

GSD. Network - Troubleshooting for network issues

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General Information:

Possible symptoms/errors:

User wants to know how to fix network issue

Alternative names of the system:

LANWLANWANWIFINetworkConnectionFirewall

IMPORTANT NOTICE:

N/A

Solution:

This article describes troubleshooting for network issues. As additional help to know how to handle LAN & WAN & WLAN issues and scope of Service Desk – refer to KB0039764 GSD. Network – How to handle LAN & WAN & WLAN issues

Before assigning ticket to the proper resolving team, perform troubleshooting and test the network (described in section TESTING).

LAN

If the problem is regarding network connection through LAN cable:

Client Network issue

Advise user to:

Hover on the network icon and check status or error message
Check if Network cable is not broken or damaged
Check if it is possible to connect via Wifi
Ask, if someone in the Office/Home has the network connection
Restart the computer
Perform tests from TESTING section

If the basic troubleshooting won't help, gather necessary info from section Info to get, and pass to the proper resolving group:

Issues like

Network infrastructure not available issues support
Remote desktop (RDP) connection issues setup
Firewall access issues support
Domain Name Server (DNS) issues support

Pass to Int_WW_Network-Operations_SLS_FDT with necessary info

Patch network socket
Examine LAN connection and cabling

Pass to FDT IT Workplace Delivery (HG) (for Bad Homburg, Oberursel and parts of Friedberg. For other locations please check: KB0039767 GSD. Work Instruction - Local IT Assignment Groups) with necessary info

Fresenius LAN Global issues like:

Onsite support e.g. installing Servers/Networks Connection analysis of the root issue

Pass to:

Central Location: Int_WW_Network-Operations_SLS_FDT

WIFI

Troubleshooting:

If the problem is regarding network connection through WIFI:

Advise user to:

Hover on the network icon and check status or error message
Check if correct local WIFI is chosen (if works from home)
Check if WIFI card is activated
Check if WIFI password is correct
Check if it is possible to connect via LAN cable
Ask, if someone in the Office/Home has the network connection
Restart the computer
Perform tests from TESTING section

Check if a correct AP is chosen and available
Check if a voucher is available/needed (e.g. Hotel, public space))

Insite and SDE WIFI issues

Consult Authorized User on questions prerequisites

Device support

Check if build in modem is activated
Check if driver errors exist
Check if SIM card is inserted and if SIM PIN is entered and is correct
Check if mobile data amount is exceeded
Support regarding replacement, configuration, setup of router is handled by FDT IT Workplace Delivery (HG)

Fresenius Global WIFI issues:

Onsite support e.g. installing Servers/Networks

Connection analysis of the root issue

Perform:

Provide support on access request
Provide connection troubleshooting

Pass to:

Central Location:

Int_WW_Network-Operations_SLS_FDT

TESTING

Run the following tests and attach the results in forms of a screenshot to this ticket: (You can access the command console by right clicking on your windows start button -> Search -> cmd -> press enter)

Use the command console to run "ping 10.2.0.34"
Use the command console to run "tracert 10.2.0.34"
Use the command console to run "ipconfig /all"
Use the command console to run "ping 185.46.212.88"
Use the command console to run "tracert 185.46.212.88"
Open the following site: <http://ip.zscaler.com/>
Open the following site: <http://165.225.84.91/test>

DNS

DNS configuration and service restart issues are supported by: Ext_WW_AD_FLS_Capgemini

Info to get:

Detailed error description including start time/date 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? If Issue persists using another PC Issue frequency Test results (if possible)

Assignment Group:

FDT IT Workplace Delivery (HG)/Local

ITInt_WW_Network-Operations_SLS_FDTEExt_WW_AD_FLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

N/A