



# Step-by-step Guide for Network Drive Mapping for C4C

## C4C HOW TO MAP A NETWORK DRIVE (FILE SHARE)

### SHELL C4C HELPDESK CONTACTS

For any issues please use the following dedicated Shell C4C Helpdesk numbers

- **Kazakhstan** : +88005550079
- **Malaysia** : 1-800-88-1507
- **Netherlands** : 0800 0292059
- **Russia** : +8800 700 9918
- **United Kingdom** :0800 0284350
- **USA** : +1 800 309 8352

### REGISTRATION OVERVIEW

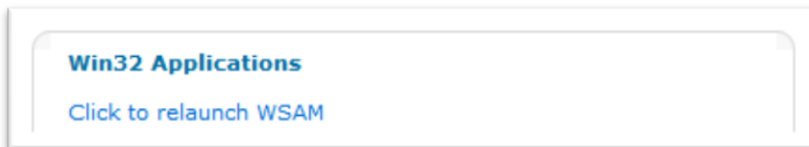
**Overview:** This is a quick guide to explaining in simple steps how to map a network drive. Following steps need to be taken:

**Step 1:** Login to the C4C Portal by following [http://www.shell.com/home/content/c4c\\_v2/c4chome.html](http://www.shell.com/home/content/c4c_v2/c4chome.html), selecting your nearest C4C Gateway and logging in using your C4C credentials.

**Step 2:** Please ensure that the WSAM icon is displayed on your task bar next to the clock.



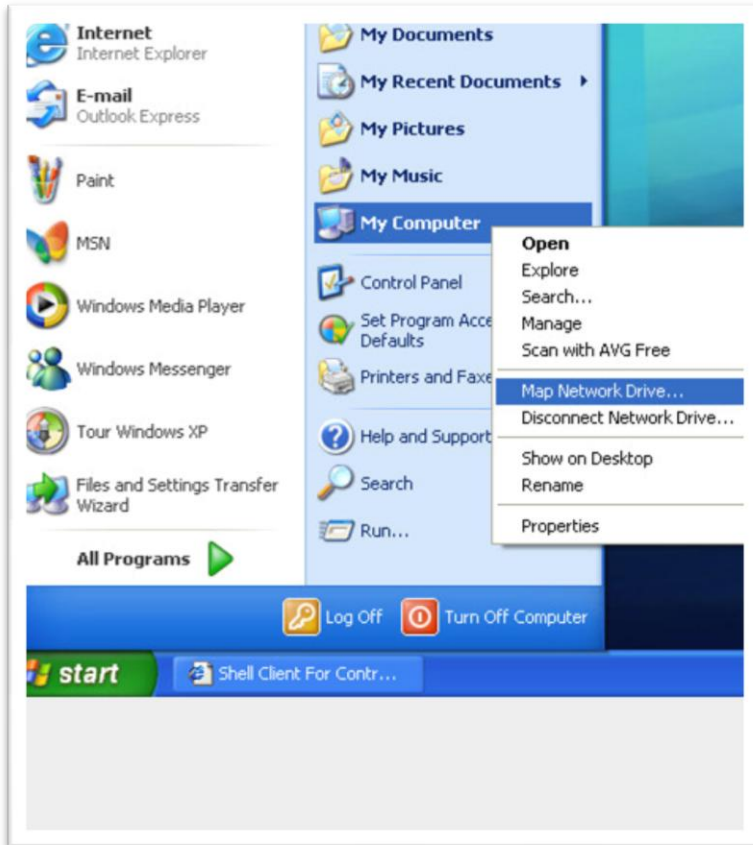
**Note:** If your WSAM is not working, re-launch WSAM program by clicking on the hyperlink on the C4C Portal. If you are experiencing issues with WSAM re-launch, log out and start from the Step 1. If this does not resolve the issue please contact Shell C4C Helpdesk.



