

GSD. Network – How to handle LAN, WAN & WLAN issues

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General Information:

Possible symptoms/errors:

Network issues handling

Alternative names of the system:

LANWANWLANWIFIVPN

IMPORTANT NOTICE:

For a single user issue, GSD must first pass the ticket to Local IT to troubleshoot together with the user on potential laptop/operating system/local infrastructure/ network socket/network patching/cabling/docking station/user knowledge issue and collecting the relevant information as mentioned in “Info to get”. As a last resort if all troubleshooting options fail, the ticket can be passed to Int_WW_Network-Operations_SLS_FDT to investigate potential wider network issue with proper description of all troubleshooting steps done so far. If the Local IT Team does not exist in that particular Location, request the user to check if they have any point of contact who can assist them to collect the relevant information as mentioned in “Info to get”. GSD to troubleshoot with the user on potential laptop/operating system/local infrastructure/ network socket/network patching/cabling/docking station/knowledge issue. As a last resort if all troubleshooting options fail, a ticket can be send to Int_WW_Network-Operations_SLS_FDT to investigate potential wider network issue.

local infrastructure issue – when it comes to something Network Ops Teams control at the enterprise level, or in the larger sense of an outage this one is easy to gather. However, when it comes to a single user-based laptop or application issue GSD Team needs to check in order to isolate the issue. network socket issue – This is relevant to the network port on a laptop or desktop, and this is not in support scope of Network Ops Teams in hardware components. In such cases, GSD Team must adhere to the KB0016278 to find the relevant Local IT Team who can either repair or replace when necessary else need to check with the Procurement Team. network patching/cabling/docking station issue – This is not related to any type of network cable issue or LAN cable, CAT type cable. Again this is not something Network Ops Team supply, control or repair. In the site or situation, GSD Team must adhere to the KB0016278 to find the relevant Local IT Team who can either repair or replace when necessary else need to check with the Procurement Team. None of this is under the purview of Network Ops Team to support or control

knowledge issue – At the level of the issues faced and the inability for the user to follow instructions or comprehend when GSD is on call, Network Ops Team cannot assist when it comes to issues that are not under our control. They work on enterprise level hardware and network concepts. An exception may be Global Protect. Network Ops Team would not be able to guide any user any better than GSD Team

when it comes to the issues they face at the FLS level.

If the user is unable to access any URL via Global Protect VPN which they were able to do so from Cisco Connect VPN, GSD needs to process the ticket as a Request, collect the URL of the affected application and mention the same in the Work Notes of the ticket and pass it to Int_WW_Network-Operations_SLS_FDT for further investigation and action

Solution:

Introduction:

Network services are the backbone of providing services to Fresenius Employees. With this as an important service, it is vital for agents to know what the business services related to this and the routing groups involved to them:

Business Services

FNC has the following business services. Please use them on the ticket according to their definitions:

Network – Devices - This is for everything that has to do with Network devices like switches, routers, hardware firewalls, etc.
Network – LAN – This refers to Local Area Network connection on the Bad Homburg/Oberursel Campus
Network – WAN – This refers to Wide Area Network connections between Bad Homburg Data center and the other locations worldwide
Network – WLAN – This refers to Wireless LAN is for all Wi-Fi Network related issues.

Details:

LAN

Scope

Troubleshooting Steps and Assignment Group

Client Network troubleshooting (check Windows settings, test pings, check network cable vs. WIFI)
Authorized User guidance to request firewall access/exceptions

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All firewall access requests should be forwarded to Ext_WW_GNS-FW_SLS_Capgemini

Patch network socket
Examine LAN connection and cabling

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Network infrastructure not available issues support
Remote desktop (RDP) connection issues setup
Firewall access issues support

Connection issues due to Network Infrastructure while connected to LAN/WLAN in Fresenius location – in scope of Int_WW_Network-Operations_SLS_FDT (except single user issues)
Remote desktop (RDP) connection issues setup – out of scope of Int_WW_Network-Operations_SLS_FDT, unless some communication is not working and Source and Destination IP addresses are provided. (Check “Info to get”)

All firewall access requests should be forwarded to Ext_WW_GNS-FW_SLS_Capgemini

Onsite support e.g. installation of Network devices Area network (Global)

Network Ops team (Int_WW_Network-Operations_SLS_FDT) can participate in the installation of network devices but usually this should come as a project to TLS team. If this comes as a request in INC, GSD must pass the ticket to Int_WW_Network-Operations_SLS_FDT so that they can forward to TLS.

WLAN

Scope

Troubleshooting Steps and Assignment Group

WLAN in Fresenius locations

- No connection due to client issues
- Fresenius Global WIFI issues:
- Insite and SDE WIFI issues
- Customer or Service Recipients issues support
- Check if correct local WIFI is chosen- Provide support for connection (WIFI card activated, correct WIFI password...)
- Provide support on access requests- Provide connection troubleshooting

Issues for multiple users, GSD Team must pass the ticket to Int_WW_Network-Operations_SLS_FDT

WLAN in Home Office/Mobile Office - Private/Public Network(Single user issue)

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