

Network Folder access

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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Purpose:

Follow this procedure when a user reports

Need access to Network folderNeed to map Network driveUnable to access Network folders

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

Please document following Device specific details in Description field-

Model NameModel NumberIP Address/Service Tag

5.

Check access in eAccess OOB,

User should have access to Network Folder, else we need to raise eAccess request or advise user to have manager raise eAccess request.Method of raising eAccess – Get New Access – Other Applications Request – Network Folder.

Please enter the exact path for the Network folder while raising eAccess request, example:

\\corpfs01\xxxx.

6.

In case, user is having access to the Network folder, but still can't access it, then follow the escalation process.

7.

Also, for Mapping Network Drive, follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop / Laptop / Citrix VDI Software

Service

Not found

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop / Laptop / Citrix VDI Software

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

Escalate incident to correct group based on Clinic and Corporate user- Check user's department and title which can be found within Service Now.

For clinic user (Department should be of 4 or 6 digits and Title can be RN, PCT, Clinic Manager, Facility admin, secretary, etc.)-

DTI-EUX-FSS Ticket Allocation - L1

For corporate user and others (Department shows as 9900XXXX, 5500XXXX, 6500XXXX, 1100XXXX, etc.)-

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