Azure Files Drive Mapped Under Different User_Storage

Last updated by | Kevin Gregoire | Apr 14, 2022 at 9:20 AM PDT

Tags		
cw.Azure-Files-All-Topics	cw.TSG	cw.Reviewed-02-2021

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Symptoms

Customer reports that their application or service is unable to connect to their mounted Azure Files drive.

Cause

Mapped drives are mounted per user, if the application/service is running under different user context, it won't see the Azure Files mounted drive.

Resolution

1. Mount drive from the same user context that the application is running. You can use tools such as PsExec to do this. You can download PsExec here. ⧉
   1. Open an Administrative Command Prompt and ensure you're in the same directory that the PsExec.exe is in then run the following to open a CMD window under a specific user context.
      ```
      psexec.exe -i -u <UserName> powershell
      ```
      1. This should open up a new PowerShell window. To test what user context is signed in you can use the `whoami` command
      2. If the customer requires that the mapped drive be mounted under the System account then you can use the following
         ```
         psexec.exe -i -s powershell
         ```
   2. They can now map the drive using the below commands in the newly opened PowerShell window. More information on mapping a network drive can be found in our public documentation here. ⧉

```
# Save the password so the drive will persist on reboot
cmd.exe /C "cmdkey /add:`"<StorageAccount>.file.core.windows.net`" /user:`"Azure\<StorageAccount>`" /pass:
# Mount the drive
New-PSDrive -Name <DriveLetter> -PSProvider FileSystem -Root "\\<StorageAccount>.file.core.windows.net\<Fi
```

References

https://docs.microsoft.com/en-us/azure/storage/files/storage-how-to-use-files-windows#mount-the-azure-file-share

https://docs.microsoft.com/en-us/azure/storage/files/storage-troubleshoot-windows-file-connection-problems#application-or-service-cannot-access-a-mounted-azure-files-drive

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