Issues

01 June 2018

16:31

SharePoint Issue

Log a ticket in

Template: Office 365 Others

Assignee Group: I Action

ARIBA

I need to have a ariba request for IBM WebSphere and Beyod comapre

I need License to be purchases

purchased

Ariba is the portal , but I didn't see a category for software

license purchage

Ask the user to raise the request in the GRC link

<https://sapgrp-ces.houston.entsvcs.net:44301/sap/bc/webdynpro/sap/grac_uibb_end_user_login>

If need an INCE number so that two suppliers can be added to Ariba Source to Settle system

Template:C1 Source to Settle

AG:

add new vendor into Ariba

Then

INC :C1 Source to Settle

Template: Source to Settle

Service now and srm access

User needs manager approval mail and drop a mail to csc help desk

Server

Hi need access for a server for few users in TFS(Team Foundation Server)

Team Foundation Server : cscalmchevsts

Team Project Collection : Acute Care

New Team Project : “L3 Support”

Or

New iteration needs to be created in TFS

New Iteration : Unplanned ->i.PM APAC

Wo

Request for service

SCM IND Chennai BLDG CT & PKT

Domain Account

If Domain account got expired then user needs to raise the request in AMAS link

Group Mail box details or issue

I would like to have some information regarding a group email LUX\_PC-S\_OPEN@dxc.com.. It looks like it doesn't exist

I am not sure who manage this

INC to O365 iaction

ASK Account Password Reset

when accessing <https://ask.etrading.csc.com/Ask2/main.aspx>

Inc

Template : Domain password reset-others

AG: Application SRS

For ask access

Give the user the ask template and tell the user to get the manager approval mail and drop to our mail

Like please provide access to this site

<https://ask.etrading.csc.com/Ask2/RequestNewUser.aspx>

CSCI APAC

Enabling

User id for master :CSCI APAC-cscdbche634 server

Log a ticket

Template: Service for Request

Assignee Group: Server Backup AUS Offshore

SAP Configuration

Template: Software Install

Assignee: Based on location

SAP P12 configuration

need to link production and quality server v

the configurations are there

Template: Application UK SAP Software Configuration

AG: Remote Team

Skype and outlook

Ask user whether he is using secure account or not

If using Secure account :( iaction team for foreign) (For India local IT)

If not: iaction for both foreign and India

Please assign Intune/One drive/SharePoint related issues only to the new remedy queues mentioned below.

Remedy Queue

: O365 Intune Support

Any ticket raised for Intune issues on mobile devices i.e. (outlook configuration request\ Outlook issues\ Intune Support\ Outlook account Wipe) should be transferred to this queue. Any phone hardware issues, new phone provision or exchange of mobile device will not be in scope of this queue.

Remedy Queue name : O365 OneDrive and SharePoint support

User raising issues for One Drive for business and DXC SharePoint issues or service request should be transferred to this queue.

Outlook old mails recovery then

Hi I need old emails for the period - April 2014 to Aug 2014

I need to provide some approvals

INC to 0365 Iaction

Owner of Outlook account

rights of administrator on the group FRA BU ORACLE as an assistant of Séverine Mastikian

Ask user to contact the owner of the email account to add or log a Wo to iaction

Outlook and Skype configuration

I want skype and outlook configure request for my collegue

so WO to local It for India right

Outlook Issue

Issue with outlook

my ost file has risen to 47 GB and I was not able to use Outlook

because of this when I open Outlook, I am not getting any new mails and unable to delete mail also

Then INC to Iaction

Issues with Cisco phone sets

PSTN calling is not accepting the authorization code of the new joiners created by AT&T team

Template: VOIP

Assignee group: AT&T Network

In CISCO phone my name is coming as Kancham, it should be Kanchan could you plz rectify this

Then Voice MDS template and mail

Cisco Credentials

If user wants new cisco credentials then they have to fill a Voice MDS Template and send to CSC mail

Could you please help me with new CISCO credentials . I am not able to access [in.portal.csc.com](http://in.portal.csc.com/)

I have recently moved from onsite to CSC Chennai location

CISCO phone credentials\*

Then user needs to fill Voice MDS and then mail to CSC mail

Cisco Phone

If user needs a cisco phone then

WO to LDT for cisco phone deployment

Template is Peripheral Install  for cisco phone deployment

Need LAN cable and cisco phone

I need a Lan cable

and cisco phone also

Wo to Local it in one ticket itself

Webmail Link

Portal.office365.com

Unable to access the overseas in application portal

Ask user to contact the admin team

Admin Helpdesk

Location Contact Email

Noida 704445 Noidaadminhelpdesk@csc.com

Hyderabad 741414/15 Hyderabadadminhelpdesk@csc.com

Indore 707105 Indoreadminhelpdesk@csc.com

Chennai DLF 722020 Chennaiadminhelpdesk@csc.com

Chennai PKT 721771 Chennaiadminhelpdesk@csc.com

Chennai SDF 732020 [Chennaiadminhelpdesk@csc.com](mailto:Chennaiadminhelpdesk@csc.com)  shift number 9840705920

Bangalore 768888 Bangaloredminhelpdesk@csc.com

Mumbai 785018 / 785044 Mumbaiadminhelpdesk@csc.com

Admin Team

Admin Helpdesk

Location Contact Email

Noida 704445 Noidaadminhelpdesk@csc.com

Hyderabad 741414/15 Hyderabadadminhelpdesk@csc.com

Indore 707105 Indoreadminhelpdesk@csc.com

Chennai DLF 722020 Chennaiadminhelpdesk@csc.com

Chennai PKT 721771 Chennaiadminhelpdesk@csc.com

Chennai SDF 732020 [Chennaiadminhelpdesk@csc.com](mailto:Chennaiadminhelpdesk@csc.com)  shift number 9840705920

Bangalore 768888 Bangaloredminhelpdesk@csc.com

Mumbai 785018 / 785044 Mumbaiadminhelpdesk@csc.com

Distribution list ownership(Create work order)

we need to create distribution list for our team in outlook

template: Request for service

Wo to Iaction right

provide me your short id

we will remove your old credentials after that

please add new credential in <https://mfa.ssp.csc.com/vipssp/>

using global credentials

Admin Rights for VIP install

i cannot install VIP in my laptop

its asking for admin rights

WO

Template :request for Service

AG: India Local IT and if foreign RRT

Severe issue with the Juniper VPN solution(For this ping it in group)

ask: did they use csc provided

or client provided

?

and get the link for juniper vpn from user to create ticket

Client VPN issue

User needs to access the link but getting error

<http://nuget.ultragenda.com/UltraGendaNugetServer/>

client give us VPN access but through that we can't access it

due firewall or some blocker setting

Firewall template and drop a mail

For App labs ID Unlock /reset

Ticket, template: domain pass reset

assignee group : server IND

Ctrack issue

[\\blyawdnas01\bpoclaims\Ctrak\cTrak.application](file:///\\blyawdnas01\bpoclaims\Ctrak\cTrak.application)

Then INC to Desktop USA IS&S Blythewood SC

s

Csci\_global\_servicedesk@csc.com for multiple users

expired

Template: IND Domain account creation

Malaysia

Task1:dektop mys esm

Task2:network vpn aus

Vietnam

Task1:network vnm

Task2:network vpn aus

China

Task1:desktop china

Task2:network vpn aus

India

Template: request for service

and in

Assigne group: desktop

Assigne: desktop Ind Noida campus

EMEA users for new token

User need to raise the request in below link

EMEA VPN  <https://dxcportal.sharepoint.com/sites/RSAEMEAVPN>

If token is expired

Template: IND domain account creation

AG: network vpn aus

Token Return

Need to return the RSA token

WO

Template: Peripheral Surplus/Removal

AG: Local IT

Token Activation

If user is not assigned the token then ask user to use the link to activate token

EMEA VPN  <https://dxcportal.sharepoint.com/sites/RSAEMEAVPN>

**EMEA Token Activation link**

[https://CSCportal.sharepoint.com/sites/RSAEMEAVPN](https://cscportal.sharepoint.com/sites/RSAEMEAVPN)

NA VPN

<https://dxcportal.sharepoint.com/sites/AccessMgmt/_layouts/15/start.aspx#/SitePages/Home.aspx>

Steps to follow

AD request(Activation) >> AMER VPN>> New Request >> Active directory >> New AD account >> form fill submit  GRC

Deactivation TOOLS >> AMER VPN >> NEW REQUEST >> NEW TOKEN REQUEST >> FORM >>fill it and submit

VPN Token Pin Reset and Password

PIN Set up for NA Token

 Kindly set up your new PIN by using the following steps,

 Step 1 )Open F5 Big edgreservation Client software or the link in IE

<https://securid.CSC.com/>

 2.Enter the short Id ( Username ) and 6 digit Token's display number as passcode

3.The second window will prompt you to enter the pin number .Please set the pin number.

4.The third window will ask you for the new passcode, kindly ignore the window and close it

5.Now please go the below URL or use F5 Big IP edge client and give the credentials as below to get connected to vpn.

<https://CSCsslcdc01.amer.CSC.com/CSC>

Username = short Id

Password = Pin + Passcode(Token's display number) no space..

