Module 8: Configuring and Troubleshooting User State

Lab: Configuring and Troubleshooting User State

**Scenario**

You’re working with the AD DS management team. They need additional help while working on a project to move away from roaming profiles and to start using UE-V and Folder Redirection. You help setup these features and test them. After these GPOs are linked to the domain object, some users experience issues with their redirected folders. You are asked to investigate.

**Objectives**

After completing this lab, you will be able to:

* Configure UE-V
* Configure Folder Redirection
* Troubleshoot Folder Redirection

Exercise 1: Configuring UE-V

**Scenario**

Users have been having profile synchronization issues. Adatum is also beginning to make apps available through RemoteApp. Consequently, a workgroup has been studying the feasibility of using UE-V as a replacement for roaming user profiles. Your boss has asked you to determine whether using UE-V might be feasible. You will now setup and test UE-V.

The main tasks for this exercise are as follows:

1. Prepare the environment for UE-V.
2. Configure UE-V Group Policy settings.
3. Enable UE-V, and then verify the effective settings.
4. Configure UE-V SyncMethod and test UE-V.

Task 1: Prepare the environment for UE-V

1. Switch to [**LON-DC1**](urn:gd:lg:a:select-vm)
2. On **LON-DC1**, on the taskbar, select **File Explorer**.
3. In File Explorer, in the navigation pane, select **Local Disk (C:)**.
4. In File Explorer, in the details pane, right-click an empty space, point to **New**, and then select **Folder**. Enter [**UEVData**](urn:gd:lg:a:send-vm-keys) as the folder name, and then select Enter.
5. In **File Explorer**, right-click **UEVData**, click **Give access to**, and then select **Specific people**.
6. In the **File Sharing** dialog box, in the text box, enter [**domain users**](urn:gd:lg:a:send-vm-keys), click **Add**, click the arrow near **Read** for **Domain Users**, select **Read/Write**, select **Share**, and then click **Done**.
7. In **File Explorer**, in the details pane, right-click an empty space, point to **New**, and then select **Folder**. Enter [**UEVTemplates**](urn:gd:lg:a:send-vm-keys) as the folder name, and then select Enter.
8. In **File Explorer**, right-click the **UEVTemplates**, select **Give access to**, and then click **Specific people**.
9. In the **File Sharing** dialog box, in the text box enter [**domain users**](urn:gd:lg:a:send-vm-keys), click **Add**, click the arrow near **Read** for **Domain Users**, click **Read/Write**, click **Share**, and then click **Done**.
10. Minimize File Explorer.

Task 2: Configure UE-V Group Policy settings

1. On [**LON-DC1**](urn:gd:lg:a:select-vm), in **Server Manager**, select **Tools**, and then click **Group Policy Management**.
2. In the GPMC, in the navigation pane, expand **Forest: Adatum.com**, expand **Domains**, and then expand **adatum.com**.
3. In the navigation pane, right-click **adatum.com**, and then select **Create a GPO in this domain, and Link it here**. In the **Name** text box enter [**UE-V**](urn:gd:lg:a:send-vm-keys), and then select **OK**.
4. In the GPMC, in the navigation pane, right-click the **UE-V** Group Policy, and then click **Edit**.
5. In the **Group Policy Management Editor** window, in the navigation pane, under **Computer Configuration**, expand **Policies**, expand **Administrative Templates**, expand **Windows Components**, and then select the **Microsoft User Experience Virtualization** node.
6. In the details pane, right-click **Enable UEV** , select **Edit**, select **Enabled**, and then select **OK**.
7. In the details pane, right-click **Settings template catalog path**, select **Edit**, select **Enabled**, in the **Settings template catalog path** text box, enter [**\\LON-DC1\UEVTemplates**](urn:gd:lg:a:send-vm-keys), and then select **OK**.
8. In the **Group Policy Management Editor** window, in the navigation pane, under **User Configuration**, expand **Policies**, expand **Administrative Templates**, expand **Windows Components**, and then select the **Microsoft User Experience Virtualization** node.
9. In the details pane, right-click **Settings storage path**, select **Edit**, select **Enabled**, in the **Settings storage path** text box, enter: [**\\LON-DC1\UEVData\%username%**](urn:gd:lg:a:send-vm-keys), and then select **OK**.
10. In the details pane, right-click **Synchronize Windows settings**, select **Edit**, select **Enabled**, select the **Roaming Credentials** check box, and then select **OK**. All five check boxes are selected.

