# OEM L2 : XBOX: Extranet Shares are Not Reachable by ARs and SPVs

KB0011365



7 views

**Description**: Extranet Shares are Not Reachable by ARs and SPVs

**Goal**: To enable XBOX business partners to reach the extranet share where they drop files to in order to be processed by EBIS

**Symptom**:

* A backlog of AR and SPV file submissions is building up
* ARs and SPVs are complaining about not being able to drop files to the extranet share where EBIS processes the files from
* Reports are not getting submitted

**Resolution**:

1. Ask the XBOX business team to supply you with the name of the business partner having difficulties, the VIP being used      and the name of the directory/share that cannot be reached.   This could C:\Rtsbackup on VIP 204.231.220.22
2. Go to [https://mymicrosoftit.microsoft.com](https://mymicrosoftit.microsoft.com/) and create an SR with the EBIS support team using the below SR parameters.

                    Internal apps, Category: B2B/EDS (Feedstore), Product: B2B, Symptom: Data Not Processed Delivered.

           3.When writing the SR, try to supply as much information as possible and state that the issue is urgent.