

Microsoft® Official Course



Module 9

Troubleshooting Resource Access within a Domain

Microsoft®

Module Overview

- Troubleshooting File Access Issues
- Troubleshooting File Permissions Issues
- Troubleshooting Printer Access Issues

Lesson 1: Troubleshooting File Access Issues

- Considerations for Troubleshooting File Access Issues
- Configuring Drive Mappings Manually
- Configuring Drive Mappings by Using Logon Scripts
- Demonstration: Using Group Policy Preferences for Drive Mappings

Considerations for Troubleshooting File Access Issues

Some of the issues that can occur with file access include:

- Missing drive mappings
- Disconnected network drives
- Folders not redirected properly
- Incorrect file system permissions or shared folder permissions

Configuring Drive Mappings Manually

- Drive mappings provide an easy way to access file shares
- Reconnect at logon makes mappings persistent
- Persistent mappings are stored in user profiles
- Manual configuration is not very scalable

Configuring Drive Mappings by Using Logon Scripts

You can configure logon scripts:

- As a property of a user object
- In a GPO

Benefits of logon scripts:

- Cross-computer application
- Simplified updates
- Increased flexibility

Demonstration: Using Group Policy Preferences for Drive Mappings

In this practice session, you will:

- Configure a drive mapping with Group Policy Preferences
- Target the preference
- Test the preferences





Lesson 2: Troubleshooting File Permissions Issues

- File Sharing in Windows 8.1
- Methods for Sharing Folders
- File and Folder Permissions
- File System Permission Inheritance
- Discussion: Consider the Interaction of Shared Folder Permissions and File and Folder Permissions
- Determining Effective Permissions
- Troubleshooting File Access Permissions

File Sharing in Windows 8.1

- Shared folders are folders that allow network access to their content
- Folders can be shared:
 - Through the MMC console
 - Through File Explorer
 - From the Command Prompt
 - Through Computer Management
 - Using Windows PowerShell

Methods for Sharing Folders

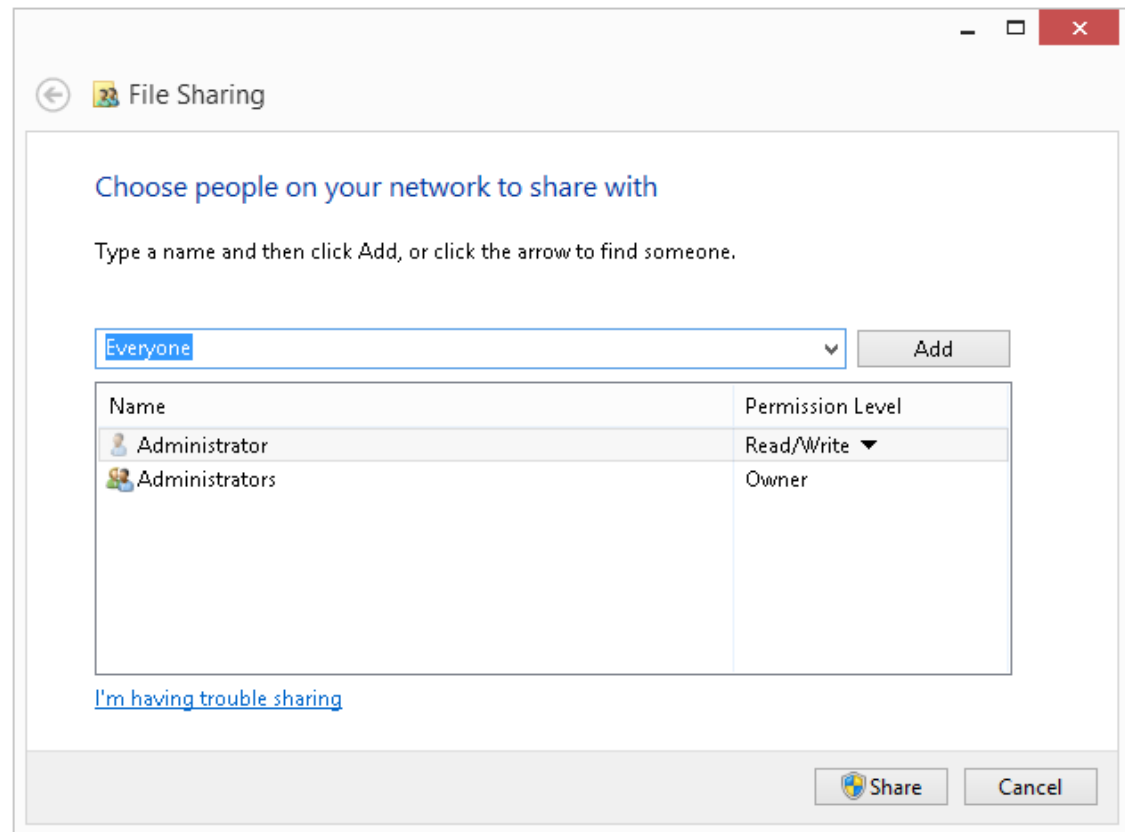
- Basic Sharing
 - Share folders quickly
 - Configure permissions
- Advanced Sharing
 - Configure permissions, simultaneous connections, and caching
 - Choose share name
- Public Sharing
 - Use multiple default Public folders for each computer
 - Share files with the same computer and with the same network
 - Control access by permissions



