NCP VPN or FortiClient VPN issue

Article ID: KB0030357
Created: 2023-10-17 14:04:31
Updated: 2023-10-17 14:05:21
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92', 'value': '31a85ef41bb989501d67db1dcd4bcb92'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/8cdc624b1b10f99071ae4159b04bcb48', 'value': '8cdc624b1b10f99071ae4159b04bcb48'}

Purpose:

Follow this procedure when a user report issue connecting to NCP VPN or FortiClient VPN

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

For NCP VPN access, user should have Okta_User_Sync and NCP Radius VPN Users groups in AD and Okta. If user don't have these groups assigned, we have to add them.

5.

In case, the problem is still same, then follow the escalation process.

Incident Classification Requirements

Category

Inquiry & Help

Subcategory

Network

Service

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Inquiry & Help

Resolution Subcategory

Network

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Direct User to SDPlus: SDPlus@AzuraCare.com

Escalation Group

NA

Published by

DTI-EUX-HCL-HelpDesk-L1