NA Token Pin set

Kindly set up your new PIN by using the following steps,

Step 1 )Open F5 Big edge IP Client software or the link <https://cscsslcdc01.amer.csc.com/CSC>

<https://cscsslnor01-i.amer.csc.com/CSC>

<https://cscsslnwk01.amer.csc.com/CSC>

Step 2 )Type Short ID as your user name  remote access secure id

Step 3 ) 6 Digit token number as the passcode and click login

Step 4 )it would then prompt you to set up a pin

Step 5 )Please set up a 4 to 5 digit numbers as your PIN... Only numbers

Step 6) After which it will then ask you enter new passcode, during which you have to type he new 4 digit pin +  digit token number as passcode.. no space

PIN Set up for EMEA Token

Kindly set up your new PIN by using the following steps,

Step 1 )Open F5 Big edge IP Client software or the link <https://vpn1.emea.csc.com/CSC> or <https://vpn2.emea.csc.com/CSC>

Step 2 )Type mail address as your user name

Step 3 ) 6 Digit token number as the passcode and click login

Step 4 )it would then prompt you to set up a pin

New Pin reset for EMEA token-

Step 1 )Open F5 Big edge IP Client software or the link <https://vpn1.emea.CSC.com/CSC>

Step 2 )Type Short ID@CSC.com as your user name

Step 3 ) 6 Digit token number as the passcode and click login

Step 4 )it would then prompt you to set up a pin

Step 5 )Please set up a 4 to 5 digit numbers as your PIN... Only numbers

Step 6) After which it will then ask you enter new passcode, during which you have to type the new 4 digit pin + 6 digit token number as passcode.. no space

VPN Token Activation Link

IF NA VPN

<https://dxcportal.sharepoint.com/sites/AmerVPN/Main.aspx>

IF Unable to Raise the deactivation request for EMEA Token then

EMEA VPN  <https://dxcportal.sharepoint.com/sites/RSAEMEAVPN>

Drop a mail to email to rm-NetworkAccessOffshoreCSC@intl.att.com

 user is raising the activation request for NA token

but getting

'Not possible to detect your People Manager' If this message is coming

Then

Check in GPM with the manager and confirm with him

If same manager then

INC

Template: Application issue

AG: Security Identity Management

If different from GPM

Then WO

Template: Request for Service

AG: Security Identity Management

EMEA token deactivation link

EMEA VPN activation/deactivation link AMAS Workshare Tool:

<https://dxcportal.sharepoint.com/sites/RSAEMEAVPN>

For all EMEA VPN Access , please raise request on EMEA VPN Portal

<https://dxcportal.sharepoint.com/sites/RSAEMEAVPN>

1)For token activation , please submit the request on tool and Go to VPN Request --> Click on new item and select CSC New VPN Account Request

2)Once the vpn account is created , For any additional client access , user need to Go to VPN Request --> Click on new item and select European Client Access Request and submit the request

3) For token replacement , please submit the request on share point tool below and Go to VPN Request --> Click on new item and select Securid replacement token

4)  For token Deactivation , please submit the request on share point tool below and Go to VPN Request --> Click on new item and select Securid deactivation.

Regarding the token mail id issue

But the user's dxc id is sahmed@dxc.com ,   shakeel.ahmed@dxc.com this is not the right DXC ID

user name : Shakeel Ahmed

short ID : sahmed206

HPE email ID :sahmed@hpe.com

instead of creating on short ID they have created it on shakeel.ahmed@dxc.com

EMEA token

ask user to drop mail to rm-NetworkAccessOffshoreCSC@intl.att.com

VPN Token Deactivation

If user wants to deactivate the token ask user to send a request from the below link

<https://dxcportal.sharepoint.com/sites/AccessMgmt/_layouts/15/start.aspx#/SitePages/Home.aspx>

He is not able to install VPN which is provided by client

this VPN is required to connect client's server

<https://119.226.0.172/sslvpn/Portal/Main>

If first time means

whatever it is LDT

ticket

First time then--- WO --request for service-- LDT

Token Activation Ticket status or any status regarding token

If User needs

AVPN023586  Request status user can check himself in the same link he raised in myrequests

when user raised request

it will take 5 business days of SLA

Client RSA token download

Hi user is trying to download the RSA token from the link provided by the client

<http://www.emc.com/security/rsa-securid/rsa-securid-software-authenticators/ms-windows.htm>

 but getting message as needed admin rights

Wo

Template: request for service

AG: Local it for India and RRT for foreign

VPN access request for Manulife

This site requires JavaScript to be enabled

If user requests access for Manulife VPN account , Please log a work order ticket to **Network VPN AUS**

so Network VPN AUS

VPN using VIP

While I try to login to the vpn link..after entering the credentials..at the end it ives me the logout screen

using VIP

INC Software issue to Security MFA

VPN

 user is able to access SAG VPN : <https://sag-support-syd10.connect.csc.com/my.policy>

>> user is unable to access CSC VPN : <https://csc-syd10.connect.csc.com/my.policy>

 Using same RSA token for both

But first time access for CSC VPN

Refer

AUS KT document

Or

INC

Template: Application Issue

AG: Network VPN AUS

VPN Issue

earlier I was been able to access my client VPN via its URL easier. URL : - [https://vpn.axa.com.sg](https://vpn.axa.com.sg/)

now, when I try to access and enter details with my credentials.. it ask for F5 network activeX control to be installed

Then Please request user to add the link in trusted sites and request him to give a try

If the also it doesn't work , then INC to LDT for India or RRT to foriegn

Service-now for new joiners

Ask for manager's approval ,if yes ask him to send a mail to service desk

Laptop not starting (windows failing to recover startup)

Template: boot issue

Desktop team : (spain/austris desktop Prt/esp)

Monitor Removal

Template: Personal Computing Surplus Removal

Assignee Group: Desktop Team

New Laptop or Device Required

Template :personal computing device configuration

Assignee based on location

Link for new laptop request

<https://home.uk.emea.csc.com/Index.asp?Topic=40390>

For New PC or Laptop for India

Kindly raise an IT NSR from Application portal for the above request.

Note: Go to <https://in.portal.CSC.com/CSCI.Portal> -- Service Delivery -- IT Service request system -- Service Request Submission

Request : hardware

Request Type: peripheral

Fill in the details and submit the request.

Request to change my system from 32 bit to 64 bit and want to increase RAM from 4 GB to 8 GB.

For 32bit to 64 bit

Wo

Template: Request for Service

AG: LDT

RAM Change

Like my pc have 8GB RAM

i need to shift this PC 4GB RAM to another PC

For RAM increase from 4GB to 8 GB

Give NSR link to raise the ticket

IND location- NSR

Kindly raise an IT NSR from Application portal for the above request.

Note: Go to <https://in.portal.CSC.com/CSCI.Portal> -- Service Delivery -- IT Service request  system -- Service Request Submission

Request :Hardware

Request Type: Peripheral Request

Fill in the details and submit the request.

Data transfer from laptop to desktop

Then

WO

Template : Request for Service

AG: Desktop team

Login into SAP Concur & Ess isssue

user doesn't get global pass login screen

can you please try in another browser

Ask user to Check with global pass credentials in id.csc.com

Contact HR connect

ci have tried to access the ESS

but not able to access the ESS for Leave encash

Getting Adobe plug-in-not installed or enable

For this Ticket

Template: Application Issue

AG: Local IT for India and for foreign Remote

My Concur access has been locked out due to forgotten password. Please assist.

<https://www.concursolutions.com/default.asp>

I am getting SAP concur

HR connect

NSR ticket status

<https://in.portal.csc.com/>

use this link for NSR ticket status

Get the full NSR number from user

 "request status " should always be selected as "All"

I got a new laptop and need to access AT&T GPS in office

Its a wifi in DLF hyd for Applabs team

Laptop not starting even in safe mode (windows failing to recover startup)

Template: boot issue

desktop team: ex:(spain/austris desktop Prt/esp)

For ETES Issues

Just ask user to login to <Https://in.portal.csc.com>

once user logins with VIP

And ask him to use the new tab

and put <https://etes.csc.com>

so that it will work

Ask the error first linked to VIP

( may be also Contact HR Connect)

If user is unable to access his link and give the below link and inform to try

<https://etes.csc.com/iTES/LookupID.asp>

If E-Chat services are not working

Ask whether user is new joinee or not, if not new joinee

Ticket

Template: Application Issue

AG: Service now data support

Eforms Issue

Ex: <https://eforms.aunz.csc.com/eforms/cfml/>

Template: Application Issues

AG: Application AUS

Im unable to choose my manager name in the eForms link (<https://eforms.aunz.csc.com/eforms/cfml/>) for VPN access request.

INC

Template: Application Issue

AG: India Local it and if foreign RRT

Receiving the message that my C drive is about full

Template: Software Issue

AG: Remote resolution

D drive access for the singapore region

INC to Desktop SGP

Need Skype for Business Conferencing Dial in Numbers.

Wo

Template: New skype lines

AG: iaction

I request to have Skype for Business dial in numbers enabled (Microsoft dial in numbers)

Then Wo to iaction

Or

I need to obtain a conference call meeting access number.