Methods for Sharing Folders

Basic Sharing

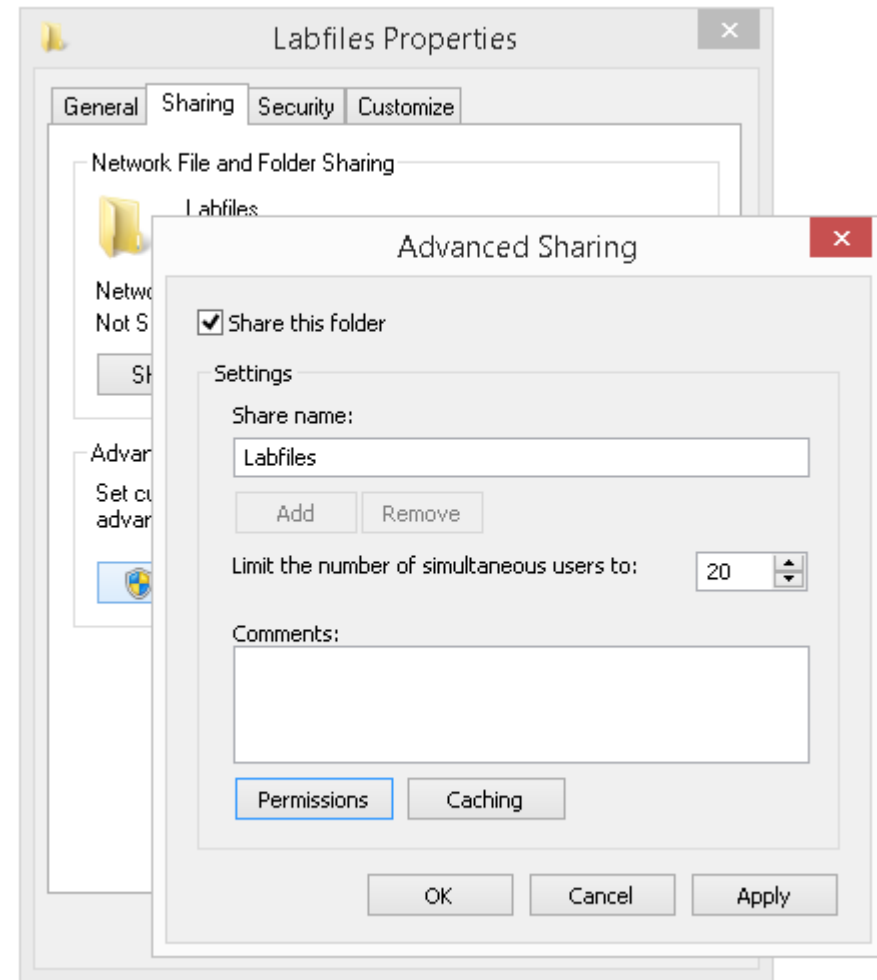
- Share folders quickly
- Configure permissions



Methods for Sharing Folders

Advanced Sharing

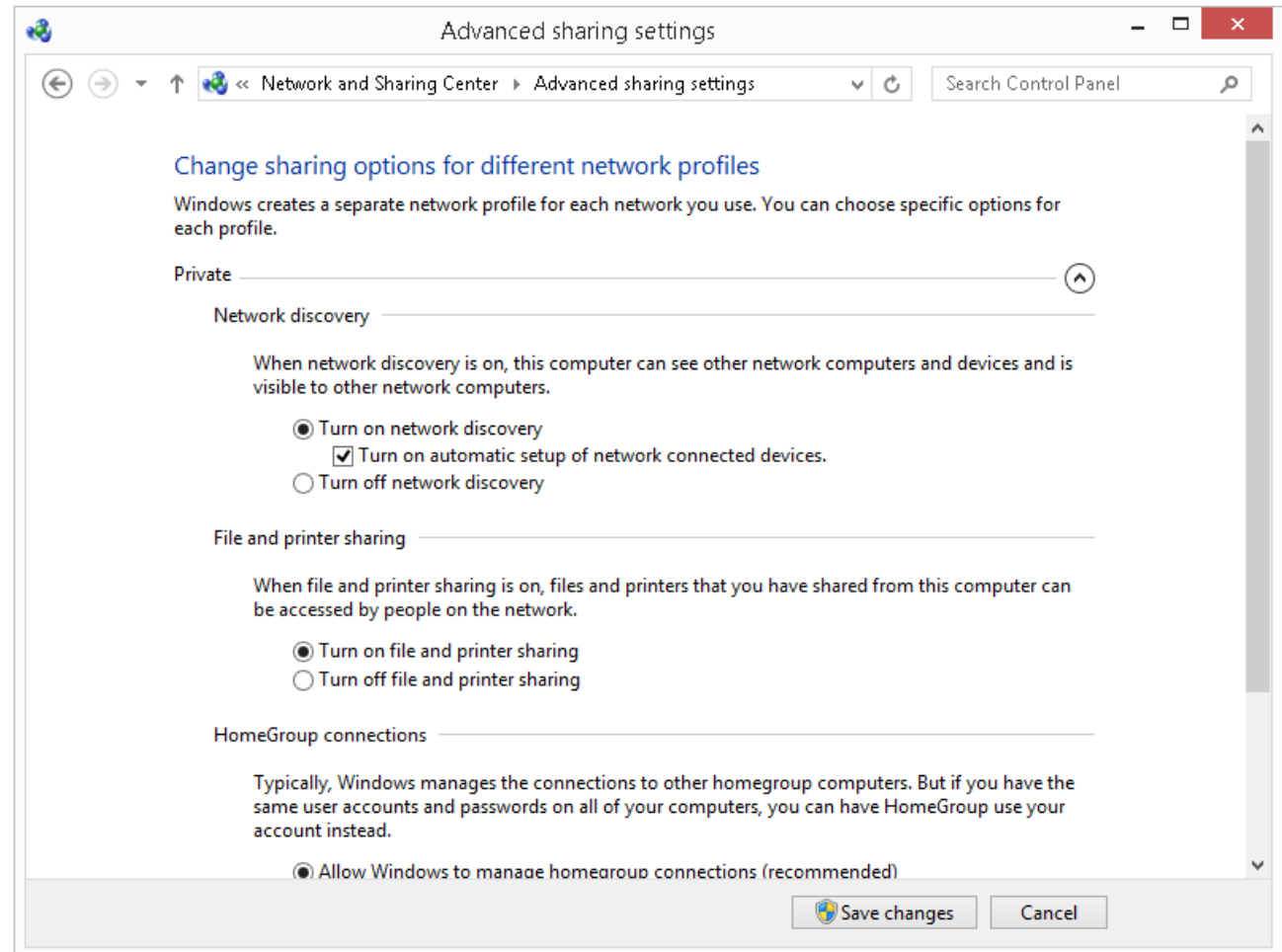
- Configure permissions, simultaneous connections, and caching
- Choose share name



