

## Re: Authentication Issues with Vista Clients

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- *From:* Eddie <[Eddie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Eddie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 6 Jul 2007 02:16:02 -0700
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I do have the Firewall Client installed on all of the computers, and I do have the Ripcurl update installed. Just to be sure, I double-checked and looked in the Add/Remove Programs.

The thing is that it's not just an issue on his specific computer. It's on all three of the Vista clients. It will always prompt for a password in order to access \\companyweb share on his account and the domain administrator account. However, there's a third user that has no troubles at all accessing \\companyweb on any of the computers. I failed to mention before that I rejoined one of the computers to the domain to see if that might help. That didn't solve the problem either. All of the computers that we have in the network are listed properly under Active Directory Users and Computers under the MyBusiness OU.

With the internet authentication with ISA on that one account on only one computer: I reformatted that computer because it was doing exactly that. After the reinstallation of Windows, everything was working great; it had internet access, it could access \\companyweb, and it had the ability to edit documents through Sharepoint website without prompting for a password. Then, after a day or so, it started all over with those exact same issues.

So, it's leading me to believe that there's something set with SBS that the Vista clients don't like. All of the Vista clients have been working perfectly for the past four months. So, that's what I don't understand.

And, yes, we're using Vista Business.

"Susan Bradley, CPA aka Ebitz - SBS Rocks" wrote:

Do you have the ISA client installed and the Vista ripcurl installed on the server? It sounds like he's not joined to the domain.

Vista Business or Ultimate, right?

Eddie wrote:

Hello,

## Re: Authentication Issues with Vista Clients

I'm having an authentication issue with one specific user...we run SBS 2003 Premium SP2 with everything installed (ISA, SQL, etc). The problem is that whenever he tries to access the internet, it always prompts him for a password. When it prompts him, he is able to type in his credentials, and it works as it should. He can click 'save password,' but it will always prompt him for authentication whenever he closes and reopens IE. It only will prompt him for authentication whenever he accesses an external website.

Also, he's having issues with Sharepoint. He is able to browse the Sharepoint site without having to input a password, but it keeps prompting for it whenever he tries to open/edit any documents through it. I also have it setup so he is able to access Sharepoint over a mapped network drive. It's always prompting for a password to access it that way, too. He is able to type in his credentials with the mapped network drive, and it allows him access the documents just fine. If he clicks 'save password,' it will remember his credentials for a couple of days. Then, just out of the blue, he'll be trying to attach a file from Sharepoint to an email, and it makes the computer become unresponsive. He is unable to do anything...can't open/close any programs or even shutdown the computer. The only thing that you can open is the task manager, but it won't end any processes if you tell it to. So, the only way to get the computer to become responsive again is to turn it off at the power button and turn it back on again. Once he has turned the computer back on, he's unable to access Sharepoint over the mapped network drive, again. It tells him that it couldn't reconnect the mapped drive, and whenever you try to click on it, it says "access denied." The only way to restore the connection is to delete the drive and re-create it. Once the drive has been recreated, it will pop up and ask for his credentials. I'm thinking that the computer becomes unresponsive because it's trying to authenticate over the network to get the file.

At first, I believed that it was an issue specific to his computer because whenever I tried accessing the web or Sharepoint over a mapped network drive with any of the other computers, it worked just fine. I tried troubleshooting the issue by completely deleting his profile from that computer, so it would recreate it. That didn't seem to work, so I did a system restore back a few months whenever he wasn't experiencing this issue. That seemed to be the ticket, as it started working again. However, I was wrong. A few days later, it started happening again. So, I decided to completely format his computer. It worked great for the first two days after I formatted it, but it's back to doing the same thing again. Now, that I've gone around to the other computers and logged in with his account, I've noticed it's doing it on them, too. So, it's definitely not an issue with a specific workstation. We have three workstations that run Vista, and one that runs XP. Just now, as I've been typing this message, I've realized that the Sharepoint issue is happening on my domain administrator account, too. It seems to happen with his and my account on all three Vista workstations and not the XP workstation. I've been checking the Event Viewer on the workstations and on the server. There are

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no  
errors that stand out.

However, the issue where it prompts for a password to access the internet is only limited to one specific account on the Vista workstations (not the XP workstation). It doesn't prompt me for a password on my account. Then, the really strange thing is that there is a third user that has absolutely no trouble at all authenticating to Sharepoint or the internet on any of the workstations.

So, to summarize, the Sharepoint issue is only on my domain administrator account and one other user account. The internet related issue only happens on one user account...and, then, there's another user who has no trouble at all accessing anything. Those are the only three users accounts on the server, so I have no other accounts to go by. The only thing different about that third user who has no troubles at all is that it is a new user account that was created whenever he began working there last month.

So, I'm at a loss for what to do, as the issues are so inconsistent. The only common ground that I can find is that the problems are all happening on Vista. We've had Vista installed ever since it came out back in February, and it has been working great up until a few weeks ago when these authentication issues started happening. Does anyone else have any ideas? I'm to the point where I'm so frustrated that I'm fixing to downgrade all the clients back to XP.

Thanks.