8043945952

I need a meeting number for this bridge

WO to Iaction

User unable to access not able to access i think [Portal.office.com](http://portal.office.com/)

ask him for the error message

and incase if he is able to login into other csc sites

you can ask him to contact HRconnect

User needs to open A need to open a ticket for the CGEN team

This is for "Service Delivery - MACD Path", and I need to have it entered as a request in Business Direct, not Remedy

Hi ,ask him if he means ATT ticket

in which case , ask him to drop an email to csc service desk as those tickets

If Windows or Domain login account expired then raise a request in AMAS

 Want new Drawer or something Like that

Give admin(search in notepad) details based on location

For Network Ports

Inorder to get new ports give the excel(in my received files:WAN+LAN+MACD+MDS+v1.7) to fill and ask to send to csc mail id

Actually I have got a Static IP and now I need to get ports 443 and 8443 to be opened

MACD template and drop mail to csc mail id

SVN

Request to commit Online Help files in SVN

INC

Template: Application issue

AG: SCM IND Chennai BLDG CT & PKT

JIRA is not working(<https://jira.integral.digital/jira/secure/Dashboard.jspa>)

Template: Application Issue

AG:(Remote for foreign)(Local IT for India)

you can first put it to remote team

except for india, for software issues put ticket to remote team

Cisco VPN Anyconnect

Template: Software Install

AG: (Remote for foreign)(LDT for India)

Cisco VPN AnyConnect problem

If User is unable to connect to VPN through Cisco Anyconnect APP

Then

INC

Template: Software Issue

AG: (Remote for foreign)(LDT for India)

configuring the system with Cisco Anyconnect for Xerox

WO to Local IT

Secure Ido Catalogue

User is saying I wish to request a Software Packaging Service for a client but I can't find the Catalogue item.

I can not see the UK Secure iDO catalogue.

[https://csc.service-now.com/selfservice/navpage.do](https://csc.service-now.com/nav_to.do?uri=/selfservice/navpage.do)

And I select the 'Catalogue' link

And ask user was he able to see the a catalogue link, if not raise a ticket

Template: Application Issue

AG: Servicenow application support

LAN PORT ISSUES

Two types of request will be there

1. LAN port may not working in the user CPU

Then WO

Template: Request for service

AG: Local IT

2.And another one is LAN port at desk would disabled. So no user will not be able to access internet

For this ask the user to fill the AT&T Template(MACD template ) (In my recieved files WAN+LAN ) and ask the user to send the mail to csc mail-id.

VPN Application Issue

not able to connect VPN team laptop (windows 10 laptop)...telling error message that Mcafee Host checker failed

Template: Application Issue

AG: Local IT for India

APAC Domain Credentials

If user is new joiner

Ask user to check with manager only

CSC PMO Network

Rail : <https://cscpmo.csc.com/emea/acct001/networkrail/default.aspx>

certificate issue

unable to edit files

Template: Application Issue

AG: Local IT for India

CSCPMO password reset

I need to reset my CSCPMO password

my username for CSCPMO is cschosting\jathert2

User need to drop an email to EPMO@csc.com

SAP SRM

When trying to use SAP SRM, I am able to login, but then get a "Cannot connect to the provider error". If trying to monitor a shooping cart, I also receive another login window, which doesn't recognise my userid/passowrd

Using link <https://csc100.csc.com/irj/portal/>

Ask user to drop an email to [br38@csc.com](mailto:br38@csc.com)

and refer the snow kb KB0043623

IT Support Issue

Not able to login or access issue

Template: Application Issue

AG: Service Now Application Support Team

IF id.csc.com not working

Cannot access Global Pass login page using IE or Chrome

Then ticket

Template: software issue

AG: Remote Resolution

Lync Issue

My Lync is not working

Ask the error then ticket to I action

Template: Office 365 others

AG: I action

EDADFS

<https://eadadfs.csc.com/adfs/ls/?client-request-id=2d4a709e-f062-6000-b65d-a45b192540ac&wa=wsignin1.0&wtrealm=urn:federation:MicrosoftOnline&wctx=LoginOptions%3D3%26estsredirect%3d2%26estsrequest%3drQIIAZ2RO2sUUQCF5-7sjsmiGIJF0qWIhcqdue97ZyCQea2asGwRBYmEOJlHdsPuzmRmgsEfIJb5BRYiIouVhYg_IVXq2FmFVEEsLHWwsRRP8XHKw3fu6tjEzir6EwobQpRlGMZp0_5KudhdeF1swL0r7dmnnbdPl2-vf5gBNqzronIsKzmOi7yso7FZDaMyLfLRtDbjfGLtZnk5qawkzaKjcW1GVXH8GYAzAC4AmLUOiRRSEubbYY8zwoRSSHiSMqY4Fi4nvq0w93goPYq5Qj6URHlY9myPUBv3FKdSuoSh0KWMkB4WgYsDIojvhyLgrq-4x3yOAxdJzlzsueetmwP3qB6SBnk5epF-b803G3eLvKpn-j_J-Kiv2jSjlEsMOUcZZDTO4B6yMxgnlGJKVYKUONWNvEino-SbvjidRHGST6Nxsh5XcaPmrA0u29dRx5mb6y7cWOqsaD_b4E3nt2dd7bS_vk_vv7vjvzR_aNppx3qwtfm8FgP7yZatPB70-xv3Hm7z_X3roAxHQXD4iMjNx6yIBqy_hh18YoATw7gywKtr2pf5_3rpvHuLIKwgEhCTFcQdIhxub_8C0&cbcxt=&username=nmacdonald%40csc.com&mkt=&lc=>

Ask the user to try in different browser and also in different m/c

IF password changed recently then it takes few minutes for GPM server to synchronize the password

The link is for Office 365 portal where workshare share point and skype for business will be present

Zurich and also the VPN connect issues

Not able to connect to vpn in my system using IE

Getting login page again after providing credentials

Using the link

<https://ldcvpn.zurich.com/partneraccess>

Ticket

Template: Application issue

AG: LDT software issue

Zurich support article

KB0032604

Cloud access

CSC Cloud eHub account disabled

I tried to log in to CSCehub this morning for the first time but it says my account is disabled

For first time access or for the account enable also

Inform user that

Kindly drop mail to : cscmanagedhosting@csc.com

BROKER domain account or

Broker Account

Need BROKER domain account password to be reset, BROKER domain account password is expired

Ticket

Template: Domain Unlock/ Password Reset

AG: Security Global Active Directory - US

SABA Issues

it is cloud for learning

<https://dxc.sabacloud.com/Saba/saml/SSO/alias/dxc_sp>

If user is unable to access this

Inform user to drop an email to sabacloud@hpe.com or

Saba Help Desk <sabahelpdesk@dxc.com>

IE upgrade to version 11 on virtual machine

Template: Request for Service

AG: Ask the User or based on location

VM Issue

my Virtual machine is not starting

I m umable to login using my Ip

error- Remote desktop cant connect to the remote computer

VM location is Norwich vic

INC to desktop norwich

Desktop Hard disk Issue

Template: ODC Desktop Issues

AG: Local IT

Service Request in AT&T’s Business Direct Tool ( IP request )

Ask user to send mail to csc help desk

eject 15 full tapes from CSCBFSMDS001- RMW tape change, kindly raise the ticket and assign it to Storage CSCUK Offshore.

No Template

AG: Storage CSCUK Offshore

 and categorization for security

First Stike Macro Isuue

Ask for the link and the error

<https://apexcloud.apexanalytix.com/Citrix/XenApp/auth/loggedout.aspx?CTX_MessageType=INFORMATION&CTX_MessageKey=SessionExpired>

Ticket

Template: Software Issue

AG: Local IT

MPEMS Issue

cannot access the [mpems.csc.com](http://mpems.csc.com/) website to order a SIM card then ticket

Template: Software issue

MPEMS

Needed new simcard for the user

User told How to I order a new DXC SIM Card for a new starter?

Asked him to request in is it request in [https://mpems.csc.com](https://mpems.csc.com/) right

User told

I have tried that

However that system CANNOT find the new starter

So I can't order it for them

any ideas why?

Do you have a UK local contact I can speak to?

name, email address? thanks

UK & Ireland 0870 606 3999 +37 052 522 551

create ticket to mpems uk team

MPEMS issue

I am trying to get my phone activated for service in Europe. I tried sending email to MPEMS and that got returned. Then I went to update features in CSC Premium Mobile (13945179) on Friday and still I have no service

INC to MPEMS

User unable to connect to CSC network using wifi from my laptop

But can through LAN port

The message says - "Windows was unable to connect to CSCemployee"

Then ask user to restart pc or Log a ticket

Template: PC Boot or LAN Issue

AG: Local IT

CISC WIKI

<https://portal.amer.csc.com/wiki/display/ABAP/Home>

user is using this link but not permitting

Ticket

Template: Application Issue

AG: Application CSC Docs

System or PC or laptop Issue

the only info it gives me is SYSTEM-SERVICE\_EXCEPTION

on the blue screen

Ticket

Template: hardware issue

AG: Local IT

DXC Video

KB0036447

Shared Paths

User got new laptop and unable to access the shared paths but user have the access for shared paths

Template: Application Issue

AG: Local IT

GCAR Access

Hi user needs GCAR access to add people in lotus notes

his issue is not clear

GCARS is an application used for scheduling changes or outages. It has nothing to do with outlook

sorry lotus notes

asking him if his request is just GCARS access

WO to messaging APAC / EMEA lotus note

GRC Issue

GRC link( <https://sapgrp-ces.houston.entsvcs.net:44301/sap/bc/webdynpro/sap/grac_uibb_end_user_login> )

If users reaches us regarding SAP GRC Applications (SAP Business Warehouse (BWP25, P20), SAP P42, SAP P44 and SAP P12) related queries like

New Access request

Access Removal (Remove Role)

User Validity Extension Request

Request status

Additional Access Request

Password reset.

