SOP-MAC-001_Shared_Drive_v1.0.0

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Standard Operating Procedure: Mapping a Shared Drive on Mac

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1.0 Purpose

This document outlines the standard procedure for connecting to (mapping) a network shared drive on a computer running macOS. Following these steps ensures consistent and successful access to shared network resources.

2.0 Scope

This procedure applies to all employees and contractors using company-provided Mac computers who require access to network shared drives.

3.0 Prerequisites

Before starting, ensure you have the following: - A Mac computer connected to the company network (either via Ethernet or VPN). - The server address (file path) for the shared drive (e.g., `smb://servername/sharename`). - Valid user credentials (username and password) with permission to access the server.

4.0 Procedure

Follow these steps to map a shared drive.

4.1 Connecting to the Server

1. Open **Finder** by clicking its icon in the Dock.
2. From the menu bar at the top of the screen, click **Go**.
3. In the dropdown menu, select **Connect to Server. . .** . (Keyboard shortcut: `Command+K`)
4. In the "Connect to Server" window, enter the server address in the **Server Address** field. The format must be `smb://<server_path>`.
   - *Example:* `smb://fcgserver/fulcrumshared`
   - For domain-joined servers: `smb://server.domain.com/sharename`
5. Click the $+$ button to save this address to Favorites for future use.
6. Click the **Connect** button.
7. A credentials prompt will appear. Select **Registered User**.
8. Enter your assigned server **Name** (username) and **Password**.
   - For domain accounts, use: `DOMAIN\username` or `username@domain.com`
9. **Save Credentials:** Check **Remember this password in my keychain** to avoid entering credentials each time.
10. Click **Connect**. The drive is now mounted.

4.2 Configuring Auto-Mount on Login

To automatically reconnect to the shared drive when you log in:

Method 1: Login Items (Recommended) 1. Connect to the server using Section 4.1 (with Keychain enabled). 2. Open **System Settings** (or System Preferences on older macOS). 3. Navigate to **General > Login Items** (or Users & Groups > Login Items on older macOS). 4. Click the $+$ button under "Open at Login". 5. In the file browser, navigate to the mounted drive (under Locations or in /Volumes). 6. Select the shared drive and click **Add**. 7. The drive will now auto-mount at each login.

Method 2: AppleScript (Advanced) 1. Open **Script Editor** (Applications > Utilities). 2. Enter the following script: `applescript tell application "Finder" try mount volume "smb://server/sharename" end try end tell` 3. Save as Application: **File > Export** > File Format: **Application**. 4. Add this application to Login Items (per Method 1 steps 2-6).

4.3 Making the Drive Visible

To ensure the connected drive is easily accessible, follow these steps:

1. With **Finder** as the active application, click **Finder** in the top menu bar.
2. Select **Settings. . .** (on macOS Ventura and newer) or **Preferences. . .** (on older macOS versions).

3. In the settings/preferences window, click on the **General** tab.
4. Under "Show these items on the desktop:", ensure the box for **Connected servers** is checked.
5. Next, click on the **Sidebar** tab.
6. Under "Locations", ensure the box for **Connected servers** is checked.

5.0 Verification

Upon successful completion of the procedure, the shared drive will be visible in the following locations: - On the **Desktop**. - In the **Finder sidebar** under the "Locations" section.

You can now navigate the drive's contents by double-clicking its icon in either of these locations.

6.0 Troubleshooting

Issue	Cause	Resolution
"Connection failed" error	Server unreachable or DNS issue	Verify network connection. Try IP address instead of hostname.
"Invalid username or password"	Wrong credentials or format	Try `DOMAIN\username` format. Check Caps Lock.
Drive disconnects after sleep	macOS drops idle connections	Enable auto-mount via Login Items (Section 4.2).
Slow performance	SMB version mismatch	Check server supports SMB3. Try adding `?vers=3` to path.
Keychain keeps asking for password	Keychain entry corrupted	Delete entry in Keychain Access app, reconnect with "Remember password".
Drive not auto-mounting	Login Item not configured correctly	Remove and re-add Login Item. Ensure Keychain has credentials saved.

CLI Connection (Alternative):

```
# Mount share via Terminal
mkdir -p ~/mnt/sharename
mount_smbfs //username@server/sharename ~/mnt/sharename

# Unmount
umount ~/mnt/sharename
```

7.0 Related Documents

- SOP-AD-002: Adding Mac Device to Active Directory Domain

8.0 Revision History

Version	Date	Author	Change Description
1.0	2025-12-02	OberaConnect IT	Initial document creation from source material.
1.1	2025-12-29	Jeremy Smith	SME Review: Added Keychain password storage option. Added Section 4.2 (Auto-Mount on Login with Login Items and AppleScript methods). Added troubleshooting table. Added CLI alternative.