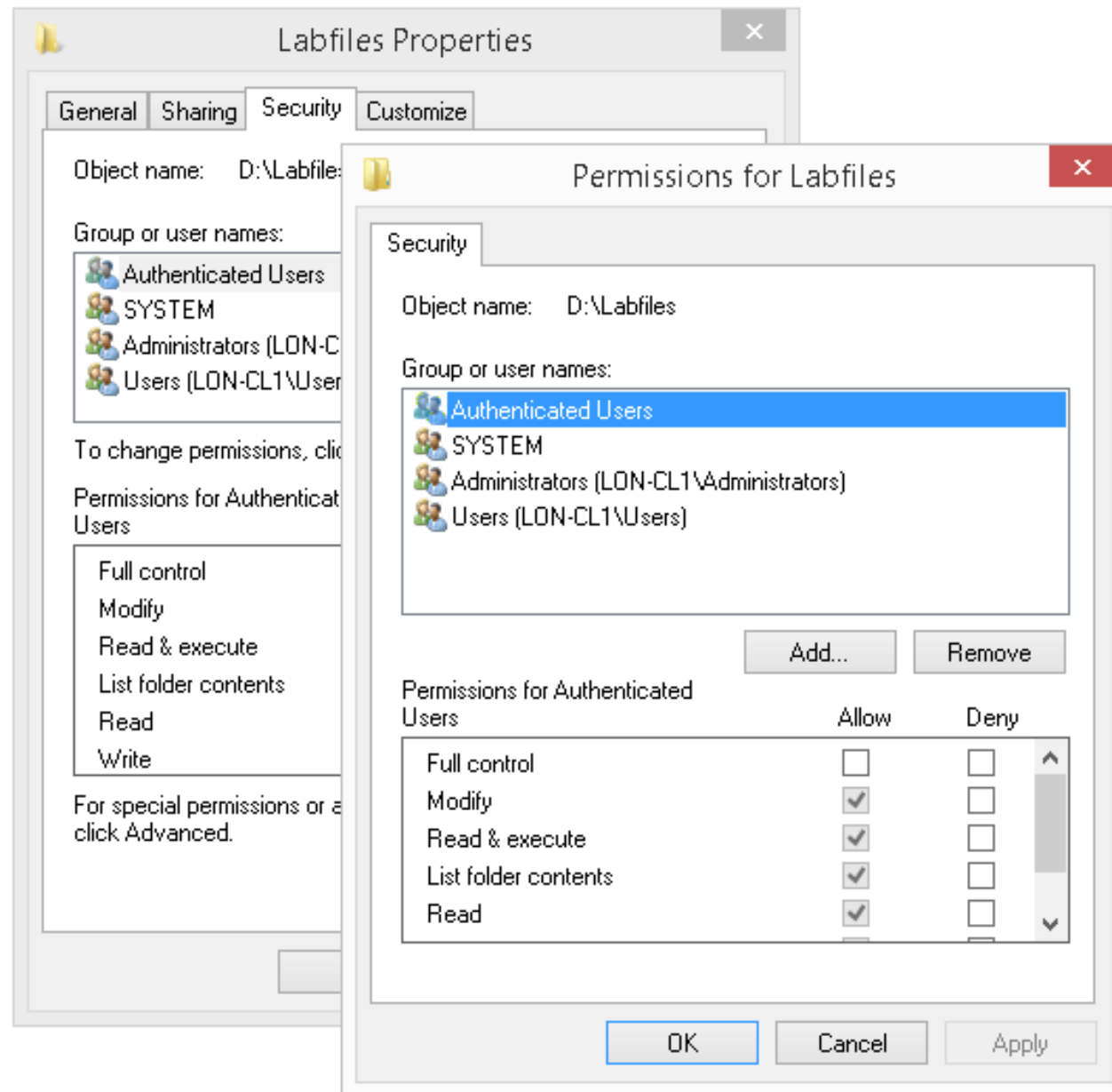
Methods for Sharing Folders

Public Sharing

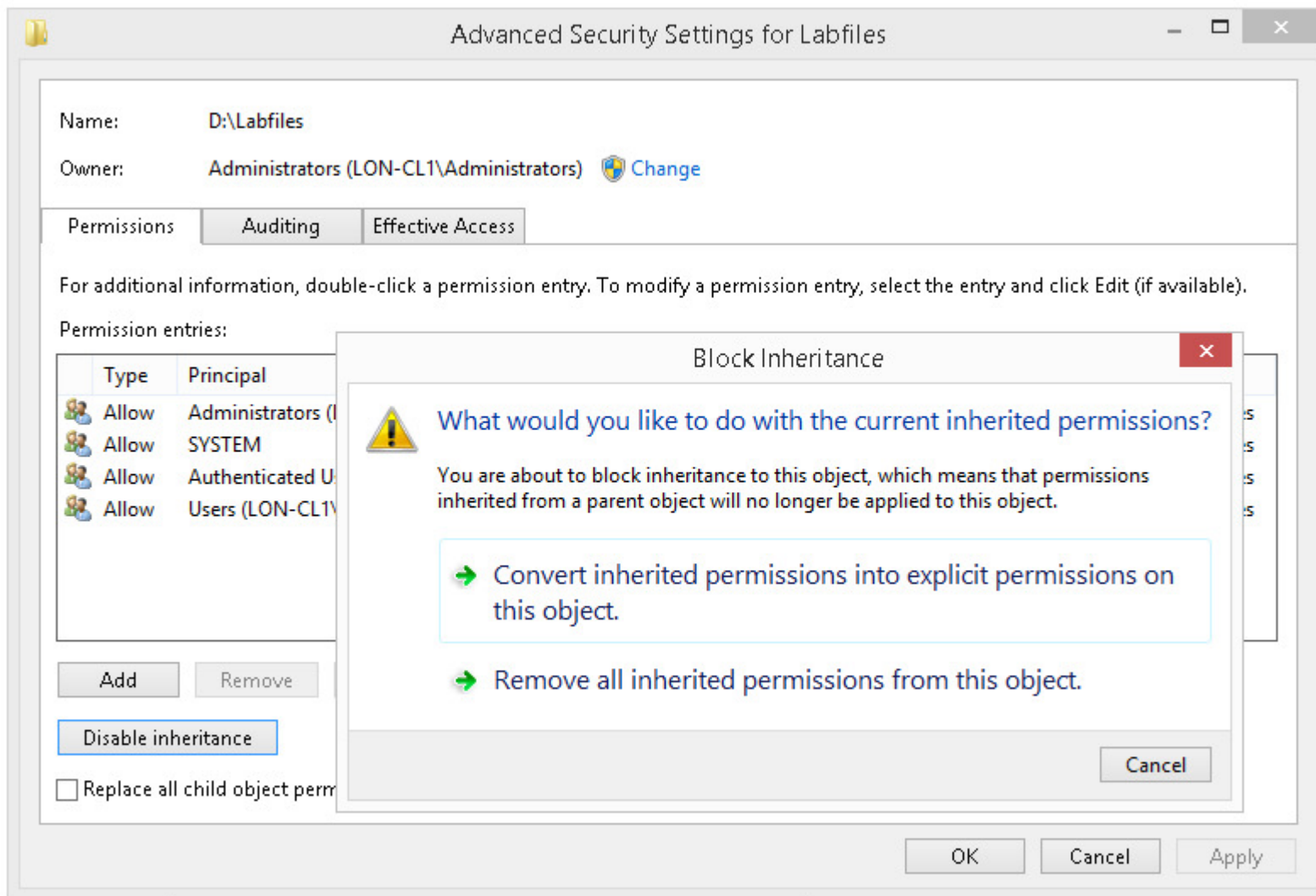
- Use multiple default Public folders for each computer
- Share files with the same computer and with the same network
- Control access by permissions



File and Folder Permissions



File System Permission Inheritance



Discussion: Consider the Interaction of Shared Folder Permissions and File and Folder Permissions

What happens when you combine shared folder and file system permissions?



15 minutes





Determining Effective Permissions

The screenshot shows the 'Advanced Security Settings for Labfiles' dialog box. The 'Name' is 'D:\Labfiles' and the 'Owner' is 'Administrators (LON-CL1\Administrators)'. The 'Effective Access' tab is selected, showing a list of permissions for the user 'Admin (LON-CL1\Admin)'. The permissions listed are: Full control, Traverse folder / execute file, List folder / read data, Read attributes, Read extended attributes, and Create files / write data. The 'Access limited by' column is empty. The dialog also includes a 'View effective access' button and 'OK', 'Cancel', and 'Apply' buttons at the bottom.

Name: D:\Labfiles

Owner: Administrators (LON-CL1\Administrators) Change

Permissions Auditing Effective Access

adding a group, any group that the intended group is a member of must be added separately.

User/ Group: Admin (LON-CL1\Admin) [Select a user](#)

Include group membership Add items

Device: [Select a device](#)

Include group membership Add items

Effective access	Permission	Access limited by
	Full control	
	Traverse folder / execute file	
	List folder / read data	
	Read attributes	
	Read extended attributes	
	Create files / write data	

Troubleshooting File Access Permissions

Troubleshooting steps:

1. Check effective file system permissions:
 - a. Is the user part of the correct groups?
 - b. Are those groups assigned the correct permissions?
 - c. Are there any explicit permissions?
 - d. Are there any denials?
2. Verify share permissions:
 - a. Does the user/group have share permissions?
 - b. Are those more or less restrictive than file system permissions?

