

Microsoft® Official Course



Module 7

Troubleshooting User Settings

Microsoft®

Module Overview

- Troubleshooting Sign-in Issues
- Troubleshooting the Application of User Settings

Lesson 1: Troubleshooting Sign-in Issues

- The Sign-in Process
- Cached Credentials
- Considerations for the Sign-In Process
- Configuring Password Policies and User Properties
- Methods to Identify Sign-in Errors

The Sign-in Process

- Sign-in authenticates user and computer accounts
- Domain controllers are located by using DNS
- If domain controller list cannot be obtained:
 - Authentication fails
 - Cached credentials are used
 - Authentication is very slow
- Security token containing group memberships is generated during sign-in

Cached Credentials

Cached credentials:

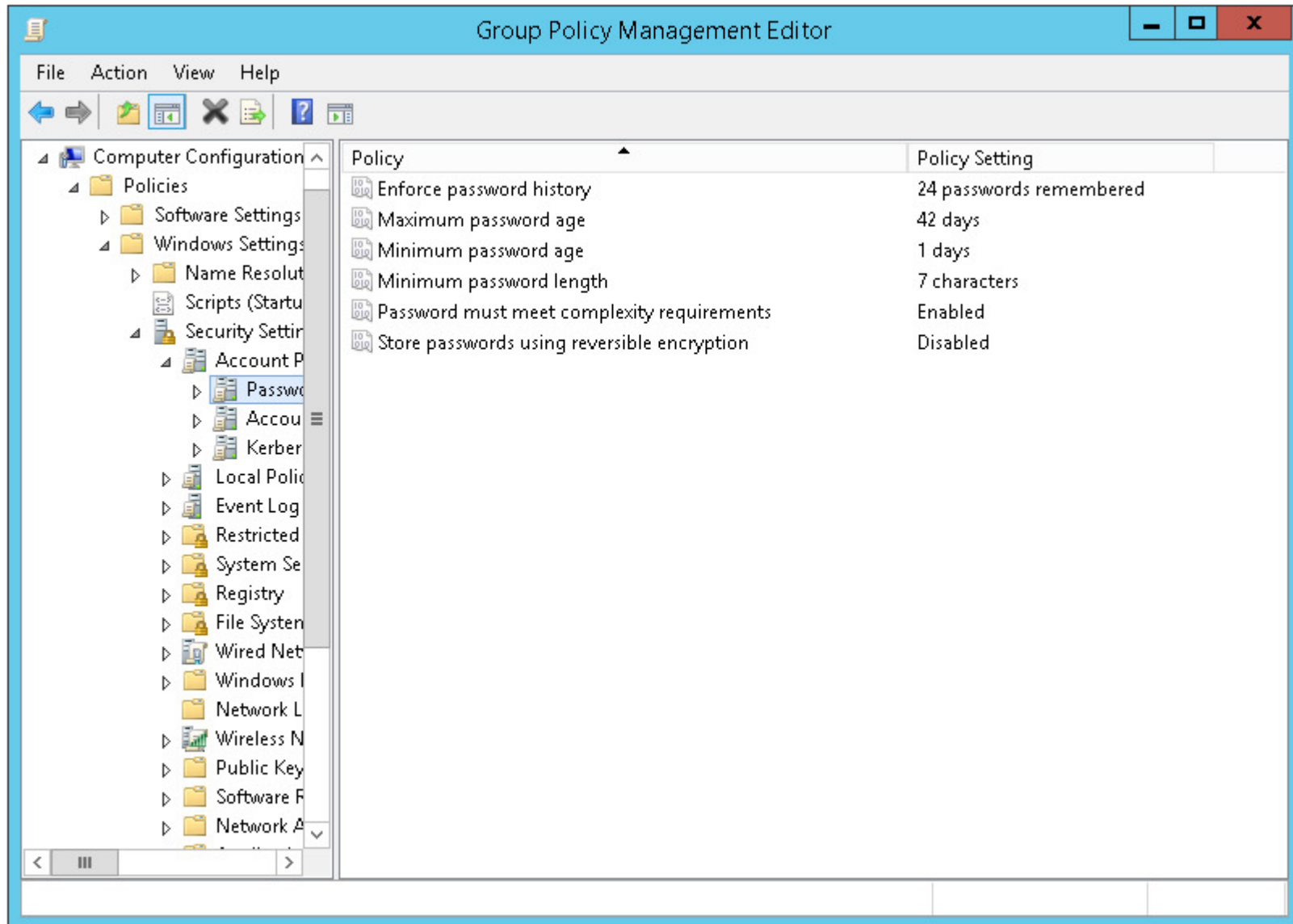
- Allow sign-in when a domain controller is unavailable
- Are limited to 10 by default
- Are important for roaming users
- Are updated at sign-in with a domain controller

Considerations for the Sign-In Process

Some of the sign-in problems that users may experience include:

- Incorrect password
- Locked account
- Expired account
- Deleted account
- Signing in with a local account
- Using a Microsoft account
- Corrupted computer account
- Incorrect DNS settings
- General networking problems

Configuring Password Policies and User Properties



The screenshot displays the Group Policy Management Editor window. The left-hand pane shows a tree view of the Group Policy Objects (GPOs) and their settings. The right-hand pane shows the configuration for the selected policy, 'Enforce password history'.

