printer Hostname (in this case KRDM)

4. Then, to choose Update Service

5. User see a list with the services that can be updated. Advise them to tick the box Replace an existing network print device

6. Ask the user to open the additional options and fill in all needed fields for the replacement and click on Next

The request will be routed to a responsible team automatically.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization: N/A

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

Important Links:

IT Service Portal: https://fmcna.service-now.com/sp