Task 3: Enable UE-V, and then verify the effective settings

1. Switch to [**LON-CL1**](urn:gd:lg:a:select-vm), if necessary log in as [**ADATUM\AdatumAdmin**](urn:gd:lg:a:send-vm-keys) with the password [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys).
2. Right-click **Start**, and then select **Windows Terminal (Admin)**.
3. In Windows PowerShell, enter the following and then select Enter. The output depicts that UE-V is currently not enabled.
4. Get-UevStatus
5. In Windows PowerShell, enter the following and then select Enter. You must restart the computer for this change to take effect. You will restart shortly.
6. Enable-Uev
7. In Windows PowerShell, enter the following and then select Enter. There is no output, because by default, no settings location template is registered.
8. Get-UevTemplate
9. In **Windows PowerShell**, enter the following and then select Enter to register the default UE-V templates.
10. Register-UevTemplate -Path C:\ProgramData\Microsoft\UEV\InboxTemplates\\*.xml
11. In **Windows PowerShell**, enter the following and then select Enter. The output depicts the default UE-V templates, which are now registered.
12. Get-UevTemplate
13. In **Windows PowerShell**, enter the following and then select Enter.
14. Restart-Computer
15. Switch to [**LON-CL2**](urn:gd:lg:a:select-vm), if necessary log in as [**ADATUM\AdatumAdmin**](urn:gd:lg:a:send-vm-keys) with password [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys).
16. Repeat steps 2, 4, 6, and 8 on [**LON-CL2**](urn:gd:lg:a:select-vm).

Task 4: Configure UE-V SyncMethod and test UE-V

1. Sign in to [**LON-CL1**](urn:gd:lg:a:select-vm) and [**LON-CL2**](urn:gd:lg:a:select-vm) as [**Adatum\Administrator**](urn:gd:lg:a:send-vm-keys) by using the password [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys)
2. On **LON-CL1**, right-click **Start**, and then select **Windows Terminal (Admin)**.
3. In **Windows PowerShell**, run: **Get-UevConfiguration** to review the current UE-V configuration. You will note that values for **SettingsStoragePath** and **SettingsTemplateCatalogPath** are configured because you set them in Group Policy. Also notice that **SyncMethod** is set to **SyncProvider**. This means that UE-V is using the local setting cache, which is synced with the shared network folder every 30 minutes.
4. Get-UevConfiguration
5. In **Windows PowerShell**, **notepad**, and then press Enter.
6. In **Notepad**, in the **Format** menu, select **Font**. In the **Font** window, select **Verdana** font, and in the **Size** box, select **48**, select **OK**, enter: to verify that the selected font is used, close **Notepad**, and then click **Don't Save**.
7. On [**LON-CL2**](urn:gd:lg:a:select-vm), right-click **Start**, and then select **Windows PowerShell (Admin)**.
8. In **Windows PowerShell**, enter [**notepad**](urn:gd:lg:a:send-vm-keys), and then press Enter.
9. In **Notepad**, enter . You will notice that the default font is used and not the font that you selected on [**LON-CL1**](urn:gd:lg:a:select-vm). Close Notepad, and do not save changes. UE-V uses the local settings cache by default. This is the reason why changes from **LON-CL1** are not used on **LON-CL2** yet.
10. In Windows PowerShell, run: **Set-UevConfiguration -SyncMethod None** to configure UE-V to read settings directly from the network instead from the local settings cache.
11. In Windows PowerShell, enter [**notepad**](urn:gd:lg:a:send-vm-keys), and then press Enter.
12. In Notepad, enter: . You will notice that the large Verdana font that you selected on **LON-CL1** is being used. UE-V on **LON-CL2** is now reading settings from the network location.
13. In Notepad, select **Format**, select **Font**, select **Arial** font, select Size **26**, select **OK**, and then close Notepad without saving changes.
14. On [**LON-CL1**](urn:gd:lg:a:select-vm), in Windows PowerShell, run: **Set-UevConfiguration -SyncMethod None**.
15. In Windows PowerShell, enter: [**notepad**](urn:gd:lg:a:send-vm-keys), and then press Enter.
16. In Notepad, verify that **Arial** font size **26** is used, as you selected on **LON-CL2**. This is because you configured UE-V on **LON-CL1** to read the settings directly from the network.
17. Close Notepad, and do not save changes.

