

# GSD. Network – How to handle Server Issues

**Article ID:** KB0039781

**Created:** 2024-12-19 14:03:35

**Updated:** 2024-12-19 14:03:35

**Author:** {'link':

'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:

How to handle server issues?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The following topics are Catch and Dispatch for L1:

Connection analysisUser-/Account ManagementAccess ManagementAccess Repair

In case that the user reporting one of above issues regarding Servers, gather necessary info and pass ticket to one of the resolving teams listed below:

Ext\_WW\_Microsoft-CentralServer-ClaaS\_SLS\_Capgemini - Windows servers, FTP Services, hosting, file recovery in networkExt\_WW\_Linux-CentralServer-ClaaS\_SLS\_Capgemini - Linux server, LDAP, DNS (Linux), certificates (end of September)Ext\_WW\_CentralBasisInfra-ClaaS\_SLS\_Capgemini - Datacenter in Bad Homburg and Frankfurt: FTP/SFTP availability and connection issues, hardware issues on servers.

Info to gather:

Description of the issueSince when the issue persists, Error message with screenshot (if possible), How many User are affected? Which server – to be found in the remote applet,Ip address, Contact information

Server related tickets routed back to the GSD:

As it is not possible to provide a dedicated list with rules for incident assignment, please assign incidents, that has been initially opened to a SLS server team and then been routed to the GSD back to the server team it came from with the following comment:

Assignment Group:

Ext\_WW\_Microsoft-CentralServer-ClaaS\_SLS\_CapgeminiExt\_WW\_Linux-CentralServer-ClaaS\_SLS\_CapgeminiExt\_WW\_CentralBasisInfra-ClaaS\_SLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A