<https://sapgrp-ces.houston.entsvcs.net:44301/sap/bc/webdynpro/sap/grac_uibb_end_user_login>

Any problem user can drop a mail to

SAP\_GRC\_Deployment\_-\_CSC\_Team@CSCPortal.onmicrosoft.com or

ITIOSSOSAPSecurityCSCSupport@dxc.com

SAP Password Reset Link

sap password reset link: [https://sapgrp-ces.houston.entsvcs.net:44301/sap/bc/webdynpro/sap/grac\_uibb\_end\_user\_login#](https://sapgrp-ces.houston.entsvcs.net:44301/sap/bc/webdynpro/sap/grac_uibb_end_user_login)

User wants to submit a submit a CGEN firewall request

Raise a WO ticket

just enter firewall it will notify firewall modification... like that

Template: Network Firewall Configuration Management

AG:  Network Global Firewall Cyber Security

Server with IP address [20.201.110.201](http://20.201.110.201/) was given to our team for SQL server processing . Today we aren’t able to access ( remote desktop and sql server ) on this machine .

INC

Template: Application issue

AG: LDT

Lotus Note Issue

want a new Lotus Notes ID to be created

WO

Template: Lotus Note

AG: Messaging APAC Lotus Note

Lotus note issue

 user changed the laptop and lost lost note id file

now unable to install lotus note

Then 2 wo one for Lotus note install and other for the lotus note id creation

IBM Lotus Note

IBM Lotus Note ID Creation

Ask user the Lotus Note ID Template

WO

Template: Request for Service

AG: Security Identity management

 EMEA Remedy Access

user need remedy access

Please find the below link.

<https://ismp-emea.emea.csc.com/arsys/servlet/ViewFormServlet?form=NTE:Notifier&server=map-alpha-mdc-pr-lev.emea.csc.com&eid=NTS000010001465>

User has to drop a mail with the Manager approval mail and the clone id to the csc help desk

AUBroker request

 AUbroker request  ADBR0001168

We don't have access to check ask user to drop the mail

Password Reset

Ask the user the below details and then ping in group

Please let us know the below details to help you better

Mainframe User ID:

Mainframe Type :

Mainframe Session Name :

Mainframe ID :

If not possible by group, then

Ticket

Template: Domain password unlock/reset

AG:(if norwich mainframe AG is Security USA IS&S Mainframe Norwich)

Catalyst prod servers are down and Catalyst website not accessible

IP Address: [20.137.188.17](http://20.137.188.17/) and [20.137.188.18](http://20.137.188.18/)

Website address: <https://catalyst.csc.com/>

Template: Application Issue

AG:

Server Wintel USA Newark & Chicago Data Centers

Name Change Request

There's 2 subcontractors last name were created incorrectly

Ask user the below details too with the normal details

|  |
| --- |
| Kindly provide the below details to create the ticket to the concern team. |
|  |
| Current First name |
| Current Middle name - if any |
| Current Last name |
| Current shortname |
|  |
| New First Name |
| New Middle name - if any |
| New Last Name |

 WO

Ticket

Template: Request for Service

AG: Security identity management

Name change in Office 365

how could I change my display name on my Email?

currently showing as LAI, TECK CHOY

I need to change to WILLIAM LAI

Wo to Security Identity Management

Name change in Cisco

Then inform user to fill voce MDS template and drop a mail to CSC help desk

Admin Access for laptop to install tool

need admin access to AstID:AI691637

crystal

Kindly raise an IT NSR from Application portal for the above request.

Note: Go to [https://in.portal.CSC.com/CSCI.Portal](https://in.portal.csc.com/CSCI.Portal) -- Service Delivery -- IT Service request system -- Service Request Submission

Static IP

I want to know how to raise ticket for static ip

|  |
| --- |
| Get the IP address and MAC address and ticket to server IND (WO) |
| To get the MAC --<> ask user to type Getmac in command prompt |
| Wo |
| Template: Request for Service  AG: Server IND        Not able to access - ES/FPA Request Database from Workspace in IBM Client Application  Inc  Template: Lotus Note  AG: Message Lotus Note (assign based on location)        For **Spain and Portugal**  users  **Spain and Portugal users should raise CIO request** for AT&T Network change, ADSL new installation, ADSL move, Skype headset, Double Desk phone headset, Upgrade ram, SSD Hard disk, Second monitor, Other Hardware devices, Third Party Software, New Network devices using the sharePoint Link : <https://dxcportal.sharepoint.com/sites/ocioRequestSpainPortugal/SitePages/CIO-Spain-&-Portugal.aspx>  So Please don't raise any WO to LDT  for more refer KB : KB0043011        Pulse Connectivity Issue  Pulse is taking time to connect  Ticket  Template: ATT VPN  AG : ATT Network    User wants SDSA Password Reset a/c is disabled  First ask in the group with the user short id  And check for User token and domain password  If a/c disabled  Ticket  Template: Domain Password Reset  AG: (If AMER Security Global Active Directory - US)    <https://dxcportal.sharepoint.com/sites/SDSA/Main.aspx>  Team , please provide this link to users for SDSA access  The SDSA access option inside AMAS is not redirecting properly.. Please use this new link for SDSA access <https://dxcportal.sharepoint.com/sites/SDSA/Main.aspx>    SDSA Login Issue(Service delivery Support Architecture)  For SDSA login user should use AMER or APAC or EMEA password with the token password      SDSA Access for new user  <https://cag1.sdsa.emea.csc.com/vpn/index.html>  and  <https://cag2.sdsa.emea.csc.com/vpn/index.html>    User needs to raise the request in the below link  <https://dxcportal.sharepoint.com/sites/SDSA/Main.aspx>    SDSA login issue  User told first time access to below link  <https://cag1.sdsa.emea.csc.com/cgi/login>  the error I receive is Http/1.1 Internal Server Error 43531  INC to local it or RRT    SDSA issue  <https://cag2.sdsa.emea.csc.com/vpn/index.html>  and then I am using [https://mdc-classic.sdsa.emea.csc.com](https://mdc-classic.sdsa.emea.csc.com/) to connect it through VIP  it frequently says "connection disconnected"  my other SDSA connections are working  with Cag1 or AMER SDSA  only issue with DSB  DSB is Danish Rail    INC to SDSA team      SDSA Application Issue  Unable to initiate the SDSA  citrix  <https://cag1.sdsa.emea.csc.com/Citrix/SDSAODCWeb/>  It goes upto the citrix screen ... but citrix session is not opening up  If user is able to login  Then also  INC  Template: Application Issue  AG: Service Delivery Support Architecture SDSA Global        Excel not working  INC  Template: Office 365 others  AG:Iaction |

Printer Mapping

Or

I need access to Tower\_A\_Fourth\_Floor\_Printer\_A\_HP on CSCNODAPP021

WO

Template : Request for Service

AG: If India Desktop team and if foreign Remote Resolution

Printer

Cute PDF printer was installed

in that I cant able to protect the password

for PDF printer you can mirror my manager access

Cute PDF printer    configure

Wo to Local it or RRT

Add ins for SAP

Wo to LDT

Domain Account

If user wants new domain credentials

Ask user to raise a request through the below link

amass tool

<https://dxcportal.sharepoint.com/sites/AccessMgmt/_layouts/15/start.aspx#/SitePages/Home.aspx>

WIFI Connectivity

Guest wii is different CSC wifi is different so if user need the guest wifi we will give him the form

But for CSC employee wifi ,,, we don't ... ask the user whether it is CSC provided mobile ?

MWS Password

Ticket about reset of MWS Password of one of my team mate. i have raised the same couple of time

WO

Template: Request for Service

AG: Security P3 & P4

Restart Remote Machine

Like restart the cscvwmanor006 machine..

Template: Hardware issue

AG: Desktop GBR Chesterfield Service Desk

Big IP Client

If user wants access for BIG IP Client for first time, then check with the manager and then drop mail to us

Big Edge IP client Issue

If user says

it is not even redirecting to that window

i just clicked on big-ip icon and it is showing "waiting to connect to server"

INC to Local IT for India

Sharepoint

Kindly raise a request for SharePoint site-https://dxcportal.sharepoint.com/sites/nationalGridForPMO

We need external site sharing access

so wo

Template: Request for service

AG: o365 Iaction

if user wants to move PC from ONE place to another he has to raise a new NSR request

if he says that he already rasied it and it is not resolved then give him LDT contact numbmer

which location

CSCi Client Site Services - Bengaluru <CSCi\_Client\_Site\_Services\_Blr@csc.com>

Give him this email address and ask him to drop a mail to them

or contact  Basavaraju, Mallikarjun <mbasavaraju2@csc.com>

SDSA Application Removal

I currently have 2 applications in SDSA. I need the two applications removed as I no longer am supporting the 2 applications.