Policy	Policy Setting
Enforce password history	24 passwords remembered
Maximum password age	42 days
Minimum password age	1 days
Minimum password length	7 characters
Password must meet complexity requirements	Enabled
Store passwords using reversible encryption	Disabled



Configuring Password Policies and User Properties

User account settings that can affect user sign-in are:

- User logon name
- Unlock account
- User must change password at next logon
- User cannot change password
- Password never expires
- Account is disabled
- Smart card is required for interactive logon
- Account expires

The screenshot shows the 'Aidan Delaney Properties' dialog box with the 'Account' tab selected. The 'User logon name' field contains 'Aidan' and the domain dropdown is set to '@Adatum.com'. The 'User logon name (pre-Windows 2000)' field contains 'ADATUM\Aidan'. There are buttons for 'Logon Hours...' and 'Log On To...'. The 'Unlock account' checkbox is unchecked. Under 'Account options', the 'Password never expires' checkbox is checked, while 'Store password using reversible encryption', 'Account is disabled', and 'Smart card is required for interactive logon' are unchecked. Under 'Account expires', the 'Never' radio button is selected. The 'End of' date is set to 'Sunday, November 10, 2013'. At the bottom are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.



Methods to Identify Sign-in Errors

- On-screen errors
- Active Directory Users and Computers
- Windows PowerShell
- Event Logs

Lab A: Troubleshooting Sign-in Problems

- Exercise 1: Resolving Sign-in Problem 1
- Exercise 2: Resolving Sign-in Problem 2

Logon Information

Virtual machines:	20688D-LON-DC1 20688D-LON-CL1
User name:	Adatum\Administrator
Password:	Pa\$\$w0rd

Estimated Time: 30 minutes

Lab Scenario

A number of users have reported various problems with signing in to the corporate network. These problems have been recorded by the help desk, and are being escalated to you for resolution.

Lab Review

- What was your approach to the first scenario?
How did your approach differ from the class-guided approach?
- What was your approach to the second scenario?
How did your approach differ from the class-guided approach?

Lesson 2: Troubleshooting the Application of User Settings

- User Profiles and Their Contents
- Roaming User Profiles
- User Settings That Synchronize with a Microsoft Account
- Considerations for Issues with User Profiles
- Overview of Folder Redirection
- What Problems Can Occur with Folder Redirection?

User Profiles and Their Contents

- User profiles:
 - Contain user-specific settings
 - Are stored in C:\Users by default
- Include:
 - Registry settings
 - Folders:
 - AppData
 - Desktop
 - Favorites
 - Documents
- Public profile contents are included for all users

Roaming User Profiles

The screenshot shows the 'Bill Malone Properties' dialog box with the 'Profile' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar is a tabbed interface with the following tabs: Member Of, Dial-in, Environment, Sessions, Remote control, Remote Desktop Services Profile, COM+, General, Address, Account, Profile (selected), Telephones, and Organization.

The 'Profile' tab contains the following sections:

- User profile:**
 - Profile path:
 - Logon script:
- Home folder:**
 - Local path:
 - Connect: H: To:

At the bottom of the dialog are four buttons: OK, Cancel, Apply, and Help.

User Settings That Synchronize with a Microsoft Account

Connect to a Microsoft account on this PC

Which PC settings from your Microsoft account do you want to sync with your domain account?

- | | |
|--|---|
| <input checked="" type="checkbox"/> Start screen | <input checked="" type="checkbox"/> App data |
| <input checked="" type="checkbox"/> Appearance | <input checked="" type="checkbox"/> Language preferences |
| <input checked="" type="checkbox"/> Desktop personalization | <input checked="" type="checkbox"/> Ease of Access |
| <input checked="" type="checkbox"/> Installed apps | <input checked="" type="checkbox"/> Other Windows settings |
| <input checked="" type="checkbox"/> Passwords (apps, websites, and networks) | <input checked="" type="checkbox"/> Web browser (open tabs, history, and favorites) |

- When you connect your Microsoft account, you are prompted to select which PC settings you want to synchronize
- You can change these options later

Considerations for Issues with User Profiles

Some of the issues that can occur that relate to user profiles include:

- Slow sign-ins
- Corrupted roaming profiles
- Default profiles do not have corporate standard settings
- Machine-specific settings do not roam

Overview of Folder Redirection

- Folder Redirection is the most often used profile setting:
 - Redirect user profile folders to network location
 - Content is not copied locally when user signs in
 - Only predefined user profile folders can be redirected
 - Many configuration settings are available for folder redirection
 - Offline files provide access without network connectivity
- Benefits:
 - Available from any network computer
 - Centrally maintained and backed up
 - Can set quotas and different permissions
 - Transparent and always available for user

What Problems Can Occur with Folder Redirection?

The two key issues that can occur that relate to folder redirection are:

- Generic GPO issues
- Incorrect Folder Redirection policy setup

Lab B: Troubleshooting the Application of User Settings

- Exercise 1: Resolving Folder Redirection Problem (1)

Logon Information

Virtual machines:	20688D-LON-DC1 20688D-LON-CL1
User name:	Adatum\Administrator
Password:	Pa\$\$w0rd

Estimated Time: 30 minutes

Lab Scenario

User settings for the marketing department are not as expected. You must investigate the problem and resolve it as quickly as possible.

Lab Review

- What was your approach to the scenario? How did your approach differ from the class-guided approach?

Module Review and Takeaways

- Review Questions