

# GSD. Network - Webpage Issues

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/b513d404c3ca1a100acd3300150131fb',

'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

User has issues with accessing to a specific webpage.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Always verify if the webpage is an internal (intranet page) or an external (internet page) one. If external, ask the user if it is a Fresenius owned page or not.

Verify if the user is only having problems accessing a single website. Remote connect to the user's machine.

NOTE: Be sure to ask for user's approval before connecting to his/her machine and ask the user to close all confidential files or pages.

Test webpage access with:

The user's main browser Alternative browser Browser's incognito mode

Check the proxy settings. Test the page on your own end If the webpage is a non-Fresenius one and the error appears on other connections, too - the issue cannot be resolved by Fresenius.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

N/A