

# GSD. Printer - User cannot log in to the printer

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/b513d404c3ca1a100acd3300150131fb',

'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

Login to printer not possible with ID card

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Details:

If the user cannot login to printer with ID card, collect necessary info and assign ticket to local IT.

Info to get:

Full nameUsernameLocation (incl. building, floor, homezone)used FollowPrint before?if know, name of the printerworking for other users on this device?

Assignment Group:

Local IT

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A