

FME – FME Carve Out – Support of Migration Wave 2 - Matomo Web Analytics

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General Information:

Possible symptoms/errors:

FME User reports an issue after March 1st with one or more applications from the list:

Matomo Web Analytics

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Please note that this KB is only applicable for FME Carve Out migration wave 2 related tickets. In case of any FME tickets for non-migrated issues or questions, please follow standard GSD Knowledge Articles.

Solution:

NOTE: Migration wave 2 of applications is a part of Fresenius Medical Carve Out project – it means that applications listed in this article will be migrated to FME environment.

NOTE: Migration wave 2 and all changes will be announced to FME Users. They will be informed that they should not use any of the migrated application during migration event (applications should not be opened, users should not add/delete/change any data within the app). Users will be notified when the apps are ready to be used again.

Migration Wave 1 is planned for Friday, March 1st and will be completed on Saturday, March 2nd. The following application will be migrated:

Matomo Web Analytics

In case of any questions or issues to the applications listed above, please assign ticket to Ext_WW_Web-Solutions_FLS_Capgemini with necessary info:

Name of affected user

E-MailName 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_Web-Solutions_FLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A