**Note:** You would typically configure SyncMethod by using Group Policy. In this lab, you configured it manually to study the difference between UE-V using local settings cache and reading settings directly from the shared network folder.

**Results**: After completing the exercise, you should have successfully configured and tested UE-V.

Exercise 2: Configuring Folder Redirection

**Scenario**

You have been tasked with configuring folder redirection for the users in the Marketing department. You will now complete this procedure.

The main tasks for this exercise are as follows:

1. Create the folder structure on the server.
2. Create a new GPO.
3. Edit the GPO settings.
4. Verify the application of the settings.

Task 1: Create the folder structure on the server

1. Switch to [**LON-CL1**](urn:gd:lg:a:select-vm) and, if necessary, and login as [**ADATUM\AdatumAdmin**](urn:gd:lg:a:send-vm-keys) with the password [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys)
2. Run the **D:\Labfiles\Mod08\Scenario2.vbs** script. Wait until the script completes.
3. D:\Labfiles\Mod08\Scenario2.vbs
4. In the **Windows Script Host** dialog box, select **OK** when the **Script complete** message displays.

Task 2: Create a new GPO

1. Switch to [**LON-DC1**](urn:gd:lg:a:select-vm) and switch to **Group Policy Management**.
2. In Group Policy Management, expand **Forest: Adatum.com**, expand **Domains**, expand **Adatum.com**, and then right-click **Adatum.com** .
3. Select **Create a GPO in this domain, and Link it here**.
4. In the **New GPO** dialog box, in the **Name** text box, enter [**Folder Redirection**](urn:gd:lg:a:send-vm-keys), and then select **OK**.

Task 3: Edit the GPO settings

1. Right-click **Folder Redirection** , and then select **Edit**.
2. In the **Group Policy Management Editor**, under **User Configuration**, expand **Policies**, expand **Windows** **Settings**, expand **Folder** **Redirection**, and then select **Folder Redirection**.
3. Right-click **Documents** , and then select **Properties**.
4. In the **Documents Properties** dialog box, in the **Setting** list, select **Advanced** **-- Specify locations for various user groups**.
5. Select **Add**.
6. In the **Specify Group and Location** dialog box, in the **Security Group** **Membership** text box, enter [**Marketing**](urn:gd:lg:a:send-vm-keys).
7. Select the Tab key.
8. In the **Target Folder Location** list, select **Create a folder for each user under the root path**.
9. In the **Root Path** text box, enter [**\\lon-dc1\Departments\Marketing**](urn:gd:lg:a:send-vm-keys), and then select **OK**.
10. In the **Documents Properties** dialog box, select **OK**.
11. In the **Warning** dialog box, select **Yes**.
12. Close the Group Policy Management Editor.

**Note:** You will configure only the Marketing department for this lab.

Task 4: Verify the application of the settings

1. Switch to [**LON-CL1**](urn:gd:lg:a:select-vm)
2. Right-click **Start** , and then select **Windows PowerShell (Admin)**.
3. At the Windows PowerShell command prompt, enter [**gpupdate /force**](urn:gd:lg:a:send-vm-keys), and then select Enter.
4. When prompted, select **Y**, and then select Enter to close the command prompt and sign out.
5. Sign in as [**Adatum\Bill**](urn:gd:lg:a:send-vm-keys) by using the password [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys). Bill is a member of the Marketing department.

**Note:** This is Bill's first sign-in at this computer, so Windows will build his desktop profile and Windows settings. This can take a few moments.

1. On the taskbar, select **File Explorer**.
2. Under **Quick access**, right-click **Documents** , and then select **Properties**. Notice that the folder is redirected, and then select **OK**.
3. Sign out.
4. Sign in by using the following credentials:
   * Username: [**ADATUM\AdatumAdmin**](urn:gd:lg:a:send-vm-keys)
   * Password: [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys)

**Results**: After completing the exercise, you should have successfully configured folder redirection.

Exercise 3: Resolving a Folder Redirection Issue

**Scenario**

You must examine the help-desk incident record to understand the issue that help-desk staff is unable to resolve. You must determine a course of action and attempt resolution.

| **Incident Record** |
| --- |
| **Incident Reference Number:** 823425 |
| Date and time of call: October 7, 08:42 |
| User: Bill Norman (Marketing Department) |
| Status: OPEN |
| **Incident Details** |
| Bill reports that his Documents folder is not available. |
| **Additional Information** |
| All servers are operational, and other departments are not affected. |
| Bill cannot access his old files, and new files are available, but are offline and not synchronized. |
| Suspect that the culprit is Folder Redirection. |
| **Plan of Action** |
| **Resolution** |

Task 1: Review the help-desk Incident Record for incident 823425

* Review the help-desk Incident Record 823425 in the Student Handbook exercise scenario.

