


3.3 Eschbach Troubleshooting

Changes

If any changes or updates are needed for your tenant, you can fill out a form on Service One to request support. Change requests can be made via this link: <https://solVay-dwp.onbmc.com/dwp/app/#/itemprofile/6603>

Eschbach

Request for	Quantity
	1

This service allows you to request support for modification and bug resolution for the Eschbach software
Please check the link here for resources on Eschbach configuration

Eschbach Wiki page
<https://wiki.solVay.com/pages/viewpage.action?spaceKey=ISAPPSUP&title=Eschbach>

Tenant Name (required)

Please make a selection from the available values

Part of Service (required)

Shiftconnector

Dashboard

OEE

What you want to achieve? (required)

Modification

Request documentation/training

User Addition

This includes any updates needed to Shiftconnector forms, dashboards, and OEE tracking. Requests will be directed first to local administrators trained in updating the application, and escalated to the central DT team as needed. First, the tenant the user belongs to should be selected, then the area of the application that requires support (Shiftconnector, Dashboard, or OEE). Details of the request then need to be filled out so the local administrator or Solvay support can fulfill the request. Fields for the request details will become available based on the type of request.

Part of Service (required)

- Shiftconnector
- Dashboard
- OEE

What you want to achieve? (required)

- Modification
- Request documentation/training
- User Addition

Type of Modification (required)

- Update Shiftconnector interface
- Add data connection

Link to new form

Description of request (required)

For larger changes that require significant resources, approval will be determined by the PO & PM during weekly Tuesday meetings and communicated via the submitted ticket.

Incidents

Incidents can be reported via Service One under "Report an IT Application/Software incident". This should be used in cases where the service is unavailable, or a component of the software is not working as it should. Minor bugs that don't impact operations should be reported as low or medium priority depending on the impact, and only large incidents such as the software being inaccessible for all users or significant loss of functionality should be reported as high priority and escalated. Before an incident is reported, documentation on the application should be consulted.

I confirm that have checked the service catalog and did not find anything related to my request. (required)

Yes

I confirm that this issue is related to an Application / Software on my device. (required)

Yes

Summary (required)

Please provide a short description of your issue.

Description (required)

Please enter the full description of your issue.

Affected Application (required)

Please select the application you are having issues with.

Urgency (required)

Attachments

 or drag and drop files here

Supported files:

mp4, vsd, psd, docx, tif, pptx, xml, rar, avi, png, ppt, msg, pdf, xlsx, xls, gif, doc, ai, tiff, xlsb, vsdx, jpeg, zip, jpg, csr, xlsx, bmp, dat, txt, wmv, lic or csv

Maximum file size: 2.00 GB

Maximum file count: 3

Details of the incident need to be provided as part of the Service One ticket, and include an image of the issue if possible. From the "Affected Application" dropdown, select Eschbach using the search bar.

Updates on resolution of the incident will be followed up on the ticket.