HII and Zurich

kindly open a ticket to have the applications removed for sdsa classic. Account: perrickson

So application issue right

Inc

put sdsa and click enter for AG

Big IP Client access for the User for First Time

User is trying to access BIG IP client

can she use Symantec VIP to login

or only VPN

for the User needs to get access

For that user needs get the manager approval and drop that to our email box

Access to Shared Drive Folder

User need access to shared drive folder [\\20.198.58.104\CSS](file:///\\20.198.58.104\CSS) Scanned Documents

If India

WO

Template: Request for Service

AG: Server IND

Then give the NSR Link and ask user to raise the request

<https://in.portal.csc.com/>

Please drop a mail to Mail-id: Csci\_global\_servicedesk@csc.com

with the manager approval for //20.201.110.19 access

For first time access for

[\\cscdssche009](file:///\\cscdssche009) in that FSS\_UKI

[\\20.48.60.2\SSC-Prague\H2R\Payroll](file:///\\20.48.60.2\SSC-Prague\H2R\Payroll)

IT NSR

Unable to access the Application Portal in.portal.csc.com

Ask user to raise CAP request in below link

<https://glb.ias.csc.com/Topaz/Default.aspx?mid=0&tid=0&stid=0>

ASK Account Password Reset

when accessing <https://ask.etrading.csc.com/Ask2/main.aspx>

Inc

Template : Domain password reset-others

AG: Application SRS

For ask access

Give the user the ask template and tell the user to get the manager approval mail and drop to our mail

PolicyTech Issues

PolicyTech is the system of record for all DXC published Policies & Standards and it is owned by the Ethics & Compliance Organization. All DXC employees have access to PolicyTech by logging in with their Global Pass credentials.

|  |
| --- |
| user has problem with <https://dxc.policytech.com/dotNet/documents/?docid=17> |
| advised user to try [https://dxc.policytech.com](https://dxc.policytech.com/) |
| For any Policy Tech issues, User needs to contact Egger, Reinhard (Global Trade) reinhard.egger@dxc.com |
| located - Jacksonville, IL |
| email - tdennis5@csc.com |
| tel - 217 371 9506 |

Access for

Cargo Account

Ask GREEN cargo account used in which application

<https://clop-portal.dk.emea.csc.com/Citrix/XenApp/site/default.aspx>

User needs to fill CLOP(CLOP in Received file) Template

Then Wo

Template: Type CLOP Access

AG: Server wintel nordics

CLOP Password Reset

I am unable to logon to CLOP using my short name daalto2

Green cargo

CLOP

logon is made on this portal - <https://clop-portal.dk.emea.csc.com/Citrix/XenApp/auth/login.aspx>

INC

Template: Domain Password Reset

AG: Server Wintel Nordics

CLOP Access

User needs to fill the clop template (In received files) with the manager approval and drop a mail to csc help desk

replace the cisco as I need a video enabled cisco

WO

Template: Request for Service

AG: Desktop Team

Unable to access CSC SRM Applications

Like We have four employees from HPE.. who will be part of my team. They are unable to access CSC SRM applications

<https://csc100.csc.com/irj/portal>

SRM link

Ask for Error is

Server at [CSC100.com](http://csc100.com/) is taking too long to respond

INC

Template: Connectivity Issue

AG: AT &T

RSA Download Link doesn't work

The thing is that, i need to download RSA security token for access my client machine

I tried to download it for many times. I couldnt able to do it

[ftp://ftp.emc.com/pub/agents/rsasecuridtokenauto412x64.msi](http://ftp/ftp.emc.com/pub/agents/rsasecuridtokenauto412x64.msi)

this is the link

Error is

450 file action cannot taken

page is not displayed

INC

Template: Application Issue

AG: Desktop

Mobile Usage in International Setting

looking for instructions to modify my cellular service for a short time for international travel

INC

Template : Mobility based on location

AG: MPEMS

I would like to report the ESD Asturias Avaya Contact Recorder site is down

<http://20.34.38.22:8080/servlet/acr>

I have verified the link cannot be accessed from different pc and locations

So is it application issue

this is client link right- yes

Network Global Service Desk Voice Engineering Support  for avaya

INC

Template: Application Issue

AG: Network Global Service Desk Voice Engineering Support

DATA CARD

my manager and SAP associate directer approved my data card

what is the procedure to get it done

DATA card

[https://mpems.csc.com](https://mpems.csc.com/)

raise request in the link

If doesn't work then

try from your team mates or colleagues system

in firefox

or chrome

DATA CARD Transfer

My LWD is on Monday - Sept 3

I need to transfer my Oncall Number and Datacard to my peers

Need to change or Replace Host files

WO

Template: Request for Service

AG: Local Desktop

Access for O drive in PC

Ask the link and error

If First Time Access then WO

IF not then INC

Template : Application Issue

AG: Remote Resolution Team

To add Bomgar AD groups on his profile

User need to fill template the bomgar excel template and also need manager approval mail and then

WO

Template: application Bombard

AG: Bombard Global Support

LAN(Internet) is not working

INC

Template: LAN Issue

AG: Local desktop Team

Need a Microsim replaced for standard sim

You can request a replacement sim in MPEMS self service. Select ‘Change My Current Service or Device’, click on your existing service number, then click on ‘Change Device’, click on ‘Same Carrier’ and ‘Yes’ to continue, then continue until you see the sim catalogue. You can access MPEMS directly at the following: [https://mpems.csc.com](https://mpems.csc.com/)

MSRA is not working

showing Remote Assistance is not enabled

application for sharing screen

Inc

Template: Software Issue

AG: If India LDT and if Foreign then Remote Resolution

OneDrive Configuration

One drive configuration for my id

WO

Template: Request for Service

AG: LDT

IBM Access Client Application Server for EMIR (Annual Leave Requests)

I am looking for an application server for an application called EMIR. I usually use this application for requesting my annual leave. Could you help me out?

for this WO to LDT right and if foreign WO to RRT

Visio

I need a data on bi-weekly basis for MS Visio and MS Project

WO

Request for Servcie

Please assign a ticket to Desktop Technologies> Desktop Global ADO Operations"

Visio Install

KB0040818 send this article if user needs to install Visio

 Yantra / ASK

I need your help to open a ticket to grant a new user with access to Yantra/ASK

User needs to fill the form kb0039145

Connection between SDSA and Swedavia network isnt working. When we try to open RDP and Citrix Farm towards Swedavia network we get no response.

Address to SDSA/EMEA is

<https://cag2.sdsa.emea.csc.com/Citrix/SDSAMDCWeb/>

INC

Template : ATT VPN

AG: ATT Network

Users are unable to access the IP address

New IP is [10.91.20.204](http://10.91.20.204/) and [10.91.20.205](http://10.91.20.205/)

old IP is [20.197.20.161](http://20.197.20.161/) and [20.197.20.72](http://20.197.20.72/)

AS servers moved from one region to other in japan

Chennai People are unable to access

10 people are impacted so

User said

So to which team shall I log ticket

 ask user to fill the firewall template and send to CSC mail

VPN Installation Issues

i have installed client VPN.

Due to certificate Issue i am not able connect

Application Issue

IF India Local IT

IF Foreign Remote Resolution

Sales Force Issue

If users reach us for Salesforce Issues, Please refer them to contact Salesforce Admin team.

The Salesforce Admin team can be reached at    +1 415 901 7010 & support@salesforce.com

Regarding Connecting BIG IP Client

when I connect my BIG IP connect through my Symantec VIP I am getting message like, 'You are not authorized to use VPN. Please apply for VPN access in your region.'

when i give my credentials i will get a message that you are not authorizes

authorized

You are not authorized to use VPN. Please apply for VPN access in your region. Please click the link below to terminate your session."

Then User needs manager approval and then drop a mail to csc global desk

If already done then also user is not getting then

manager's approval

and wo request for service to security MFA

HPE process Quality Process Issue

<https://processviewer.quality.ssz.dxcproda.dxccorp.net/>

it is used for EDGE Process ( HPE process Quality Process)

Inc

Template : Application Issue

AG: CSC HPSM Tickets

i am not able to login into 1 application through remote machie

also in the remote machine IE i need to do some configuration.. but i am able change that

could you please help on this..

User said

application is Product Wizard

INC to software issue AG will take by itself

If india local it and if foreign RRT

Connectivity Issue

I am unable to connect to the required client Remote Desktop option giving error "The task you are trying to do can't be completed because Remote Desktop Services is currently busy"

Inc

Template: Connectivity Issue

AG: LDT

For MS Project and Visio Installation

I need MS Projects Plan tool to be installed on my computer or provide a link from where I can download and install software if my profile allows to install SW

If Ms project

User needs to drop an email to [MS\_Project\_Request@csc.com](mailto:MS_Project_Request@csc.com)

 New process for MS Project and MS Visio procurement and installation.

Please ask users to follow article

KB0041464

 and please don’t log any tickets for this.

KB004818

If only data

I need a data on bi-weekly basis for MS Visio and MS Project

Please assign an incident to Desktop Technologies> Desktop Global ADO Operations"

MSP install

I had MSP installed on my old laptop which i submitted to NMG last month. I need to get the MSP installed on my new laptop using the same license

Then WO to Local IT

Software Installation in MAC

Like to

install Skype for business in my Macbook

WO

Template: Software Install

AG: Desktop Global Level 3 MAC Support

OS upgrade in MAC

Request to upgrade OS for Mac Book Pro

WO

Template: Request for Service

AG: Desktop Global Level 3 MAC Support

IF HPE user Regarding Oath Tokens then consult the senior

DXC Talent Cloud (DTC)

If user wants DTC account then ask user to drop a mail to

Email: CSC Cloud Support <cscmanagedhosting@csc.com>

When logging to pc user is getting

Error Message: "User profile cannot be loaded"

INC

Template: PC Boot Issue

AG: Local Desktop Team

IE Upgrade

WO

Template: Request for Service

AG: Local Desktop Team for India and for foreign RRT

Sharedrive

kjain24 ([\\cscdssndr002\home](file:///\\cscdssndr002\home))

there are no data in this drive but it is show full

so inc

Sharedrive

Local It

Sharedrive issue

All Data missing fro

WO

To local IT

m Shared Drive. Need to restore data

Or INC to local it

forgot my CISCO desk phone passwd

so ATT VOIp

ATT voicemail for IND location

I'm accessing a folder & its sub-folders, but I think I also hit the server first...

since I can access other folders on that server...

server=cscpjaxnor402 share=projects folder=bpoguide

 inc to O365 itune

Reset my SCOM password for SFB and OCIO accounts

INC

Template: Domain Password Reset-others

AG: Security Global Active directory

Unable to connect to Cognos.

