**Storage - KB00448**

Impacted App/Service: Storage

Title: Error message 301 appears

Short Description: When accessing any shared file or folder, the error 301 appears.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **199.26.42.18** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. From the bottom Windows Taskbar, select the Search function (magnifying glass icon).
6. Launch the **Cleanup** icon from the desktop. This will free up some disk space (i.e., cache, temp files, legacy installers, etc.).
7. As soon the Cleanup tool completes, a popup dialog will ask if a reboot is needed, select **Yes**.