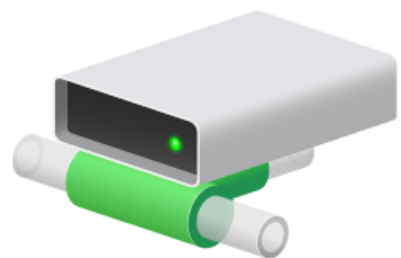


Remapping a Network Drive After a Password Change

A STEP-BY-STEP TIER 1 SUPPORT FIX FOR RESTORING ACCESS TO SHARED FILES



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Message:

Hello, I can't get into the folder where we keep the shared files. It was working before but now it just won't open.

Ticket #002 | Status: Open | Priority: Medium



SwiftSupport

Pretoria Branch

Introduction

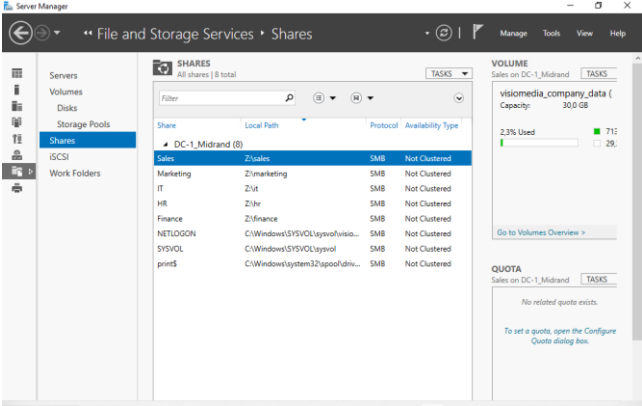
In this project, I worked with network drive shares that I had already created in a previous setup, along with the Group Policy that maps those drives. Shared drives are important because they let teams access the same files in one place. However, when a user changes their password, the drive mapping can break, leaving the drive missing or disconnected. I'll walk through how I checked the setup and remapped the drive to restore access.

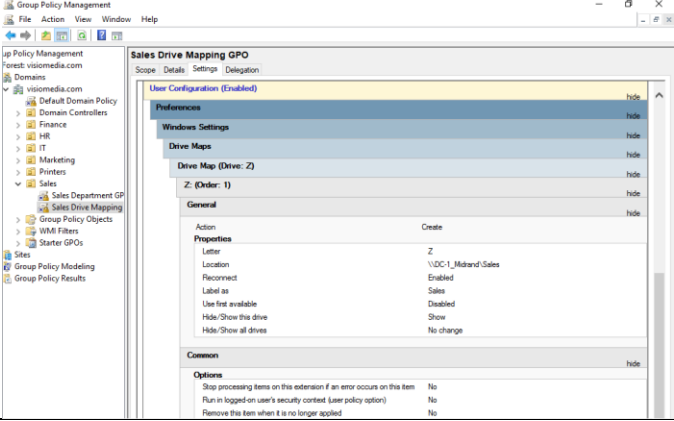
Shares

The shared folders had already been set up earlier, which means the drives could be mapped and accessed by end-users. These shares are the foundation for network drives.

Check the group policy for the drive

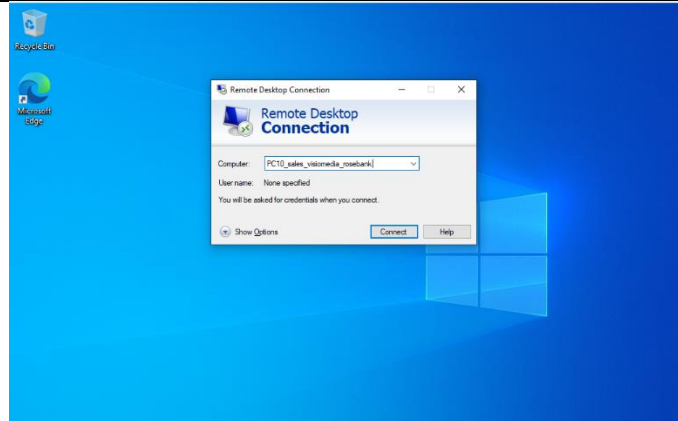
I reviewed the Group Policy Object (GPO) that handles drive mapping. This ensures the drive is configured to appear for the right users or groups.





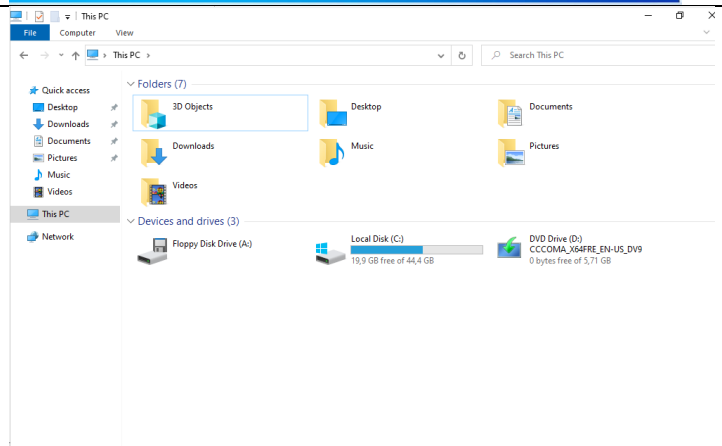
RDP into end-users workstation

From my machine, I opened the **Remote Desktop Connection** tool and entered the computer name or IP address of the user's workstation. After providing the correct credentials, I was logged into their desktop session.



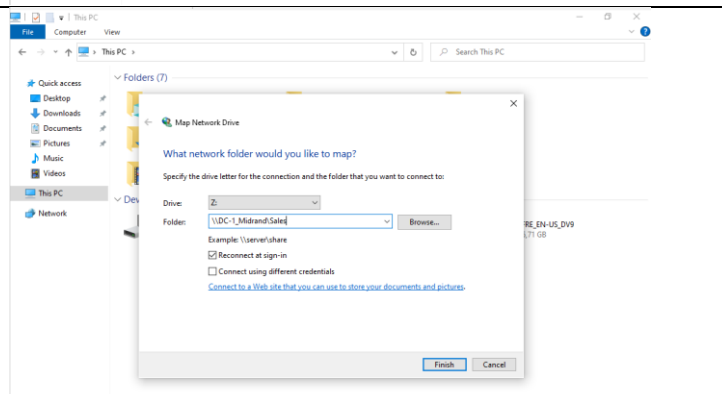
Network drive is missing

When a password is changed, sometimes the network drive doesn't connect automatically. This can look like the drive is completely missing, or it may still appear with a red X on the icon, meaning it's disconnected. Either way, the user won't be able to access their files.



Remap Drive

To fix this, I manually reconnected the drive. This involved pointing the drive letter back to the shared folder path (for example, \\Server\SharedFolder) and entering updated credentials if needed.



Drive remapped

Once remapped, the drive became available again. The user could open it as usual and continue working with shared files.