Error: CAM-AAA-0071 An Internal Error Occurred. Needs assigning to Group: Application SRS. Example ticket: INCEB0001142735

INC

Template: Application Issue

AG: Application SRS

Security SailPoint

If there are any issues with these below applications or if an individual calls in and indicates that they have a “**SailPoint**” problem. Please open an incident and assign it to the l-CSC Remedy queue “**Security SailPoint**”.

1) EPIC

2) DXC Expense Hub

3) SAP Enterprise Portal

Snow Profile

I need to add manager name in my SNOW profile

Then

WO

Template: Request for Service

AG: Service now data

SOE

We don't have details of SOE email address

 Please raise ticket with

Desktop Global SOE Build and Support

Ticket status for NJF

User asked to raise the ticket for PC as user joined on 8th june for CSC

User gave this NOI/21721/JUN/2018/NJF

its approved

CSCi Client Site Services – Noida <CSCi\_Client\_Site\_Services\_Noida@csc.com>

ask user to drop a mail to this ID

Application GRM

<https://grm.amer.csc.com/index.html> Link is not accessible

Error (gateway\_error)

An error occurred attempting to communicate with a web server.

Please confirm the URL (web address) you are attempting to use, if the URL is correct, the network may be busy and you should try again. If it continues to fail, the URL may be obsolete and you should check with the source.

For assistance, contact CSC Collaboration Services.

INC

Template: Application Issue

AG: Application GRM

Remedy Password Reset

could you please help me to reset my password from Remedy 8.1

I have changes my laptop yesterday

and in the old one I have the password saved , but now I don´t remember it

I have tried with my global pass but doesn't work

INC

Template: Application Issue

AG: Remedy Data support

GRM Issues

<https://grm.amer.csc.com/index.html> Link is not accessible

Error (gateway\_error)

An error occurred attempting to communicate with a web server.

Please confirm the URL (web address) you are attempting to use, if the URL is correct, the network may be busy and you should try again. If it continues to fail, the URL may be obsolete and you should check with the source.

For assistance, contact CSC Collaboration Services.

INC

Template: Application Issue

AG: Application GRM

 i am unable to client url on my desk top

<http://helpdesk.amlakfinance.com/WorkOrder.do?woMode=viewWO&woID=1923>

this url

Error is  Network Error (dns\_server\_failure)

Your request could not be processed because an error occurred contacting the DNS server.

The DNS server may be temporarily unavailable, or there could be a network problem.

WAN LAN template fill and drop a mail to csc help desk

Domain Account

If domain account is not found or needed new domain account then inform the user to raise the request in below link

*Kindly request any of the Legacy CSC colleague to submit the request* in AMAS

<https://dxcportal.sharepoint.com/sites/AccessMgmt/_layouts/15/start.aspx#/SitePages/Home.aspx>

need to select Asiapac-->New Request--> Active Directory Account--> New AD account--> Request

Hi INCEB0001625263

It is written Link Broken with CSC\_ATT External System. Vendor Ticket Reference: 000000247434665

It is assigned to Service Desk INdia

Can I reassign it back to ATT

becuase user is asking still no one contacted me

AT&T team updated the below comments and closed the ticke"

This is for NHS account.User need to raise ticket with NHS Helpdesk for Network team and ticket to be assigned in NHS remedy."

User need to contact NHS helpdesk

USD2 Urenco ticketing system

We have lost access to our USD2 Urenco ticketing system, Looks like a server issue to me.

URL is <http://usd2.uk.emea.csc.com/index1.html>

Returns http Server Error 503

INC

Template: Application Issue

AG: Server Midrange & UK Onshore

Malaysia Ticket

Could you please append this in the ASIA knowledge article and provide us the article number.

1)Please ensure we use only the below collecting details template for all the Asia users while logging ticket. This has already been updated in dashboard. Ensure you don’t use any old templates.

Asset tag :

Short ID:

First and Last Name :

Department:

Contact number ( extn / Ph):

Location :

Floor/Cubicle:

Available Time:

2)If user says his Department is any one of the below, then the ticket will go to **Desktop MYS ESM**.

* Service Desk Operation users
* Service Management
* Problem management
* Incident Management
* Change Management
* OSO

NOTE : If user provides any department apart from the above, then ticket should go to **Desktop MYS**

3) For any New VPN token requests for Malaysia region:

Remedy queue : Desktop MYS ESM

**Note : For Malaysia, regardless of user project/department all new VPN token requests are handled by Desktop MYS ESM.**

Access

need access for a path

[\\20.198.58.38.\AXA](file:///\\20.198.58.38.\AXA) Mainframe PCA India

Then raise the IT NSR link

Microsoft Team

Microsoft Team is the software which is not working for me

INC

Template: Software Issue

BRM Approval

ASK USER TO GET brm APPROVAL

TO GET THE ACCOUNT CREATED

Find the regional BRM in the below link.

For adding the email for on premise

<https://csc.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsys_kb_id%3D18ca16794f544f00a198a4eab110c752%26sysparm_language%3D%26sysparm_nameofstack%3D%26sysparm_kb_search_table%3D%26sysparm_search%3D>

VPN access via VIP

VPN Access via MFA/VIP application will also go to “Security MFA” support queue once manager approval is received.

PPMC

I need access to 2 reports one is the "Daily Actionable Demand Report" - this provides list of all the Open Demands in PPMC.

and the second report is

"DXC Allocation Report" - The report shows the data of employees who have allocated to the project for the forecast of 12 months.

links to the reports are here - <https://dxcportal.sharepoint.com/sites/DXCPeopleAnalytics/SitePages/Honeycomb_2nd_Page_DRM.aspx>

Resolution is

Please contact the admin of the site , only the admin of the site can add you to get access

 Issues on PPMC Tool Performance/Functionality

<https://ppmcpro.itcs.entsvcs.net/itg/web/knta/global/autoPopulate.jsp>

till yday I was getting certificate error but still was able to access but today its not opening

certificate issue

INC to LDt

PPMC issue

<https://ppmcpro.itcs.houston.dxccorp.net/itg/web/knta/crt/RequestDetail.jsp?REQUEST_ID=>

Can't move Positions to staffing profile

HPSM ticket

Asset Related

Like I can see in the assets for me I can see one extra entry as CSCINDAH503842

Currently I have one Laptop AH503842 and one desktop AE707786

Whereas in the system it shows one more Laptop t440 as CSCINDAH503842

I dont have this asset with me

raise a snow ticket under option

Change Asset Information

IP Host Down

Like SMARTS ALERT

Server: CHN-CBANK-DC02

Type: Wintel

Bus: Australia and Asia/CSC India/Internal

IP: 20.201.30.32

Asset: AF454776

Status: Production

Location: Chennai, India

Alert: Host Down

Date/Time: 2018 19 Jul 03:58:01]

Contact: 877-366-3330 Opt 12 opt 1

Queue Server IND

Then

INC

Template: Smart Alert

AG: Server India

Static IP Request

Like

I need my desktop ip to be converted as Static IP

Static ip

=============

•         Name:

•         Email:

•         Contact detail:

•         Cubicle:

•         Shift timing:

•         PC name:

•         IP Address:

•         MAC address:

•         IPCONFIG /all output:

For India

INC

Template: Request for Service

AG: Server IND

If unable to use the GRC link then

Inform user to drop a mail to SAP\_GRC\_Deployment\_-\_CSC\_Team@CSCPortal.onmicrosoft.com or

ITIOSSOSAPSecurityCSCSupport@dxc.com

CAP Request

IF user first time access for application portal or in.portal.csc.com

Then

Ask the user to raise the CAP request

Please raise the request in the below link

<https://glb.ias.csc.com/Topaz/Default.aspx?mid=0&tid=0&stid=0>

EMEA-AP15 server is not responding on lotus notes

INC

Template:

AG:

raise a ticket to lotus notes team

messaging europe lotus notes

Request access rights for the following team members to refresh and update Sprint burndown chart under “i.PM APAC – AGILE” in TFS: cscalmchevsts\Acute Care.

Assignee company: CSC Service Provider

Assignee organization: Hosted Application

Assignee Group: SCM IND Chennai BLDG CT & PKT

Server

[170.30.210.191](http://170.30.210.191/)

Server Wintel USA IS&S to check C drive space

on MEMvSTGDBX1:C-Drive Space is DOWN

I'm unable to open any remote server with server name, I have to use IP address for server to access it

INC

Template: Application Issue

AG: Server IND for India

Networking Team

I want to log a ticket against networking team or OS teams for creating DNS entry

for one of the portals moving behind Gloabal Pass

Global pass team asked me to give hostname to site

for that we need help from networking team or OS teams

<http://20.250.130.19/svlmDashboard/svlm>

Inform user to fill the LAN WAN template and log ticket to ATT team

Arbia

IF user needs access to arbia , then ask user to raise the request in SAP GRC link

Clear Pass

Clear pass is not working in my LAPTOP due to which i couldn't access internet

INC

Template: Application Issue

AG: (IF india Local IT)(IF foreign RRT)

Scandihealth Network

I need to configure Scandihealth Network from Hyderabad location

WO

Template: Request for Service

AG: (IF india Local IT)(IF foreign RRT)

20.15.66.53(Remote)

i am not able to access machine "20.15.66.53" and getting error so i need access on this "[20.15.66.53](http://20.15.66.53/)" machine

Inc

Template: Application issue

AG: Bangalore RGA

20.15.66.53 is in bangalore

Courier Request

By any chance do you know how to raise a Courier request

HR connect

Domain account creation for Malaysia

I have raised a AD domain ID creation request for HPE Malaysia resource

and the service desk guys reverted back asking for regional HR approval

Can you please help me to understand why DXC Employee need approval to onboard into internal environment

As per the process for malaysia users whether they are HPE or CSC

Need manager and HR approval for domain creation

Network Authentication Password Reset

Please raise a request to reset NetAuth password

Network authentication

Network Tools and Automation AUS

Mouse Stolen issue

Ask user to send the mail to sircc@csc.com with the full details as normal

For new mouse and cubic related for India

IT NSR ticket

For cubic change and need new cubic

IT NSR

Phishing Email Issue

Please log a remedy ticket for this case under the following queue:

Messaging Global SMTP Email

DMUG:

Please block the following sender parameters.

