

## Re: Unable to access \\domain\SYSVOL but able to access \\server\SYSVO

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active\\_directory/2006-09/msg00835](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active_directory/2006-09/msg00835)

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- *From:* "Al Mulnick" <[amulnick\\_No\\_SPAM@xxxxxxxxxxxx](mailto:amulnick_No_SPAM@xxxxxxxxxxxx)>
  - *Date:* Tue, 12 Sep 2006 20:09:11 -0400
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Long before you fix this issue, you'll need to fix the other issue. The other issue I'm talking about is the layer-8 issue. If you don't fix that, there's no point in going any further. I would highly suggest talking to those other business units and letting them know that you cannot, not won't, create any new users until you get the AD fixed. You don't have to point out any names etc, but let them know that it was due to their admins.

Regardless of winning or losing that battle, implement a proper change management process with senior company official buy-off that anyone that circumvents it is fired on the spot. Including yourself. No further questions asked.

Once that's done, I highly suggest you call Microsoft Support. The PKI and the other issues/configuration changes you describe are likely causing you issues you won't want to let go much longer unless you enjoy rebuilding the entire Active Directory forest. I'd guess based on your timeline you have about 30 more days before you're to a point of no return. Tough to say for sure without seeing your environment first hand.

Until you solve the problem of being able to access the \\domain\sysvol share, there's no point in trying to fix the rest in my honest opinion.

You may want to check the event logs of the domain controllers to see if there are any entries listed after the last restart related to problems becoming a domain controller, or allowing shares, etc. But I suspect you'll have to just call support and really go over it with a fine tooth comb to undue it.

Feel free to drop a note off-line if I can be of any help.

Al

"Jared Witt" <[Jared.Witt@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Jared.Witt@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:07ADFCDC-612F-4DD9-B737-F0F8DEA163F2@xxxxxxxxxxxxxxxxxxxx](mailto:news:07ADFCDC-612F-4DD9-B737-F0F8DEA163F2@xxxxxxxxxxxxxxxxxxxx)

Re: Unable to access \\domain\SYSTEMVOLUME\_INFORMATION but able to access \\server\SYSTEMVOLUME\_INFORMATION

I have a group policy/systemvolumefiles problem that I would really appreciate help on.

\\domain and \\domain.local both access one of the DCs registered in DNS. All shares, other than SYSTEMVOLUME\_INFORMATION and NETLOGON are available. We use domain based DFS and it is not experiencing any problems. If I directly access a DC via \\server\SYSTEMVOLUME\_INFORMATION, I can move/change files according to the proper permissions. None of the DCs are clustered. I've worked through quite a few KB articles (specifically <http://support.microsoft.com/?id=842804>). The permissions are correct on the GPOs. DNS and DFS are working. If I manually change a file in SYSTEMVOLUME\_INFORMATION, it appears seconds later on the other DCs. We have recently changed to fiber optic NICs and disabled our CAT5 in bios. The system worked just fine for 4+ weeks after the NIC change. We have expanded from 1 site to 3 sites in the past year. Everything worked just fine until 2-3 weeks ago when two new admins started work at the other two sites.

The two other sites have "politically" appointed system admins that have little training or experience. One of them did create a child domain and then delete all of the DCs while leaving the empty shell of a domain in tact. This was his second time doing something similar. The other added in several changes relating to PKIs. One of them also added a redirection for directories in the default user's profile to the Default Domain Policy. Existing users are fine but I can no longer create new users as their profile is unusable when it's initially created. Plug-ins for MS Office now crash office and ODBC connections fail every time. MS Word attempts to change settings in the default template. Outlook will not work at all. Both deny changing anything even though the logs show otherwise.

If anyone could help me I would really appreciate it. Bellow are the error messages and logs I get when I attempt to get around the problem. /sigh I'm just glad the existing users are fine and the GPOs are fairly set.

When I attempt to edit any GPO, including the Default Domain Policy, I get a pop up error with the following text: (this happens via Users and computers and GPMC)

Group Policy Error

Re: Unable to access \\domain\SYSTEMVOL but able to access \\server\SYSTEMVOL

Failed to open the Group Policy Object. You may not have appropriate rights.

Configuration information could not be read from the domain controller, either because the machine is unavailable, or access has been denied.

Accessing the share via the "Run" line produces the following:

\\server\SYSTEMVOL connects to the server and all files are available with proper permissions

\\domain\SYSTEMVOL fails with the following error

\\domain.local

\\domain.local\SYSTEMVOL is not accessible. You might not have permission to use this network resource. Contact the administrator of the server to find

out if you have access permissions.

Configuration information could not be read from the domain controller, either because the machine is unavailable, or access has been denied.

#### Event Logs

User: DOMAIN\Administrator

Event ID: 1058

Windows cannot access the file gpt.ini for GPO

CN={31B2F340-016D-11D2-945F-00C04FB984F9},CN=Policies,CN=System,DC=thisdomain,DC=local.

The file must be present at the location

<\\thisdomain.local\systemvol\thisdomain.local\Policies\{31B2F340-016D-11D2-945F-00C04FB984F9}\gpt.ini>. (Configuration information could not be read from

the domain controller, either because the machine is unavailable, or access

has been denied. ). Group Policy processing aborted

User: DOMAIN\Administrator

Event ID: 1030

Windows cannot query for the list of Group Policy objects. Check the event

log for possible messages previously logged by the policy engine that describes the reason for this.

I have tried to reset the GPOs with DCGPOFIX. It reset the DC policy but the default domain policy still gives an access denied message:

C:\dcpofix /target:domain

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Unable to read EFS certificates from Registry.pol file of Default Domain Policy. The error was Configuration information could not be read from the

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domain controller, either because the machine is unavailable, or access  
has  
been denied.

(I've never seen an error in the command tool in red. This one was.)