**Backup - KB00133**

Impacted App/Service: Backup

Title: Shared drive cannot be accessed

Short Description: For issues related to denied access to shared folders or 302 error messages, proceed with the instruction below.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **192.189.3.9** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. In the remote computer screen, launch the **Diagnostics** icon from the desktop. This tool may run for as much as 15 minutes.
6. A summary report will appear once the diagnostics it completed.
7. If the report states that there are hardware issues with the machine (server), create an incident ticket assigned to the **Network Support** group and provide the IP address indicated on step 3 along the text information from the report.
8. If the report states there is low or no available disk space, create an incident ticket assigned to the **Storage Support** group and provide the IP address indicated on step 3 along the text information from the report.
9. In the event these instructions are not successful, it is recommended to follow a cleanup procedure as indicated on KB00132.