

RE: Disconnect Devices Problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg03672.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Fri, 27 Jul 2007 04:11:44 GMT
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Hi Richard,

Thanks for posting in our newsgroup and also for Andy's input.

From you your description, I know that the mapped drive and printer on Windows XP are no longer connected or visible after some time. If I am not right, please don't hesitate to let me know.

Please let me know the following to make the situation more clearly:

1. In the sentence below:

"After some time, when the user tries to open a file or print they notice that some mapped drives are not in a "disconnected " state"

Should this be "some mapped drives are in a "disconnected " state" ?

2. Can you see any error messages when the mapped drive is lost?

Please on my research on this issue, please take the following steps:

Step 1: When the mapped drive is disconnected, can you ping the computer on which the files are shared?

Step 2: Please make a clean boot on the Windows XP client to make sure the problem is not caused third party software:

1. Click Start->Run...->type msconfig and press Enter.
2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
3. Click Startup tab and Disable All startup items.
4. Click OK and choose Restart.
5. After reboot, check whether the problem still occurs.
6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

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Step 3: In addition, this issue also may be caused by Symantec Antivirus software. You may refer to the following link to see whether the issue can be resolved:

Mapped network drives are disabled or disappear after installing Symantec AntiVirus 10.x or Symantec Client Security 3.x
<http://entkb.symantec.com/security/output/n2005060713011748.html>

Step 4: Use the following command to create mapped drive, will the same issue reoccur?
net use /persistent:yes

More information:

http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/net_use.msp?mfr=true

Step 5: The issue may happen if the Power Saving feature is enabled on the client's network card. Please check the following:

1. Go to the client. Open Device Manager (Right-click My Computer, and click Manage and then locate the Device Manager branch).
2. Right-click your network card under the "network adapters" branch, and click Properties.
3. Click the "Power Management" tab, and clear the check beside "Allow the computer to turn off this device to save power".

Since only one Windows XP client have this issue, this may be a client side issue.

More information:

Mapped Drive Connection to Network Share May Be Lost
<http://support.microsoft.com/?id=297684>

If the problem persists help me collect the following information for further research:

MPS Report on the problematic Windows XP.

1. Download the MPSRPT_NETWORK.EXE from the following link and then run this tool to gather some information from the problematic computer:
http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE
2. Double-click on the MPSRPT_NETWORK.EXE file.
[Note] This process may take some time; however, it will not have a negative effect on the performance.
3. A CAB file will be generated in the %systemroot%\MPSReports\Network\Reports\Cab directory called %COMPUTERNAME%\MPSReports.CAB. The CAB file will contain the reports generated by the MPS Reporting Tool.
4. Please send the CAB to v-roboli@xxxxxxxxxxxxx with subject: 40001978-Disconnect Devices Problem.

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I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

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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.

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<I have a single Win XP Pro client with mapped drives and printers. After
<some time, when the user tries to open a file or print they notice that
some
<mapped drives are not in a "disconnected" state and when they look at
their
<printers that most of their mapped printers are not even visible. This
<client is on an SBS 2003 Prem setup as a client. This only happens to
this
<one machine on the network and it happens no matter who is logged in.
What
<is going on? How do I diagnose and fix? Could it possibly be some GPO
<policy if the user is logged on to another machine at that time?
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<Thanks!
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<-Richard K
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