Tickets related:

https://itsdterracat.zendesk.com/agent/tickets/306877 - David Willets - March – When the issue was first raised
https://itsdterracat.zendesk.com/agent/tickets/309428 - David Willets - April
https://itsdterracat.zendesk.com/agent/tickets/313008 - David Willets - May

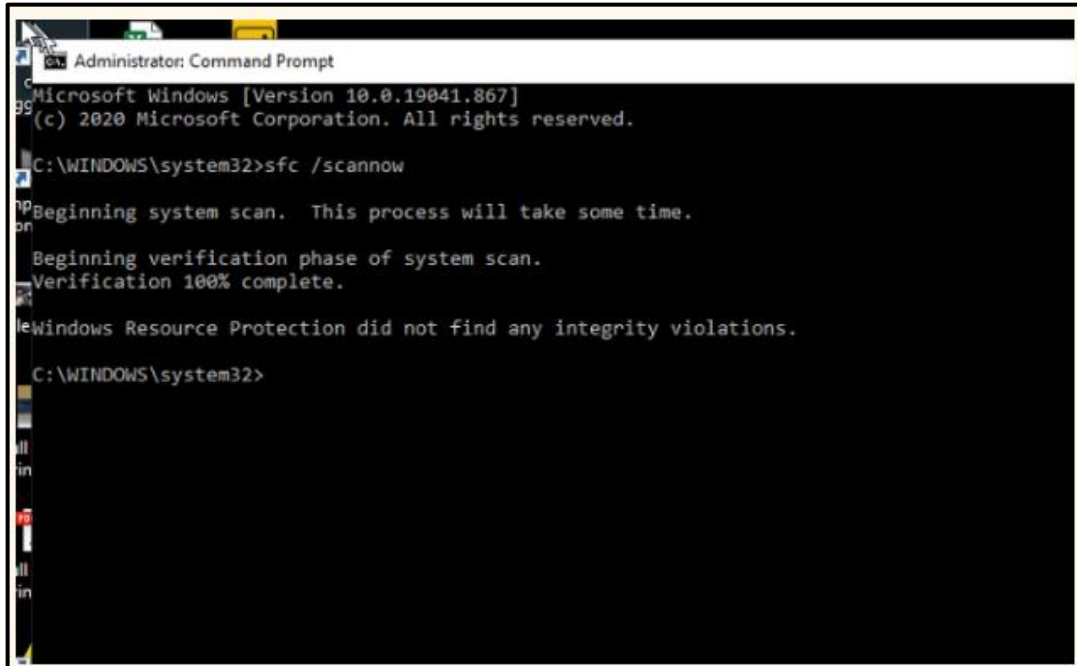https://itsdterracat.zendesk.com/agent/tickets/317931 - Michael O'kane - July

CRC team
Z:\\ad.ggh.co.nz\CRC

Troubleshooting done:

- "sfc scannow" command

```
Administrator: Command Prompt

Microsoft Windows [Version 10.0.19041.867]
(c) 2020 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>sfc /scannow

Beginning system scan.  This process will take some time.

Beginning verification phase of system scan.
Verification 100% complete.

Windows Resource Protection did not find any integrity violations.

C:\WINDOWS\system32>
```
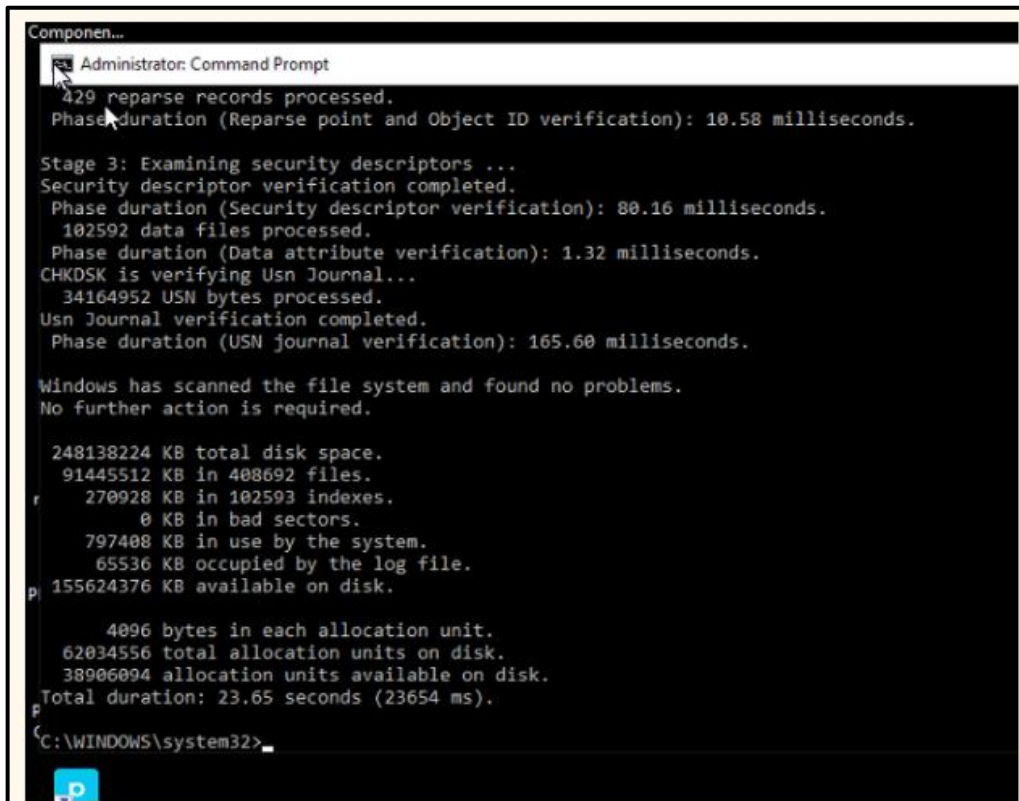
- "chkdsk" command

```
Componen...
Administrator: Command Prompt
  429 reparse records processed.
Phase duration (Reparse point and Object ID verification): 10.58 milliseconds.

Stage 3: Examining security descriptors ...
Security descriptor verification completed.
  Phase duration (Security descriptor verification): 80.16 milliseconds.
  102592 data files processed.
  Phase duration (Data attribute verification): 1.32 milliseconds.