Task 2: Update the Plan of Action section of the incident record

1. Review the **Additional Information** section of the incident record in the Student Handbook exercise scenario.
2. Update the **Plan of Action** section of the incident record with your recommendations:

a. Visit Bill's workstation, and sign in.

b. Check the nature of the issue.

c. Attempt to resolve the Folder Redirection issue:

i. Check shared folders.

ii. Check folder permissions.

iii. Check the GPO configuration.

iv. Check the GPO link and any filters.

Task 3: Simulate the issue

1. Switch to [**LON-CL1**](urn:gd:lg:a:select-vm)
2. Run the **D:\Labfiles\Mod08\Scenario3.vbs** script. Wait until the script completes.
3. D:\Labfiles\Mod08\Scenario3.vbs
4. In the **Windows Script Host** dialog box, select **OK**.
5. Sign out.
6. Sign in by using the following credentials:
   * Username: [**Adatum\Bill**](urn:gd:lg:a:send-vm-keys)
   * Password: [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys)
7. On the taskbar, select **File Explorer**.
8. Open **Documents**.
9. Right-click an area of free space or activate the context menu, point to **New**, select **Text Document**, and then select Enter.
10. Open **New Text Document**.
11. In Notepad, enter [**This is my file**](urn:gd:lg:a:send-vm-keys), and then close the file.
12. Select **Save** when prompted.
13. In the navigation pane, select **Quick access**.
14. Right-click **Documents** , and then select **Properties**. select the \*\*Offline Files \*\*tab.
15. Verify that the folder is offline and not synced.
16. Select **OK**, and then sign out.

Task 4: Attempt to resolve the issue

1. Switch to [**LON-DC1**](urn:gd:lg:a:select-vm)
2. On the taskbar, select **File Explorer**.
3. In File Explorer, open **Allfiles (E:)**.
4. In Allfiles (E:), right-click **Departments** , and then select **Properties**.
5. In the **Departments Properties** dialog box, select the **Sharing** tab.
6. On the **Sharing** tab, select **Advanced Sharing**.
7. In the **Advanced Sharing** dialog box, select the **Share this folder** check box.
8. Select **Permissions**, select **Full** **Control Allow**, and then select **OK** twice.
9. In the **Departments Properties** dialog box, select **Close**.
10. In File Explorer, open **Departments**, right-click **Marketing** , and then select **Properties**.
11. In the **Marketing Properties** dialog box, select the **Security** tab.
12. On the **Security** tab, select **Edit**.
13. In the **Permissions for** **Marketing** dialog box, select **Add**.
14. In the **Select Users, Computers, Service Accounts, or Groups** dialog box, in the **Enter the object names to select (examples)** box, enter [**Marketing**](urn:gd:lg:a:send-vm-keys), and then select **OK**.
15. In the **Permissions for Marketing** dialog box, select the **Full control** **Allow** check box, and then select **OK**.
16. In the **Error Applying Security** dialog box, select **Continue**.
17. In the **Marketing Properties** dialog box, select **OK**.
18. Switch to [**LON-CL1**](urn:gd:lg:a:select-vm)
19. Sign in by using the following credentials:
    * Username: [**Adatum\Bill**](urn:gd:lg:a:send-vm-keys)
    * Password: [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys)
20. On the taskbar, select **File Explorer**.
21. In Quick access, right-click **Documents** , and then select **Properties**.
22. In the **Documents Properties** dialog box, select the **Offline Files** tab. Notice that Files are in sync, and the folder is online. Note that it might take a few moments for the status to change.
23. Sign out.
24. Update the **Resolution** section of the incident record.

a. The file share was lost, and the file permissions in the **Marketing** folder were missing. This prevented synchronization of Boris's files to the redirected folder.

b. Added the shared folder for departments and reset the file permissions for the Marketing subfolder.

c. Signed in, and the files synced to the server.

**Results**: After completing the exercise, you should have resolved the Folder Redirection issue successfully.

**Congratulations!** You have now completed this lab. To continue to the next lab click End Lab in the Tools Menu . If you wish to contiue with this lab at a later date ensure you save the lab environment rather than ending it.