

# GSD. Network – DNS Issues handling

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to resolve DNS issueUser wants to Change/Add/Remove DNS.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

A Domain Name System (DNS) turns domain names into IP addresses, which allow browsers to get to websites and other internet resources. Every device on the internet has an IP address, which other devices can use to locate the device. Instead of memorizing a long list of IP addresses, people can simply enter the name of the website, and the DNS gets the IP address for them.

Details:

In case of any issues or request regarding DNS topic, gather necessary information and create ticket to next level support team - Int\_WW\_End-User-Id\_WPaaS\_SLS\_FDT.

Info to get:

Screenshot of error message (and network configuration if required) Location Name, Surname, Domain Name (FDT, KABI, FMC, FSE – can be checked in user record in snow), Computer name and source IP (Internet Protocol)Fresenius or external PC? Issue frequency

Assignment Group:

Int\_WW\_End-User-Id\_WPaaS\_SLS\_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A