X-Env-Sender: update.noreply@irs.gov

The email sender has been spreading the attached phishing email.

 ESL issue

I am facing issue getting the page ESL (<https://eu.svcs.entsvcs.net/pls/esl/esl.info>) .

I need to access this site for my project work. Request your support here.

When I try to open the page I get message the "This site cannot be reached"

first time access

I tried worked

so APPlication issue to local or rrt

Metrics report

I am facing problem while pulling out the metrics report from solution manager

user is using this link

<https://csc100.csc.com/irj/portal>

inc

Application issue to

r2r - projects and assets

Loan Laptop

Please, I'd need to raise a ticket for a loan laptop :) I already talked to my colleagues here

it would be a work order for Desktop Portugal and Spain team

Snow ticket

Xchanging Issue

Xchanging the mail id

I’ve been receiving emails from DXC (e.g. Week in Perspective, emails from DXC technology) but not for Teamgage.

Are you able to confirm what would be my Xchanging forwarding address? It's meant to be set to forward to afiq.abdulmalek@au.xchanging.com. My DXC id is aabdulmalek@csc.com.

Xchanging IT says the issue is on the Domino Lotus Notes server

ask him.. does he need CSC emails to frwded to XCH ? or Vise versa?

csc to xchanging

then log Inc to iaction

DXC university portal

My manager name is not reflecting in Approval manager under DXC University portal

He recently quit the company

<https://csc.skillport.com/skillportfe/main.action#search/dab5576d-65e3-4eff-bbe3-b9c386b2f2a7>

 DXC University <dxcuniversity@CSCPortal.onmicrosoft.com>

PPMC

<https://ppmcpro.itcs.entsvcs.net/itg/dashboard/app/portal/PageView.jsp?pageId=6062115>

I wanted to report an issue

I am using PPMC tool

I have uploaded my Project Plan to PPMC

but I am unable to update the plan in PPMC

There is no error message

I don't get an option to edit the plan

ptn/Pradeep Tn/GPDO/Chennai DLF/9th Floor/9791031998 or 722173/9WS263/12:30-09:30pm

Please log a e case and mention that user is from l-csc

L-CSC

PPMC Issue

I can't open ppmc site from IE browser ..

<https://ppmcpro.itcs.entsvcs.net/itg/dashboard/app/portal/>

•Make sure the web address [https://ppmcpro.itcs.entsvcs.net](https://ppmcpro.itcs.entsvcs.net/) is correct.

•Look for the page with your search engine.

•Refresh the page in a few minutes.

so INC to local it

 INC to Local IT

Concur

<https://www.concur.com/en-us/support>

+ Provided the Concur support number: +1 (855) 895-4815

Getting error while pulling out the metrics from solution manager

User is using the link

<https://csc100.csc.com/irj/portal>

and the error

INC to local it for IND

LAN Port Enable

Users place was shifted to new cubical

 then give Access request foirm KB and ask him to fill LAN Wan form and drop email to our team

Sharepoint

user is below link

: <https://dxcportal.sharepoint.com/sites/Claims/lists/Claims/CreateClaims.aspx>

but geting error

user is able to access link in both HP and CSC network

[‎06/‎08/‎2018 11:43] Bhavya Sri, Chundru Jaya Bulli:

o365 sharepoint team

PPMC

 i need access i.e. a new logon for PPMC

user doesn't have link and told

PPMC is a legacy tool which is now being used globally in DXC, however I used to work for legacy CSC

 Kindly drop a mail to Csci\_global\_servicedesk@csc.com along with your manager approval and  tool name

Lotus Note

I am facing issue with my Lotus notes setup and need assistance

I need Lotus notes to access the email groups

that are exisiting

User has Lotus note ID file

SO WO to local IT

Remote Desktop Issue

have issues with EMEA SDSA where by i can login on and have the icons

but upon selecting remote desktop does not then start the app

no error advise via this link

<https://odc-classic.sdsa.emea.csc.com/Citrix/ODC-ClassicWeb/>

click on ms remote desktop and see egg time and then does NOT start

INC to Local IT or RRT

CSC Help desk numbers

IF user asks for help desk numbers

Or

Like

I have been trying to contact Payroll Support via the number (02) 9034304 and then pressing option 4 for payroll but the phone just hangs up

sorry (02) 90343404

I was using my work mobile

Inform user to contact HR connect

CD/DVD Burning

Raise a ticket to Create a bootable CD to install client Windows OS on the system

IF India

NSR request

Kindly raise an IT NSR from Application portal for the above request.

Note: Go to <https://in.portal.CSC.com/CSCI.Portal> -- Service Delivery -- IT Service request  system -- Service Request Submission

Request : Otjers

Request Type: CD/DVD Burning

Fill in the details and submit the request.

Person Removal from Group mail box

Due to one of the managers here leaving accounts we need them to be removed as c0-owner from a number of Exchange Mailboxes. I am one of the other co-owners.

Wo to iaction

If user need Eforms link access

Then mail to csc service desk with the manager approval mail

<https://eforms.aunz.csc.com/eforms/cfml/>

If user need Endeavour energy ssl vpn accesss

ssl vpn link for EE is ---

[https://end-support-syd10.connect.csc.com](https://end-support-syd10.connect.csc.com/)

User needs to raise the request in eform link

Request for Static IP

Log a WO to Server IND

With

Kindly provide the below details for the IP reservation.

• Name:

• Email:

• Contact detail:

• Cubicle:

• Shift timing:

• PC name:

• IP Address:

**• MAC address:**

**• IPCONFIG /all output:**

Ecase link

<https://itsm-support.corp.hp.com/sm-ess/ess.do>

I am not able to login to my server. User id: kbakshi2 Server : CSCDVAPPNOR463

when I am logging. it is showing me black scree

if isuue is aftr cnctng to server-log ticket to concerned server team

if not ldt

INC

Template: Application issue

AG: Server Wintel USA IS&S

Messaging Global SMTP Email

IBM config

I got a new Laptop

and need remote support to configure former Lotus Notes to see am old apps in the IBM Application Access app

Wo to LDt or RRT

Need to install the IBM client application access

for lotus note

WO to local it for India and RRt for foriegn

 chryslergdc domain

unlock

INC

Template: Domain Password Reset

AG: Server IND

ATT domain password reset

INC

Template: Domain password reset

AG: Server IND

ING Remedy Access

I want to have ING remedy access for me & for my team mate.

I have approval from my manager...

<https://ismp-emea.emea.csc.com/arsys/forms/map-alpha-mdc-pr-lev.emea.csc.com/Home+Page/Default+Admin+View/?cacheid=b73b001d>

IT's EMEA Remedy

Get the manager approval and drop a mail to csc mail id

Digital badge enroll

Ask user to enroll in below link

mydigitalbadge.hpe.com

And for Pulse Install

Send the pulse zip file in received files

SMTP

Like Please help to configure SMTP on DXC Informatica Servers

Server List:

zc4t00092.itcs.houston.dxccorp.net

zc4t00093.itcs.houston.dxccorp.net

z4t0001g.houston.dxccorp.net

z4t0002g.houston.dxccorp.net

Hello Team,

SMTP packages are already installed in all the server but users are unable to use mailx to send Emails from the server.

We checked with relay.csc.com.. but  it didn't receiving mails

Need your help to provide the relay server for itcs.houston.dxccorp.net  and houston.dxccorp.net.

any idea to transfer the case to the csc server team

With the Relay SMTP Template Filled

WO to Messaging Global SMTP Email

Or ask user to drop a mail for csc help desk

My Frats

myfrats tool <https://myfrats.csc.com/> is not working

INC

Template: C1 frats

AG: Frats L2 support

My Times Issue

it seems that MyTIME is having a server error issue

<https://mytime.csc.com/>

error: RFC Error: timeout during accept / CPIC-CALL: 'ThSAPCMRCV' :cmRc=27 thRc=751 Timeout during logon to server

Ask user to contact Hr connect

MPEMS issue

I have been in contact with support 2-3 days ago and today I have access to [mpems.csc.com](http://mpems.csc.com/)

but I need help to move my existing phone number over to DXC.

