

# GSD. Network - How to handle Firewall issues

**Article ID:** KB0039771

**Created:** 2025-02-17 09:45:57

**Updated:** 2025-02-18 03:04:20

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General Information:

Possible symptoms/errors:

How to handle Firewall issues

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Within the Fresenius Global Network access from different security zones is controlled through Firewall systems. Besides the general services like SAP, Lotus Notes etc. some users need special access though these systems, for instance to administer and operate IT devices.

Details:

If user wants to request for Firewall Access, it can be done via Request form Firewall access (refer to article - How to Request Firewall Access)

If user reports issue regarding Firewall, gather necessary info and pass ticket to:

Bad Homburg:

Firewall settings

Int\_WW\_Network-Operations\_SLS\_FDT

Request Firewall access/exceptions:

Ext\_WW\_GNS-FW\_SLS\_Capgemini

Firewall access issues:

Int\_WW\_Network-Operations\_SLS\_FDT

Global

Firewall Settings AM:

Int\_WW\_Network-Operations\_SLS\_FDT

Info to gather:

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\_Network-Operations\_SLS\_FDTEExt\_WW\_GNS-FW\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

N/A