# SOP: Resolving Missing or Disconnected Mapped Drives in User Session

Applies to: Domain-joined Windows PCs where a mapped drive is not appearing or is inaccessible in the user's session.

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## Overview

This SOP outlines steps to troubleshoot and fix issues where a mapped drive (e.g., J:) is reported as missing, disconnected, or inaccessible for a specific user. This typically occurs when the drive is mapped in the SYSTEM context or a different session, or due to expired credentials, misconfigured network profile, or firewall settings.

## Pre-checks

- Confirm the user is actively signed in (not logged out)
- Confirm the PC has a stable connection to the server (e.g., ping svs-server)
- Confirm your actions are being run in the user's session
- Check via whoami — it should return svsgroup\username, not nt authority\system

## Step-by-Step Process

### Step 1: Open CMD in the User's Context

Launch Command Prompt from the user's desktop or use Datto's "Run as current user" option

> *Run:*
>
> *whoami*

Confirm it returns the user's domain account, e.g., svsgroup\amandam

### Step 2: Clean Up Any Old or Broken Mappings

*Run:*

*net use J: /delete*

*cmdkey /delete:svs-server*

### Step 3: Remap the Drive Using the User's Domain Session

*Run:*

*net use J: "\\svs-server\Data - General" /persistent:yes*

### Step 4: Verify the Mapping Worked

*Run:*

*net use*

Should return: OK   J:   \\svs-server\Data - General

*Then:*

*J:*

*dir*

### Step 5: Reboot or Log Off/On (Optional)
Sign the user out and back in, and verify the J: drive appears automatically in File Explorer

## Optional Cleanup

*If a duplicate mapping without a drive letter exists:*

*net use "\\svs-server\Data - General" /delete*

## Troubleshooting Tips

| Issue | Fix |
|-------|-----|
| System error 1219 | Run net use * /delete /y and remap with only one user credential |
| Drive shows for admin but not user | Ensure mapping is done in user session, not SYSTEM |
| Drive appears in net use but not in Explorer | Restart Explorer: taskkill /f /im explorer.exe & start explorer.exe |
| Access Denied or Password Expired | Check user permissions and that no expired cached creds exist |
| Network profile is Public | Run: powershell -Command "Set-NetConnectionProfile -NetworkCategory Private" |

## Note on Credential Manager Commands and Security Alerts

As of recent observations, running the following command may trigger an alert in CrowdStrike Falcon Sensor, which is monitored externally by IT Partners:

    rundll32.exe keymgr.dll, KRShowKeyMg

This command launches the Stored Usernames and Passwords (Credential Manager) interface. While it can be useful for checking and clearing cached credentials, its usage is flagged by CrowdStrike as a potential credential access attempt.

**Recommendation:** Avoid using this command during standard troubleshooting unless explicitly required. It is not necessary to resolve standard mapped drive issues and may generate unnecessary security alerts.

## Success Criteria

J: appears in File Explorer under the user session

net use shows drive status as OK

User can browse and access shared folder contents