



IT Fundamentals

Scenario - Moving File

Aligns to Lesson 2.5.2 - Network Storage Devices

What is the Problem?

Tia realized that an important file on the network drive was in the wrong location. When attempting to move the file, she keeps getting an error. She knows that her boss Emma created the file, and she remembers that her co-worker Selena re-named the file earlier in the day.

Solution to the problem (Keep from students):

Her co-worker Selena also has the file opened and it can not be moved while she is working on the file. She needs to exit the document and then Tia will be able to move the file.

Research: “Moving File on Network Error”

- Check the network drive is mapped correctly
- Make sure no one has the file open
- Make sure the user has the proper permissions of the file
- Make sure the user has the proper permissions of the location they are trying to move the file
- Disconnect and reconnect to the network drive

Testing Theories (lots of possible theories that students can have)

Slide 6 – Check network is mapped correctly

Slide 7 – Open the file and re-save

Slide 8 – Check if anyone has the file opened

Slide 9 – Check if Tia has the proper permissions of the file

Slide 10 – Check if Tia has the proper permissions of the destination folder

Slide 11 – Disconnect from the network and reconnect

Slide 12 – Try to move a different file

Slide 13 – Rename the file and try to move

Slide 14 – Try to move from a different computer

Slide 15 – Restart the computer

Slide 16 – Ask Selena to exit out of the document

Document Findings:

- Why wasn't the file moving to a new location?
 - Selena had the file open on her system, so the network wasn't allowing Tia to move the file
- What are the steps to check for this error/problem?
 - Open the file
 - See if anyone else is currently accessing the file
- What are the steps to fix this issue?
 - Ask anyone that has the file open on their system to exit the file
 - Once everyone is out of the file, move the file