

GSD. Bad Homburg - Network - Remap L and H drive

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General Information:

Possible symptoms/errors:

User wants to know how to remap L and H drive?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Users must make sure that they are connected to the Fresenius network or to VPN. This article applies only to notebooks that have been set up or installed in Bad Homburg.

Solution:

If the H:\ and L:\ drives are not available (whether the user is inside the office or connected via VPN) they can just restore it by doing a simple workaround.

Details:

Advise the user to click Start button > go to Search Field > put "map"

Start "map" component, after a few seconds network drives should be visible again

If you get a prompt, provide the affected user username and password in the respective fields.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A