

Groupdrive - General - Support

10.09.2026 06:00:06

FAQ-Artikel-Ausdruck

Kategorie:	Datenspeicher & Datenablage::Gruppenlaufwerk	Bewertungen:	0
Status:	öffentlich (Alle)	Ergebnis:	0.00 %
Sprache:	en	Letzte Aktualisierung:	15:06:05 - 27.08.2026

Schlüsselwörter

General

Lösung (öffentlich)

Group Drive - General - Support

If your questions are not answered by the FAQ articles, please submit a ticket to the Service Desk: [1]servicedesk@tu-dresden.de.

Please provide as much information as possible so that we can help you quickly. Below you will find examples of information required depending on the type of issue.

Information for permission issues

For permission-related issues, please include at least the following information in your ticket:

-

Name of the group drive

-

Type of access (e.g. operating system, application used, address used)

-

Affected user(s)

Information for connectivity issues

For connectivity issues, please include at least the following information in your ticket:

-

Name of the group drive

-

Your operating system

-

Type of access (e.g. operating system, application used, address used)

-

Exact error message and when it occurs (e.g. during connection attempt or after login)

-

Optional (but highly helpful): results of a network check

Example Linux commands for network troubleshooting:

Check connectivity

ping -c 4 <svm>.zih.tu-dresden.de

tracert <svm>.zih.tu-dresden.de

Check firewall (either telnet or netcat or both)

SMB/CIFS

nc -zv <svm>.zih.tu-dresden.de 445

telnet <svm>.zih.tu-dresden.de 445

NFS

nc -zv <svm>.zih.tu-dresden.de 2049

telnet <svm>.zih.tu-dresden.de 2049

Network adapter information

ip a show \$(ip route get 172.26.126.1 | awk '{print \$5}')

Example Windows commands for network troubleshooting:

-

Open PowerShell as Administrator

-

Run the following commands:

ping <svm>.zih.tu-dresden.de

Test-NetConnection <svm>.zih.tu-dresden.de -Port 445

ipconfig /all

Replace <svm> with the name of your group drive.

[1] <mailto:servicedesk@tu-dresden.de>