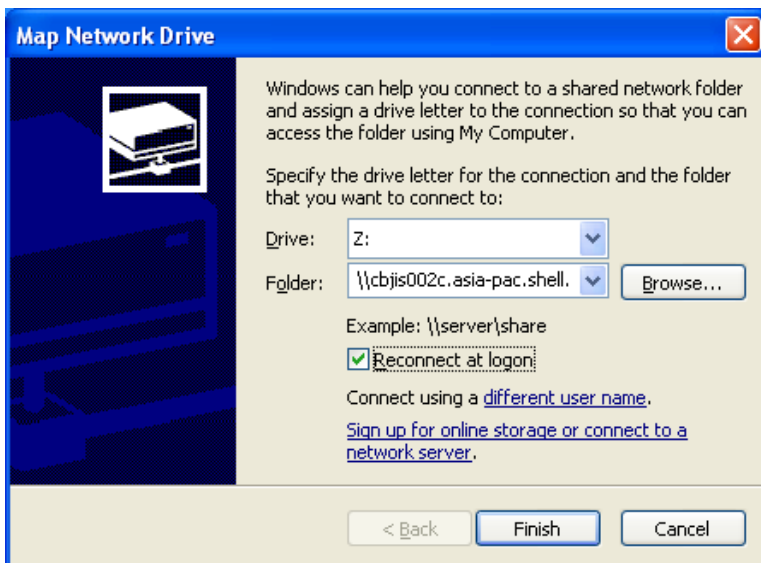
**Step 3:** To map a network drive, click on the Start menu, then right click on My Computer, then click on 'Map Network Drive'.



## Step-by-step Guide for Network Drive Mapping for C4C



**Step 4:** Specify the drive letter for your connection.



**Step 5:** Enter the full path of the network location you wish to connect to. (e.g. [\\cbjis002c.asia-pac.shell.com\source-cifs440](http://\\cbjis002c.asia-pac.shell.com/source-cifs440) where the Hostname is [\\cbjis002c.asia-pac.shell.com](http://\\cbjis002c.asia-pac.shell.com)).

**Step 6:** Click on 'Connect using a different user name' tab.



## Step-by-step Guide for Network Drive Mapping for C4C

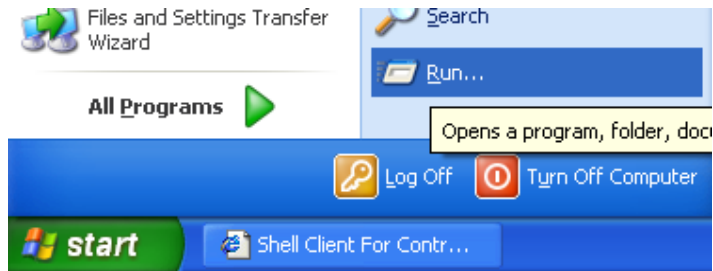
**Step 7:** Enter your C4C user name in the following format 'VSAT\

**Step 8:** Click on 'Finish' tab, and the network drive should appear in Windows Explorer.

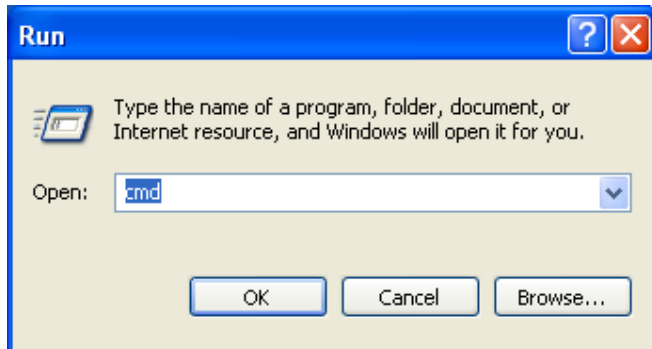
### STEPS TO DO IF PROCESS FAILS

If the process fails, you may need to map the network drive using the IP address. If so, you will need to obtain the IP address of the path you wish to connect to via a PC directly connected to the Shell network.

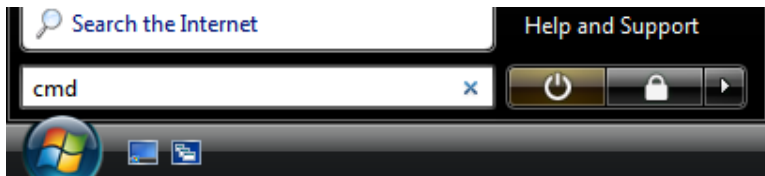
**Step 1:** If Windows XP or Windows 2000 is installed on your computer, select the Start menu and then select 'Run' if Windows XP or Windows 2000 are installed on your corporate (non-Shell) PC.



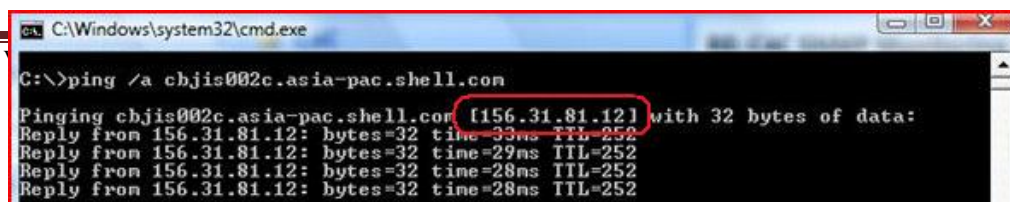
**Step 2:** A pop up window will appear on your PC screen. Please type 'cmd' in the Start Search Field as per instruction below.