Lesson 3: Troubleshooting Printer Access Issues

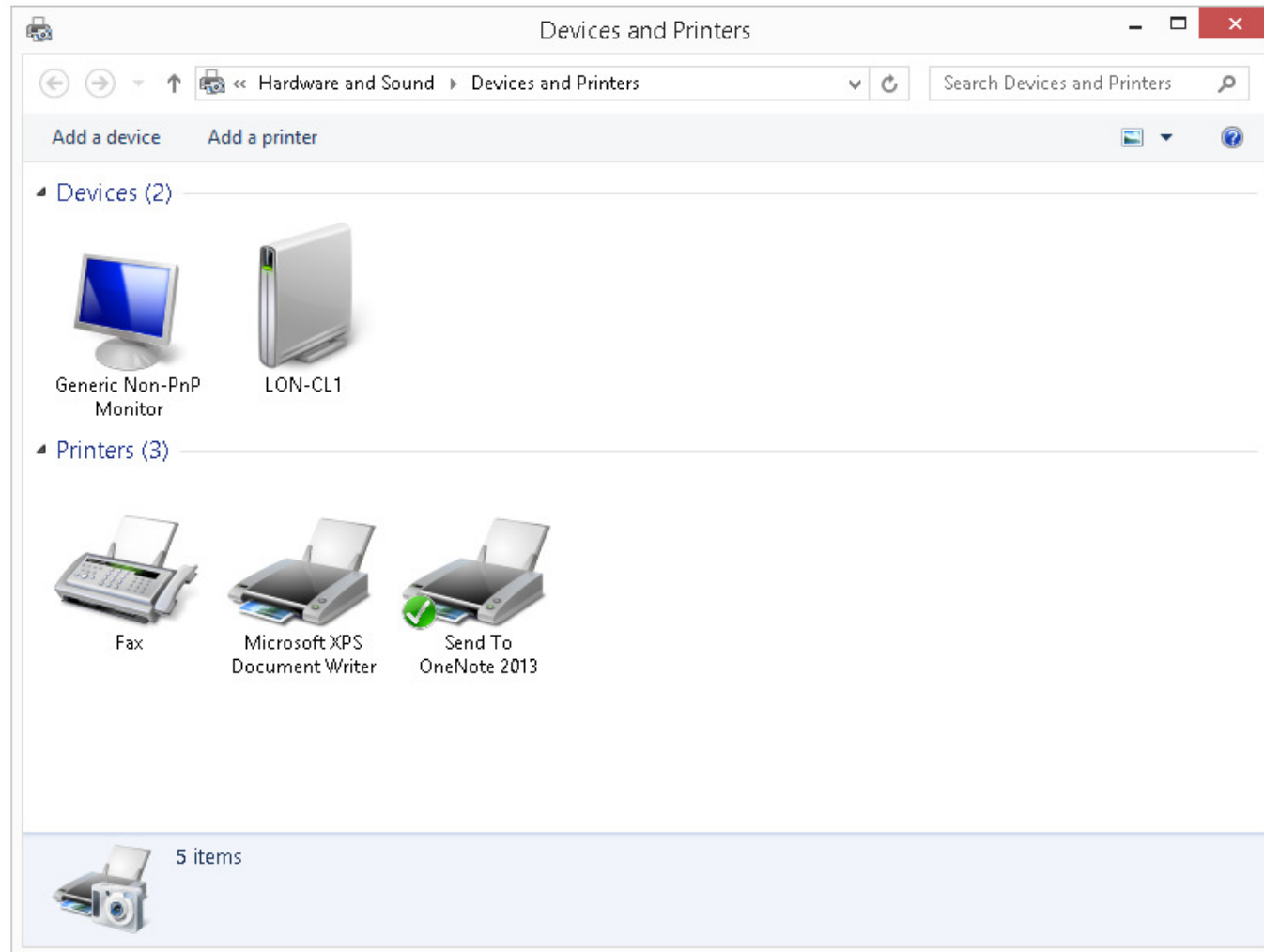
- Considerations for Printer Access Issues
- Methods for Installing Printers
- Installing Printer Drivers on Clients
- Managing Client-Side Printing

Considerations for Printer Access Issues

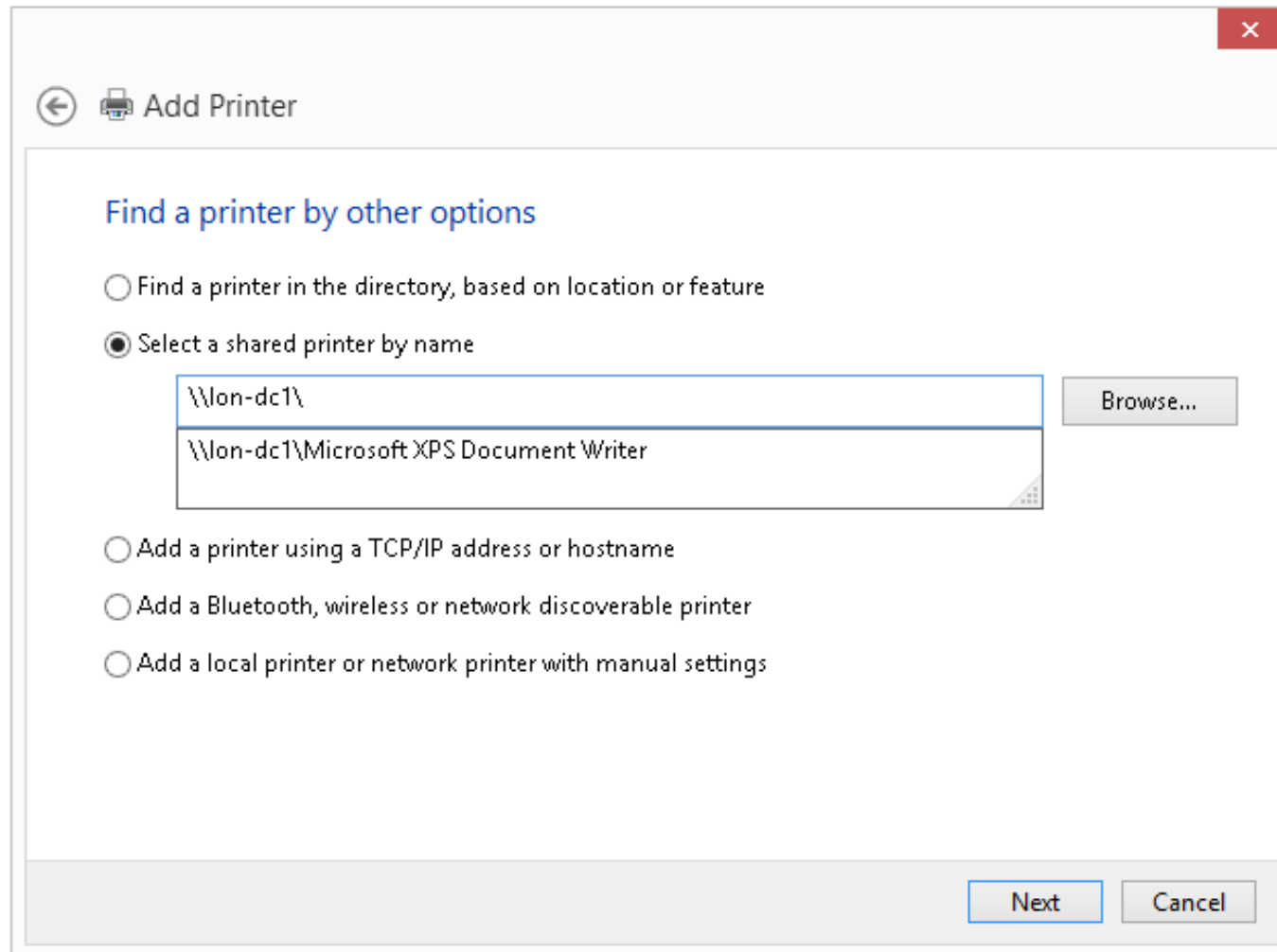
Issues that can arise that relate to printing include:

