

SAP – No Output Device Available to Create request

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Title

SAP – No Output Device Available to Create request

Purpose:

Follow this procedure when a user receives a message No Output Device Available to Create request

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed 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 the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Log into SAP.

5.

Look up the clinic in the OMGF table to verify if there is an output device name assigned to the Purchasing Group.

6.

If there is no Output device name in the "ODev" column, then that means an SAP printer needs to be assigned to the Purchasing Group of this clinic. Follow script How to Set Up a Printer in SAP

7.

Relay the information to the user. If needed follow How to Set Up a Printer in SAP

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Install

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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