If Windows Vista or Windows 7 is installed on your corporate (non-Shell) PC please select the Start menu and type 'cmd' in the Start Search field.



**Step 3:** In the displayed command window, run a 'ping /a' command on the hostname (e.g. >ping /a cbjis002c.asia-pac.shell.com) as illustrated below.





## Step-by-step Guide for Network Drive Mapping for C4C

**Step 4:** Then, repeat the steps, but use the IP address instead of the hostname, e.g. [\\156.31.81.12\source-cifs440](#)

**Step 5:** If mapping to a network location where the hostname begins with [\\asia-pac.shell.com](#), [\\europe.shell.com](#), [\\americas.shell.com](#), or [\\africa-me.shell.com](#), e.g. [\\asia-pac.shell.com\asia-pac\Corporate\SITI Cyberjaya\Common](#)

Use any of the following IP addresses instead of the hostname

e.g. [\\156.31.100.5\asia-pac\Corporate\SITI Cyberjaya\Common](#)

Location	IP Address	Location	IP Address
<a href="#">\\asia-pac.shell.com</a>	134.144.178.40	<a href="#">\\europe.shell.com</a>	144.199.178.49
<a href="#">\\asia-pac.shell.com</a>	145.26.106.87	<a href="#">\\europe.shell.com</a>	193.5.142.45
<a href="#">\\asia-pac.shell.com</a>	161.126.36.180	<a href="#">\\europe.shell.com</a>	164.136.57.46
<a href="#">\\asia-pac.shell.com</a>	156.149.28.19	<a href="#">\\europe.shell.com</a>	145.30.188.135
<a href="#">\\asia-pac.shell.com</a>	144.199.6.75	<a href="#">\\europe.shell.com</a>	151.175.17.30
<a href="#">\\asia-pac.shell.com</a>	158.161.76.141	<a href="#">\\europe.shell.com</a>	144.209.144.243
<a href="#">\\asia-pac.shell.com</a>	134.144.182.75	<a href="#">\\europe.shell.com</a>	134.145.96.82
<a href="#">\\asia-pac.shell.com</a>	145.30.239.33	<a href="#">\\europe.shell.com</a>	134.142.130.47
<a href="#">\\asia-pac.shell.com</a>	161.126.88.137	<a href="#">\\europe.shell.com</a>	193.5.142.97
<a href="#">\\asia-pac.shell.com</a>	156.149.123.57	<a href="#">\\europe.shell.com</a>	145.26.163.12
Location	IP Address	Location	IP Address
<a href="#">\\americas.shell.com</a>	145.26.106.86	<a href="#">\\africa-me.shell.com</a>	144.199.178.42
<a href="#">\\americas.shell.com</a>	145.26.206.15	<a href="#">\\africa-me.shell.com</a>	155.236.179.91



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<b>\\americas.shell.com</b>	<b>138.55.22.225</b>	<b>\\africa-me.shell.com</b>	<b>134.144.230.89</b>
<b>\\americas.shell.com</b>	<b>138.56.125.41</b>	<b>\\africa-me.shell.com</b>	<b>161.158.8.26</b>
<b>\\americas.shell.com</b>	<b>161.19.188.103</b>	<b>\\africa-me.shell.com</b>	<b>193.189.13.101</b>
<b>\\americas.shell.com</b>	<b>138.57.169.140</b>	<b>\\africa-me.shell.com</b>	<b>193.189.13.102</b>
<b>\\americas.shell.com</b>	<b>161.237.204.20</b>	<b>\\africa-me.shell.com</b>	<b>155.236.54.102</b>
<b>\\americas.shell.com</b>	<b>134.163.208.19</b>	<b>\\africa-me.shell.com</b>	<b>134.144.32.46</b>
<b>\\americas.shell.com</b>	<b>134.163.98.122</b>	<b>\\africa-me.shell.com</b>	<b>156.31.84.18</b>
<b>\\americas.shell.com</b>	<b>144.199.180.14</b>	<b>\\africa-me.shell.com</b>	<b>144.207.73</b>

**NOTE:** Always logon to C4C access portal and ensure your WSAM is in working condition before you use the network drive you just added.