Can't Access Network Server Through UNC Path or A Share On That Server Via UNC Path

Problem: When a user tries to access a server on the network via UNC path they get either the error message in (Figure 1) or (Figure 2). This also applies if the user is trying to access a Share on that Server as well. For example, the user tries to access the server by typing in \\servername into the address bar of Windows Explorer, or the user has a mapped network drive and when they double-click on it, it eventually times out with one of those error messages. However, oddly enough if the user tries to access either the server or the mapped share via the servers IP Address it works without any issues at all. For example the user types in \\0.0.0.0 (Where 0.0.0.0 = the servers ip address) or \\0.0.0.0\foldername. The error messages make it seem like it is a permissions issue with that users account, but if this were the case you would think that the user wouldn't be allowed to access the server via ip address. Also, if you look in the event viewer (Figure 3) you see a message that has nothing to do with the user trying to access this server. In other words the Event Log says something about credential being invalid but does not show the server that they are trying to access, and so you would think this error may pertain to something else that user is trying to log in to. Very misleading.
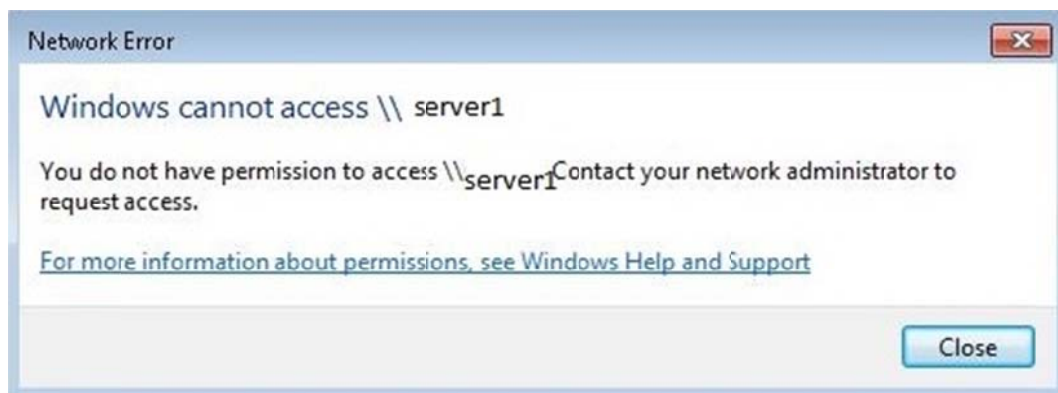

Figure 1

Figure 2

Level	Date and Time	Source	Event ID	Task Category
(i) Information	12/12/2012 1:25:05 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 1:23:12 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 1:22:56 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 1:22:56 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 1:21:59 PM	Service Control Manager	7036	None
⚠ Warning	12/12/2012 1:18:05 PM	Security-Kerberos	14	None
(i) Information	12/12/2012 1:17:35 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 12:36:01 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 12:26:01 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 12:24:31 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 12:22:31 PM	Service Control Manager	7036	None
⊘ Error	12/12/2012 12:16:25 PM	GroupPolicy	1006	None
⚠ Warning	12/12/2012 12:16:09 PM	Security-Kerberos	14	None
(i) Information	12/12/2012 12:11:57 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 12:10:46 PM	Service Control Manager	7036	None
(i) Information	12/12/2012 12:00:00 PM	EventLog	6013	None
(i) Information	12/12/2012 11:59:56 AM	EventLog	6013	None
(i) Information	12/12/2012 11:46:58 AM	Service Control Manager	7036	None
(i) Information	12/12/2012 11:34:19 AM	Service Control Manager	7036	None
(i) Information	12/12/2012 10:58:02 AM	Service Control Manager	7036	None
(i) Information	12/12/2012 10:48:02 AM	Service Control Manager	7036	None
(i) Information	12/12/2012 10:47:50 AM	Service Control Manager	7036	None
⊘ Error	12/12/2012 10:42:54 AM	GroupPolicy	1006	None
(i) Information	12/12/2012 10:37:06 AM	Service Control Manager	7036	None
⚠ Warning	12/12/2012 10:27:13 AM	Security-Kerberos	14	None

Event 14, Security-Kerberos   ✕

General | Details

The password stored in Credential Manager is invalid. This might be caused by the user changing the password from this computer or a different computer. To resolve this error, open Credential Manager in Control Panel, and reenter the password for the credential Domain\user1

Log Name:	System			
Source:	Security-Kerberos	Logged:	12/12/2012 1:18:05 PM	
Event ID:	14	Task Category:	None	
Level:	Warning	Keywords:	Classic	
User:	N/A	Computer:		
OpCode:	Info			
More Information:	Event Log Online Help			

Figure 3

<u>Solution:</u> Surprisingly enough even though the Event Log showed an entry that is very misleading the entry does pertain to what is actually going on in this case. If you recall in the

entry it does say "…Open Credential Manager in Control Panel…" So, to fix this open Credential Manager in Control Panel and look under "Windows Credentials". You should see at least one saved password there, and you will need to remove it. You will then get a prompt asking you if you are sure you want to do this (Make sure you are) and click on "Yes". Close out of all open windows. Now once you try to browse for the server using the UNC Path it should work fine. *Note: If it doesn't you may need to go back to Credential Manager and make sure you removed the correct saved password, or may have another on in there that is saved that will need to be removed as well.*

Note: Also, for whatever strange reason the user was prompted to enter in their credentials for this server and entered them in incorrectly which is what caused this whole issue. Oddly enough if the user has the appropriate permissions then they should never have been prompted, but it is just one of those freak things that can happen.