SharePoint – Issues with SharePoint/OneDrive

General Information:

Possible symptoms/errors:

User has issues with SharePoint and/or OneDrive

Alternative names of the system:

SharePointOneDrive

IMPORTANT NOTICE:

N/A

Solution:

In order to help the user with solving their issues with SharePoint, follow the steps from below:

1. Collect mandatory information from user:

Affected userSharePoint URL where the issue is being encountered. Be sure to provide the complete SharePoint URL. Sample of SharePoint/OneDrive URLs are below:

Regular URLs

Sharepoint.intra.fresenius.comApplications.intra.fresenius.comQualityportal.intra.fresenius.deFk-quality portal.intra.fresenius.deKabi-val.intra.fresenius.deDms.intra.fresenius.deFresenius.sharepoint.comFresenius-my.sharepoint.com

Development or test environment SharePoint URLs

URLs mentioned above with the words "dev", "test" or "tst" (ie. Sharepoint-test.intra.fresenius.com, Freseniustst.sharepoint.com)

Description of the problem

2. Send tickets to the Ext_WW_Sharepoint_SLS_Capgemini queue in the following cases:

Issue is related to SharePoint Trainings.SharePoint license issues encountered when accessing SharePoint URL.Any issues encountered on a SharePoint URL.If the issue is related to the following:

WinRa (application)ANAQUA (application)PowerApps and PowerAutomateMicrosoft Forms

If issues encountered are on the URLs mentioned above.

3. Send tickets to the Ext_WW_Confluence_SLS_Capgemini queue in the following cases:

If user is having issues editing SharePoint documents in FRED. Site example is below:

Assignment Group:

Ext_WW_Sharepoint_SLS_Capgemini Ext_WW_Confluence_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A