# GSD. Network - Shared Drive/Folder Access Issue

General Information:

Possible symptoms/errors:

User is unable to access a shared drive or folder.User gets error "Windows cannot access (path)"

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user is unable to access a shared network location and getting an error, first confirm with them whether they requested access and have the correct path.

If user has the access granted, try to resolve the issue by updating policy on their PC/Citrix desktop:

NOTE: VPN is required to access network drives when working outside of the Fresenius Medical Care office network.

1. Advise user to click on the Start Menu, type in cmd and open the Command Prompt.

2. Once the CMD window opens, ask user to type in gpupdate /force and to wait about 2 minutes (user's PC needs to be connected to the Fresenius network via VPN or directly in the office).

3. Once the process is complete, advise user to re-boot their PC and check if they can access their shared drive or folder.

See also:

KB0039770 GSD. Network - Map a Network DriveKB0039782 GSD. Bad Homburg - Network - Remap L and H driveKB0015815 GSD. General - How to request access for specific network driveKB0039776 GSD. VPN - VPN and home office

If the issue persists gather all the details about the issue including full path of the affected network location, user PC's hostname and pass to the resolving team:

Ext_WW_AD_FLS_Capgemini - access issuesExt_WW_Storage-SharedDCInfra-CIaaS_SLS_Capgemini - server storage issues

Assignment Group:

Ext_WW_AD_FLS_Capgemini Ext_WW_Storage-SharedDCInfra-CIaaS_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A