

RE: Users Can't Access Documents on Server

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg04575.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Thu, 26 Jan 2006 04:24:54 GMT
-

Hi Lee,

Thanks for using the SBS newsgroup.

>From your description, I understand the issue to be:

1. Windows XP clients can not access the documents on the server box and received error event 1030 and 1058.
2. The Mac clients can not communicate with the server box.

If I am off base, please don't hesitate to let me know.

Microsoft engineers can only focus on one issue per thread. To ensure your question is responded timely and efficiently, you can create a new thread to post the second question. This way can make sure that the responders can better track the problem Thank you for your understanding.

Let us focus the first problem first.

=====

As well as we know, if a workstation would not access network shares, then UserENV error 1030 and 1058 will be logged because domain group policies are unable to apply. Please double check the following settings to see if the issue be fixed:

I. Examine the DNS settings and network properties on the servers and client computers.

1. Leave the Default Gateway of the internal NIC blank of the server box.
2. Configure the internal client computer's NIC and the internal NIC of the server box to use the internal DNS Service (the internal NIC IP) as the DNS Server. And there is only the DNS server be configured on client computers.

After verified them and then try to logon to domain, how about the result?

II. Make sure that the TCP/IP NetBIOS Helper service, the Net Logon service, and the Remote Procedure Call (RPC) service are started on all computers.

RE: Users Can't Access Documents on Server

I'd like to recommend that you turn off and then turn on NetBIOS over TCP/IP to see if we can eliminate this problem.

1. Click Start, click Control Panel, and then click "Network and Internet Connections".
2. Click Network Connections.
3. Right-click Local Area Connection, and then click Properties.
4. Click Internet Protocol (TCP/IP), and then click Properties.
5. Click the General tab, and then click Advanced.
6. Click the WINS tab.
7. Under "NetBIOS setting", click "Disable NetBIOS over TCP/IP", and then click OK two times.
8. Click Close to close the "Local Area Connection Properties" dialog box.
9. Close the Network Connections window and reboot the computer.
10. Repeat the steps above but select "Enable NetBIOS over TCP/IP" this time.

And then please try to logon domain again, how about the result?

III. Make sure that Distributed File System (DFS) is NOT disabled on the SBS server box and all computers.

You can refer to the following steps to turn DFS clients:

1. Click Start, and then click Run.
2. In the Open box, type regedt32, and then click OK.
3. In the Registry Editor window, locate the following registry key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Mup
4. In the right details pane, double-click DisableDFS.

The DFS client is turned off if the value in the Value data box is 1.

The DFS client is turned on if the value in the Value data box is 0.

5. In the Edit DWORD Value dialog box that appears, type 0 in the Value data box, and then click OK.
6. On the File menu, click Exit to quit Registry Editor.

And then test, how about the result?

IV. If the issue persists, Please temporarily disable all the firewalls (personal firewall and Internet Connection Firewall) on workstations and server box. And then test and tell me the result.

And also please take a look at the following article to see if the hotfix can fix your problem.

Error Messages When You Open or Copy Network Files on Windows XP SP1 Clients That Require SMB Signing
<http://support.microsoft.com/?id=810907>

If the issue persists, please kindly help me collect some information to

RE: Users Can't Access Documents on Server

RE: Users Can't Access Documents on Server

isolate the issue:

1. When client computers logon domain, what error message they got? Please tell me the exact error message.
2. Please try to access the shared resources on the server with domain admin user account from client computers, what is the result?
3. Please try to ping the SBS server box from client computer, and paste the output in the newsgroup.
4. If the SBS server is reachable, use the "nltest /dsgetdc:<domainname>" command to verify that a domain controller can be located from workstation. The NLTest tool is installed with the Windows XP support tools.

For information about how to install these tools, refer to the following article in the Microsoft Knowledge Base:

306794 How to Install the Support Tools from the Windows XP CD-ROM
<http://support.microsoft.com/?id=306794>

What is more, I would like to introduce some documents and links regarding to connect MAC Clients to SBS 2003, hope it helps-~)!

You may encounter problems in connecting MAC Clients to SBS 2003 and if so you need to download the latest version of UAM from the following page and install it on the MAC clients:

<http://www.microsoft.com/mac/otherproducts/otherproducts.aspx?pid=windows2000sfm>

834498 Macintosh client cannot connect to Services for Mac on Windows Server
<http://support.microsoft.com/?id=834498>

836413 You receive an "unexpected error occurred" error message when you try to
<http://support.microsoft.com/?id=836413>

And the following article should be useful to you to setup Macintosh clients in SBS network:
http://pentechcom.com/sbsdocblog/sbs_mac_beta.doc

Windows Server 2003 Server and Macintosh
<http://www.macwindows.com/Win2003.html>

Hope above information helps! I am happy to be assistance of you and look forward to your reply!

Have a nice day!

Sincerely,

RE: Users Can't Access Documents on Server

RE: Users Can't Access Documents on Server

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

=====
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

>From: "Lee Schaeffer" <lee@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Users Can't Access Documents on Server
>Date: Wed, 25 Jan 2006 14:07:15 -0500
>Lines: 20
>Organization: infinityconcepts.net
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.3790.1830
>X-RFC2646: Format=Flowed; Original
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
>Message-ID: <ei2gPKeIGHA.208@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: 67.141.199.250
>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:239325
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Our Windows XP users can't access documents on the server. If you try to
>access the server through their "My Documents", or by browsing the network
>through "My Network Neighborhood", it asks for a user name and password.
>Even if you supply a correct username and password it continues to ask and
>doesn't log you in.

RE: Users Can't Access Documents on Server

