

GSD. How to handle ICC related requests or issues

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/56019488c34a1a100acd330015013148', 'value': '56019488c34a1a100acd330015013148'}

General Information:

Possible symptoms/errors:

FME User reports an issue after January 19th with one or more applications from the list:

Azure: ICC PortalICC Corporate Information-Sharepoint

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The following applications have been already migrated:

Azure: ICC PortalICC Corporate Information-Sharepoint

2. If you receive any question or issue regarding above mentioned applications, please assign ticket to Ext_WW_Sharepoint_SLS_Capgemini with necessary info:

Name of affected user E-Mail Name of affected application / 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