[Copy of Order types templates\_Eolsen8 11548368.xlsx - 824.46 KB](https://csc.service-now.com/sys_attachment.do?sys_id=2f8ca302db7b5f84d9eea5db0b9619d0)

to submit a new request to move my mobile subscription to DXC

 INC

Template: Application issue

AG: MPEMS

Xchanging

I need to request Neville Root to be set-up in Service NOW for the Xchanging instance, copying my profile set-up.

ok then tell him... DXC deals with only <https://csc.service-now.com>  this version of snow

and if he needs. we can log ticket.. log one work order

to service now data support

all access requests only goes to data support

only trouble tickets will go to application support

CSCPMO Site

I need my password reset for CSCPMO site

<https://cscpmo.csc.com/glob/corp001/ccmo/finopt/5C1%20Detail%20Blueprint%20Documents/Forms/AllItems.aspx?RootFolder=/glob/corp001/ccmo/finopt/5C1%20Detail%20Blueprint%20Documents/BUILD%20-%20CONFIG%20DOCUMENTS/O2C>

 Ask user to drop an email to

CSCPMO FullAccess <CSCPMO.FullAccess@CSCPortal.onmicrosoft.com>

and CSCPMO <CSCPMO@csc.com>

I need to get the IP range of DXC pulse VPN

There are some internal DXC services that are accessible over DXC Pulse VPN. We also need to access some external services when using the same VPN. The external team needs the IP range of the VPN so that they can whitelist those IP's on their side inorder to provide us access.

ASK user to fill the LAN WAN template and drop a mail to csc mail id

Hi user told :Unable to access corporate shared services link in IE

so IT NSR right

I logged a ticket to the Local IT but they reverted back with the comments of access issue

HR connect

DNS Entries

I wish to raise a request to update DNS enteries on a few ip addresses for DXCi in melbourne

if the ticket can be assigned to the DNS team...

[20.139.97.188](http://20.139.97.188/) [DMWSTSMEL001N.asiapac.globalcsc.net](http://dmwstsmel001n.asiapac.globalcsc.net/)

[20.139.97.189](http://20.139.97.189/) [DMWSTSMEL002N.asiapac.globalcsc.net](http://dmwstsmel002n.asiapac.globalcsc.net/)

[20.139.97.190](http://20.139.97.190/) [DMWSTDMEL225i-SC1.asiapac.globalcsc.net](http://dmwstdmel225i-sc1.asiapac.globalcsc.net/)

[20.139.97.191](http://20.139.97.191/) [DMWSTDMEL225i-SC2.asiapac.globalcsc.net](http://dmwstdmel225i-sc2.asiapac.globalcsc.net/)

[20.139.97.194](http://20.139.97.194/) [DMWSTDMEL225i.asiapac.globalcsc.net](http://dmwstdmel225i.asiapac.globalcsc.net/)

[20.139.97.195](http://20.139.97.195/) [DMWSTDMEL0300i.asiapac.globalcsc.net](http://dmwstdmel0300i.asiapac.globalcsc.net/)

these are the enteries that need to be updated.

Ask the user to fill the LAN WAN template and drop a mail to csc help desk

Remedy (Extract KA)

i would like to request to extract KA info in xml format

and also require xls summary of sheets of the full KA info in xml format

here is the remedy link

[https://ismp-emea.emea.csc.com](https://ismp-emea.emea.csc.com/)

please assign the ticket to CSC Service Provider >> Enterprise Service Management >> Remedy Expert Support

DXCINDAI693096

Please provide me the IP address of Machine DXCINDAI693096

[file://DXCINDAI693096/g%20u%20i%20d%20e%20s](file:///\\DXCINDAI693096\g%20u%20i%20d%20e%20s) is throwing error

getting error as windows cannot access

INC

Template: Application issue

AG:

Application Global SAP GSAP Basis

New laptop domain join

Have new Laptop and need to have it entered - Please add Machine to Domain and Add Domain Account to Local Admin Group Machine CSCUSA724839

User is from USA and have the AMER domain account

so Wo to local IT

SAP is not working

SAP instance P12 is down for all the users

getting error as

Note: Currently there is some intermittent issue with GSAP

P12 system. Basis working for the fix; we'll inform you back

again once the issue is fixed. Thank you

We are not supporting SAP. It's migrated to GRC.

and L-HPES supporting the application.

Ask to raise a request in GRC application.

BAE Account

I need a verify account please

for BAE

I need a verify account for my role to answer invoices from the client

INC

Template: Application Issue

AG: Application SRS

IBM Notes ID certificate issue

one or more certificates has expired on my Notes ID

I was then directed to request this via <https://domino.amer.csc.com/Resource/RegServicesRequests.nsf/Homepage>

Though, this page doesn´t work. I receive errors when trying to create a request accordingly via this webpage

I receive the following info when accessing Notes/IBM Client Application Access:

INC

Template: Application Issue

AG: Messaging lotus notes team

MS Project Installation Issue

Hi user gave the ticket WOEB00000573216  , which is for MS project install

But ticket has been routed back to the service desk india

stating the user is using the client machine which is not supported by RRT

but user said The user is using a machine that was issued to me by DXC Fruition

Assign the ticket to CSC UXC Fruition Partners Aust L2/L3 Support

Remove Admin Rights

User wants to remove the admin rights

I have Admin rights in my system

Can you please help to rise a ticket to revoke the Admin right

Then WO to Local IT

SAP GRT

Hi , pls can you reset my PW to <https://sapgrt-dxc.sapnet.dxccorp.net/nwbc/>

I am GTR approver and need this GRT Approver Link- <https://sapgrt-dxc.sapnet.dxccorp.net/nwbc/>

User should raise the request in the SAP GRC link

For USB Port Enabling

Wo

Template: request for service

AG: Server IND

RedRock Password reset or issue

INC

Template: Domain password reset or Application issue

AG: CSC UXC RedRock L2/L3 Support

RedRock

This request is regarding Redeployment Process

A new member has been joined REDROCK IMT

Can you please raise a case with ICT Team

REDROCK IMT - Title : Support Analyst

Manager - Abdul Mohammed (11516628)

1300 calling group

Support mailbox

Redrock Skype

We need Access for all these

He is a HP resource

krishna.sai.nalam@dxc.com

INC to CSC UXC RedRock L2/L3 Support

Cordys Issue

<https://bpm.aust.csc.com/cordys/>

User unable to access cordys

Give the article KB0026426 for first time access

Or

INC

Template: Application issue

AG: Application AUS BPM

Network issue with the FSG

<https://cscsslnor01-i.amer.csc.com/FSG>

<https://cscsslnor02-i.amer.csc.com/fsg>

I am facing extreme slowness in VPN network

Inc to AT&T

No Title

1. Are you part of the GBS or FSG organization? (Yes/No)

2. Street Address including country: (Customer's Location)

3. Is this a data center location?: (Yes or No)

4. Alternate contact name / phone number:

5. Asset contact name: (If the “end user” reporting problem is different from the individual or group of individuals experiencing the Incident)

6. Business hours: (When the user or alternate contact can be reached)

7. Is the issue impacting an account? If yes, include account name(s):

8. Number of users affected: (If known)

9. Has this worked before? When did it stop working?:

10. Error message received: (If applicable)

11. MAC Address: (MAC address is needed for the Deskphone/HW phones - it is to be found on the back side of the phone. User needs to turn the phone and read the label with details. Looking for MAC address called “MAC:” and consists of 12 characters – numbers and letters: example; MAC: F47F13G34UJ3)

disable MS office Apps

I have recently joined DXC

i am working with Aviva account

and sitting in an ODC

so as per Aviva group policies

MS office (Word, Excel etc. )should be disabled in our systems

INC to LDT

IP change

due to recent movement of one building to another in Hyderabad

my system IP address is changed

due to which most the applications are not working

few urls not opening are <https://pmlsitcsawbs001.fsg.amer.csc.com/uniA/>

but my colleagues IP I can give

in which applications are working

LAN Wan template and mail

New laptop bag

i would like to create a request to issue new laptop bag

Wo to Local IT

Infrasec Suuport

If user comes with the infrasec problem

Then ask user to contact infrasec support by the below link

Infrasec

<https://infradoc.int.svcs.hpe.com/contacts>

Need Five (5) CSCLogic pc built with CSCLOGIC Windows 10 SOE. Additional details (User ID\PWD's) to follow.

Need to open an expedited ticket to Remedy Queue Desktop USA IS&S Irving TX for PC Builds.

Then WO to Desktop USA IS&S Irving TX

Server Access

need access to  server in TFS

cscalmchevsts\Acute care

So ask user to raise the NSR request if Indian user

Smart Labour

way to get access right to SmartLabor2 as SCM Buyer

<https://my.dxc.com/employee-resources/supply-chain-and-procurement/Labormall.html>

Then user should first contact the HR team

 Concur Support : https://www.concur.com/en-us/support

KB article : KB0039145

Error 9 – The process could not add you to the local administrators group:

>>Drop the PC to a workgroup, >>reboot and login as .\dxcmigrate and global pass password and run the migration process again.>> This will restart from stage 2 and attempt to rejoin the domain and configure the user account again.

To Drop the PC to a workgroup :   
Right click on this PC > properties >Change settings > Change > Choose work group > Put WORKGROUP > Click ok > reboot PC

SAP

https://sapgrp-ces.houston.entsvcs.net:44301/sap/bc/webdynpro/sap/grac\_uibb\_end\_user\_login

Locker : <http://www.mainstreamsasp.com/PRD00157CRS/>

Please follow the below mentioned troubleshooting steps for DXC WiFi Certificate and Connection issue,

Step1: Save this XML file into C:\Users\<User's Profile>\Documents

Step2: Open Command prompt as administrator

Step3: Run the command:  Netsh wlan delete profile name="DXC"

Step4: Run the command: cd C:\Users\<User's Profile>\Documents

Step5: Run the command: Netsh wlan add profile filename="wireless network connection-dxc.xml"

Step6: Reboot the PC and check the DXC WiFi

Note --> "User's Profile will be your global pass id after migration"

Example:  C:\Users\prabr\Documents\ -->here prabr is the global pass