

# Network drive access issues

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This article covers some symptoms and resolutions for mapped drives and network connections which have disconnected. One regular piece of software which suffers from disconnects is Sage.

If software cannot access data through a mapped drive or network connection, or a short-cut to one is not working then this could be because the connection to the location has gone down at some point.

- First check the location is live and accessible - is the computer which hosts the location turned on and on the network?
- Is the computer which has the problem connected to the network?
- Re-establish the connection on the computer - open *This PC* (or *Computer* on older operating systems), find the mapped drive and double-click on it. If this opens the folder test the initial problem to see if it has gone.

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