CHKDSK is verifying Usn Journal...
  34164952 USN bytes processed.
Usn Journal verification completed.
  Phase duration (USN journal verification): 165.60 milliseconds.

Windows has scanned the file system and found no problems.
No further action is required.

  248138224 KB total disk space.
   91445512 KB in 408692 files.
     270928 KB in 102593 indexes.
          0 KB in bad sectors.
     797408 KB in use by the system.
      65536 KB occupied by the log file.
  155624376 KB available on disk.

       4096 bytes in each allocation unit.
   62034556 total allocation units on disk.
   38906094 allocation units available on disk.
Total duration: 23.65 seconds (23654 ms).

C:\WINDOWS\system32>_
```
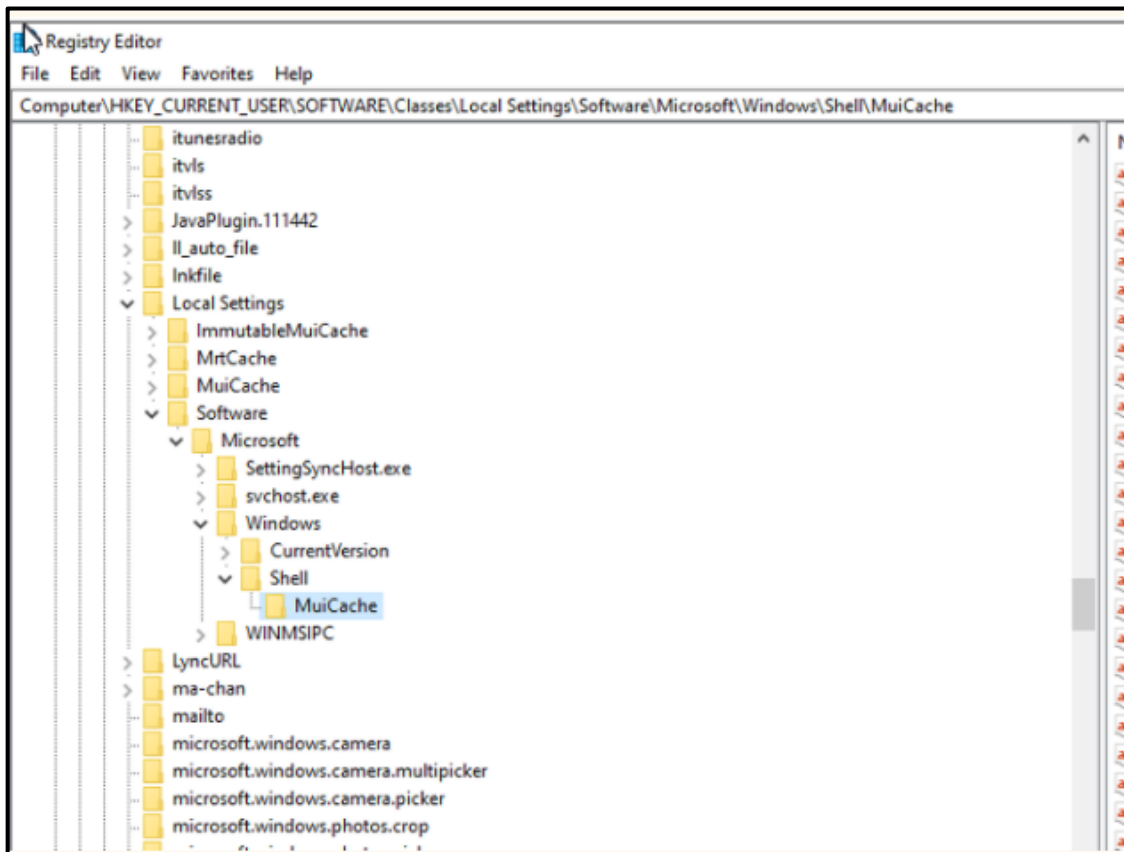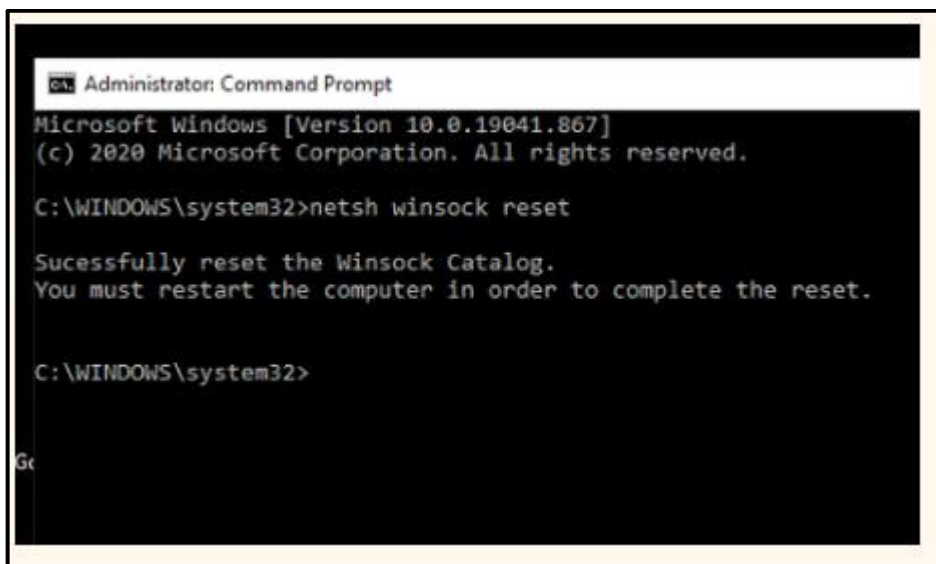
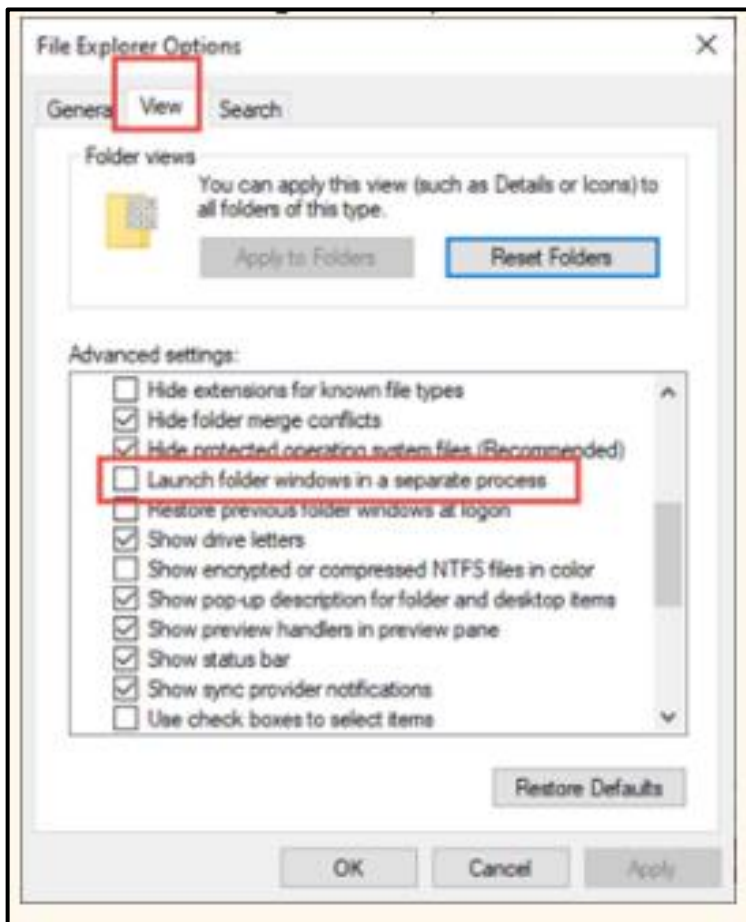- Deleted the 2 "bag" folders in registry in the below **shell** folder

