GSD. Network – No LAN connection when plugged into Docking Station

General Information:

Possible symptoms/errors:

User wants to know what to do if there's no LAN connection when plugged into Docking Station

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Details:

If the user reports issue with no LAN connection when using Docking Station, advise them to:

Check connection of the device to laptop by checking cable/port (if broken/damaged/dirty),Restart Docking Station:

Disconnecting power cable from it,Unplugging device from laptop, Hold power button for at least 20 seconds,Reattach power cable and laptop to the docking station

Try to use device with another computer

If user is sure that Docking Station is broken and needs replacement, gather necessary info and pass ticket to:

FDT IT Workplace Delivery (HG)

If the user experiencing other issues with Docking Station which are related to network connectivity, pass ticket to:

Local IT

Info to get:

Description of the issueName, Surname, Domain Name (FDT, KABI, FMC, FSE – can be checked in user record in snow), Computer name and source IP (Internet Protocol)Screenshot of error message (and network configuration if required) (if possible)Location Fresenius or external PC? Issue frequency

Assignment Group:

FDT IT Workplace Delivery (HG) Local IT

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A