- A network printer is not available to all users on a computer
- A user is unable to find a local printer
- A printer is not available automatically to users
- The default printer is not appropriate
- A user is unable to install a printer driver
- Users are unable to locate a printer with a published location in AD DS

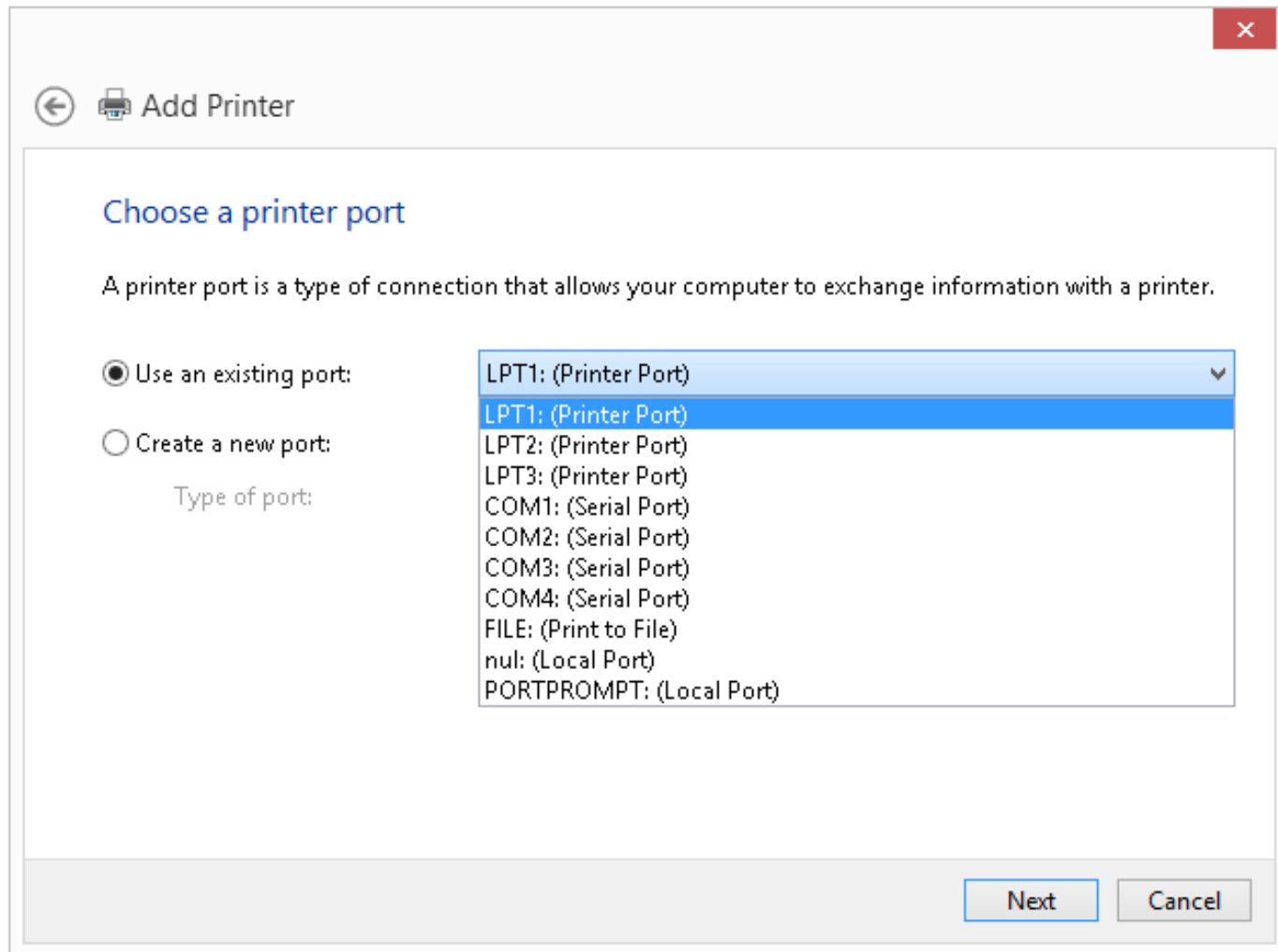
Methods for Installing Printers



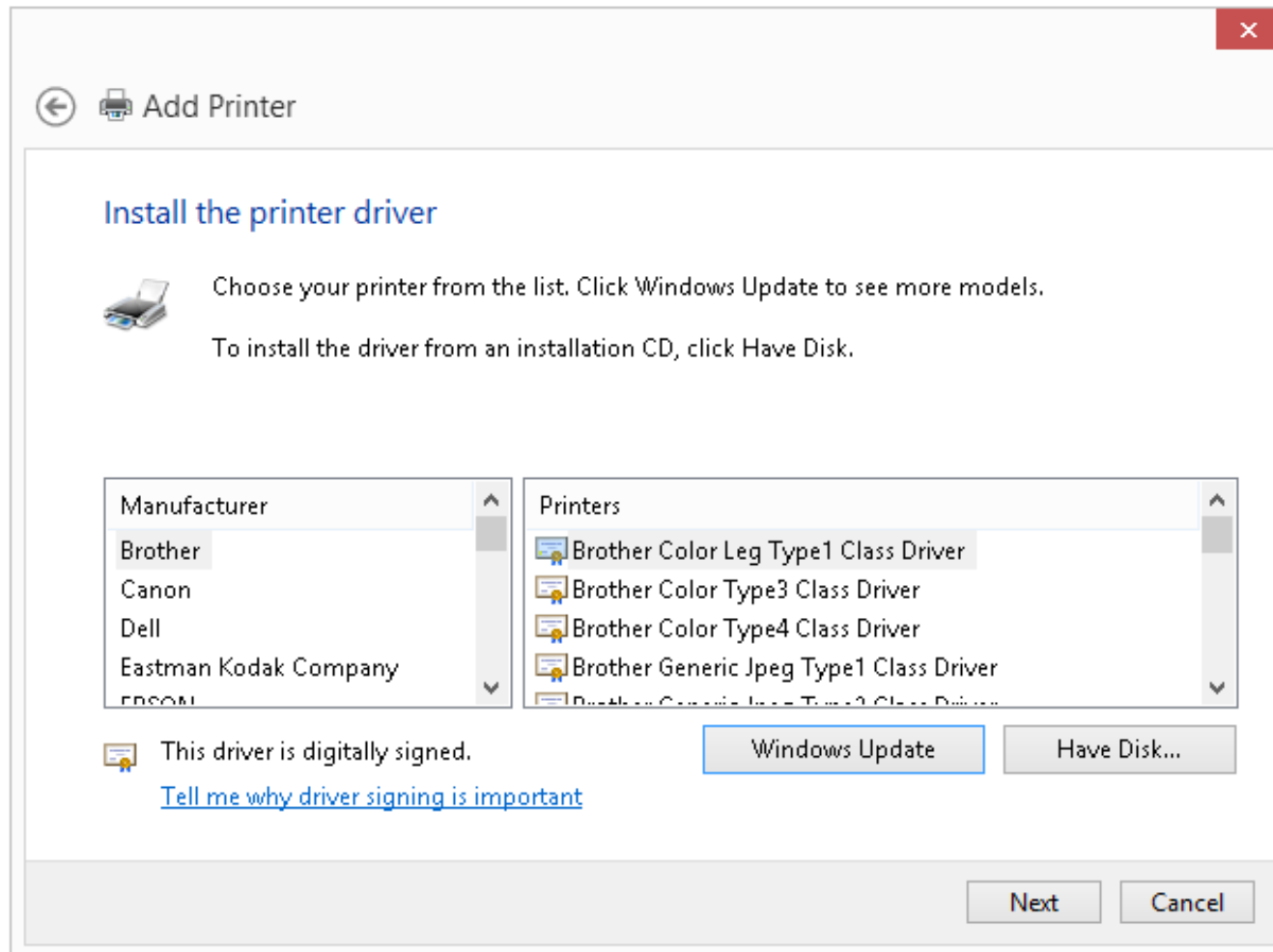
Methods for Installing Printers