- Ran the "netsh winsock reset" command

- Updated graphics driver

- Ticked this setting in file explorer

File Explorer Options dialog, View tab selected, with "Launch folder windows in a separate process" option highlighted.

- New laptop was given but issue still remained

- Tested Z drive on my computer by putting me in all the AD groups associated with it – confirmed that file explorer does in fact close on its own – in July when I tested it, it closed itself within 10-15 mins. Now it closes after a couple of hours.

- Manually mapped it to a different letter – works fine

- Grabbed David's password so that I could physically test out his account on another laptop without being on the phone to him and disrupting his workday. Opened File Explorer on Z drive, navigated to a few folders, minimised File Explorer then waited for it to close itself down. Tried it a few times, the last test started at 12.38pm 13/10/2021 – closed down at 2.03pm with error message in event viewer
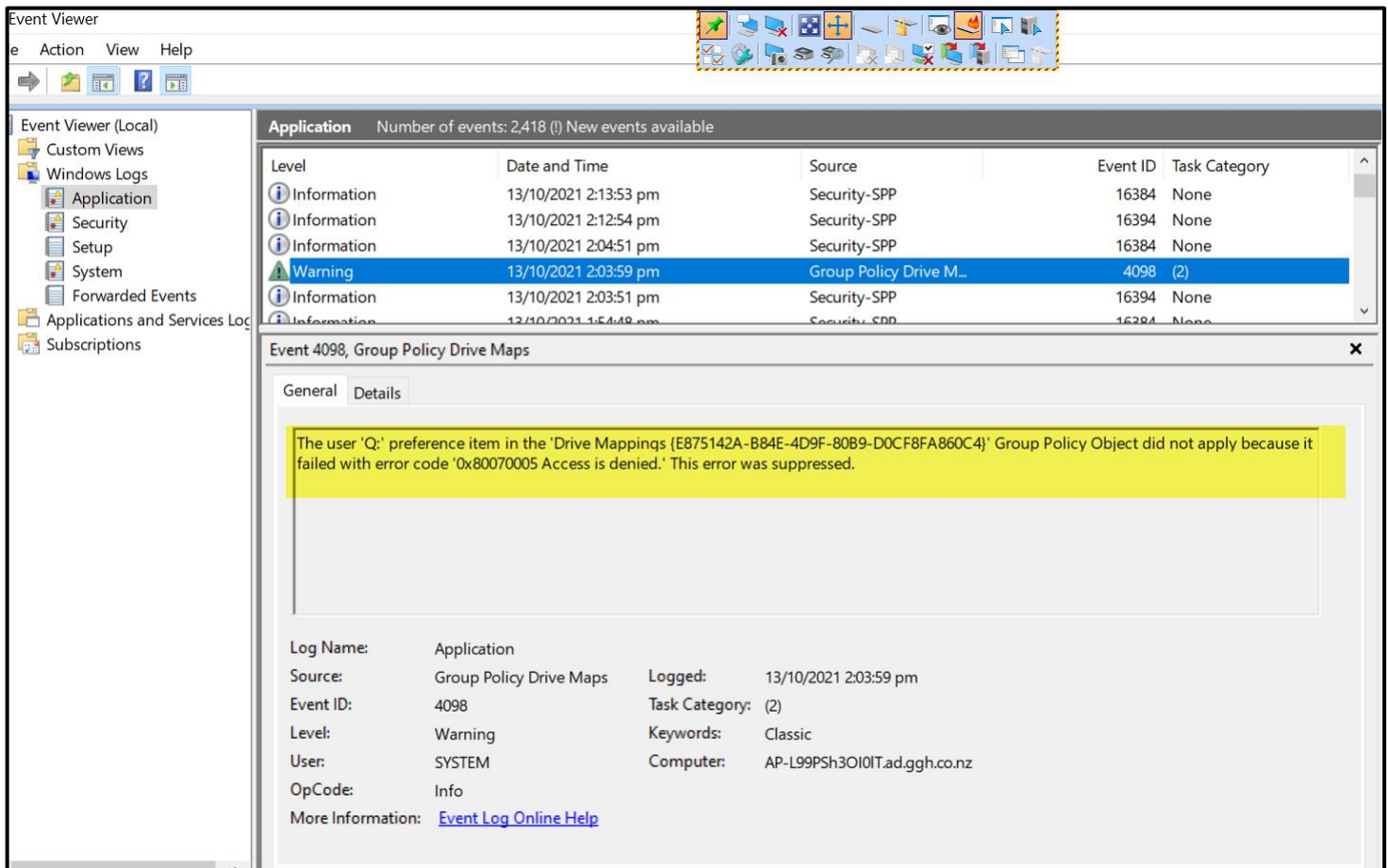
- Decided to manually map the drive to the letter Y, started the test again at 3.14pm 13/10/2021 – was still open when I arrived to work at 7am 14/10/2021
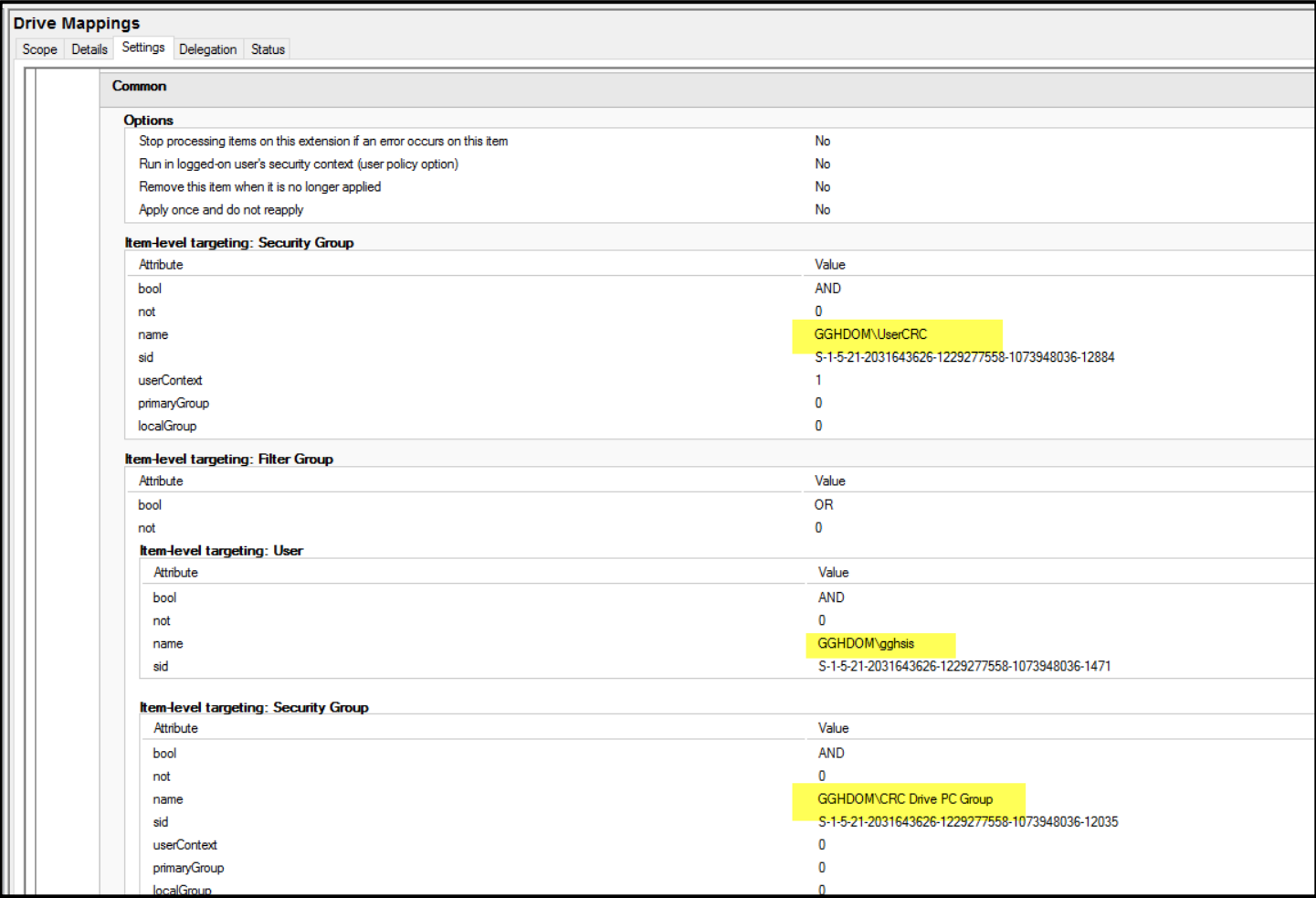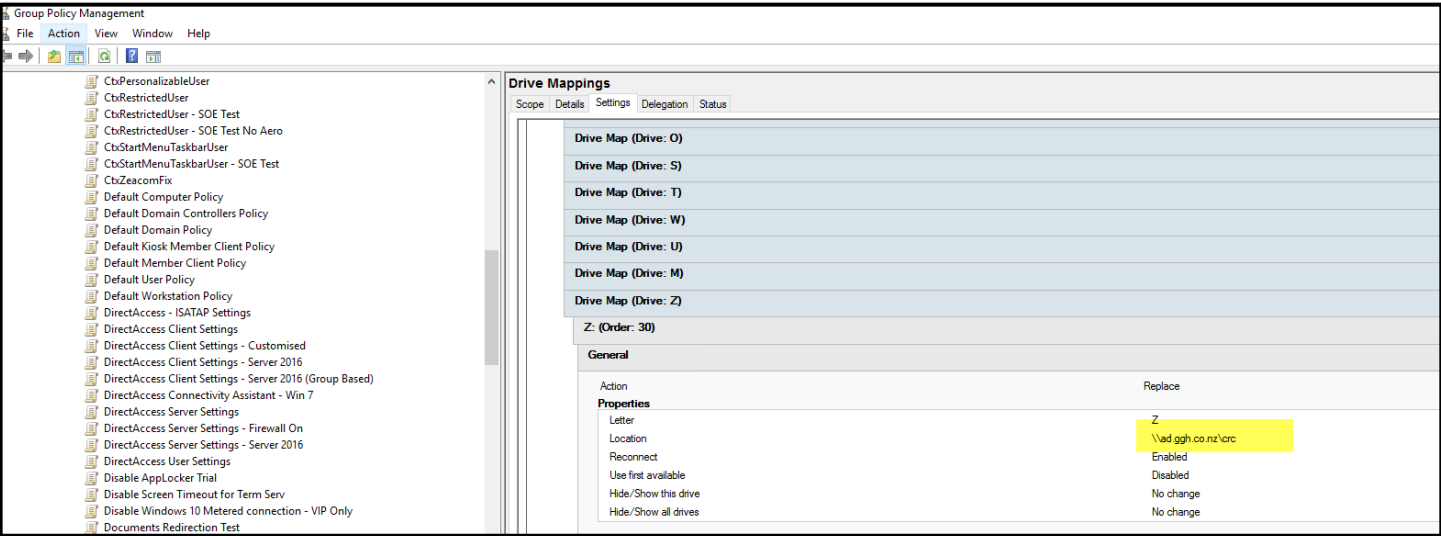
Findings:
AD groups associated:
- CRC Admin
- CRC Drive PC Group
- CRC Job Files Folder
- CRC Management
- CRC Technician

Group Policy groups:
- CRC Drive PC Group
- UserCRC
- GGHSIS

Error message in event viewer (image further above)

Works fine when manually mapped to another letter

Research:

https://social.technet.microsoft.com/Forums/en-US/dc6db0a7-207a-499b-ab2a-4fa4246b93ac/file-explorer-closes-randomly?forum=win10itprogeneral

https://social.technet.microsoft.com/Forums/azure/en-US/06c53d39-4807-4c5c-b37b-b0f39e4bf79d/group-policy-user-drive-mapping-is-set-to-update-how-to-disconnect-while-keeping-update-setting?forum=winserverGP

This has been causing issues with a few of my customers for a long time. Can't believe something as simple as changing "Replace" to "Refresh" in a GPO resolved this!

Looking at it now it's completely obvious why the explorer session closes down.

▲

0

Sign in
to vote

Edited by Refocus IT   Friday, October 11, 2019 9:54 AM

Friday, October 11, 2019 9:50 AM

Refocus IT   0 Points