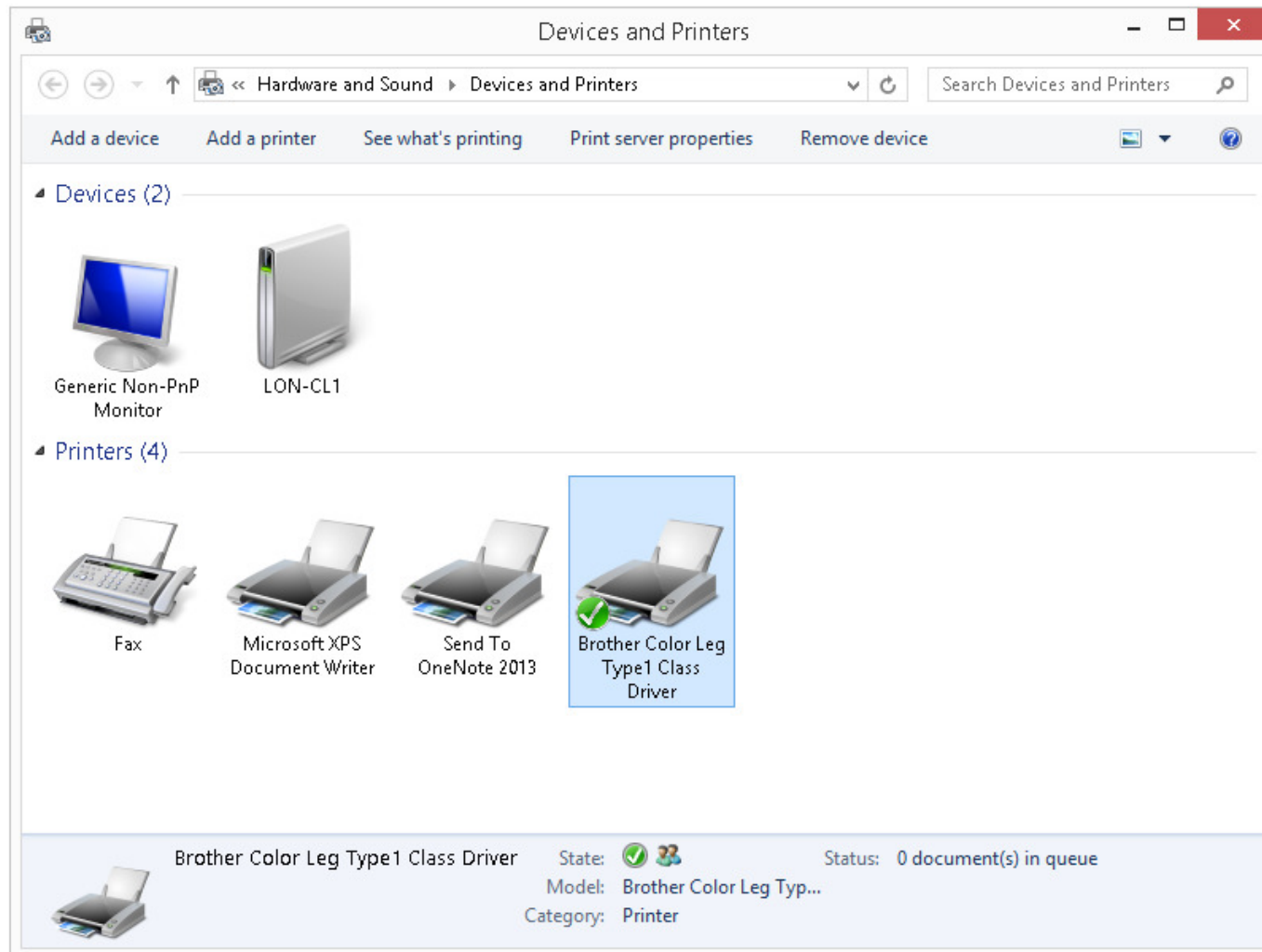
Methods for Installing Printers



Methods for Installing Printers



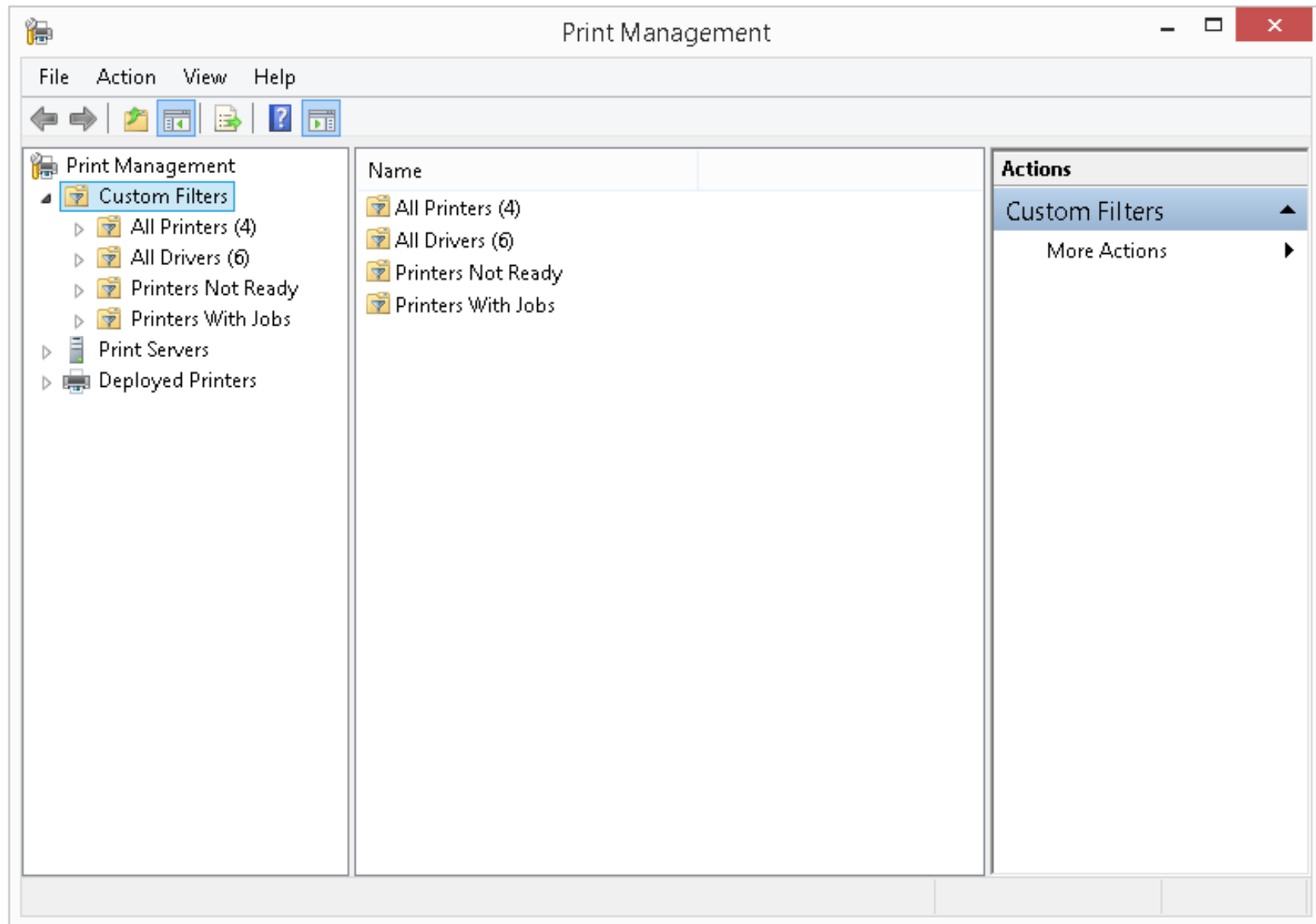
Methods for Installing Printers



Installing Printer Drivers on Clients

- Standard users are not able to add printer drivers manually
- Administrators can prestage printer drivers by using Pnputil.exe, then:
 - Standard users are able to install network printers and their drivers

Managing Client-Side Printing



Lab: Troubleshooting Resource Access within a Domain

- Exercise 1: Resolving a Logon Script Problem
- Exercise 2: Resolving a File Permissions Issue

Logon Information

Virtual machines:

20688D-LON-DC1

20688D-LON-CL1

User name:

Adatum\Administrator

Password:

Pa\$\$w0rd

Estimated Time: 30 minutes

Lab Scenario

In this lab, you will resolve the reported problems that Tier 1 help desk staff could not resolve.

Lab Review

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

Module Review and Takeaways

- Review Questions