

Mapped Drive Missing (Workstation) – Help Desk Simulation

This walkthrough shows how to simulate and resolve a very common Help Desk MSP ticket: a user's mapped network drive is missing from their workstation.

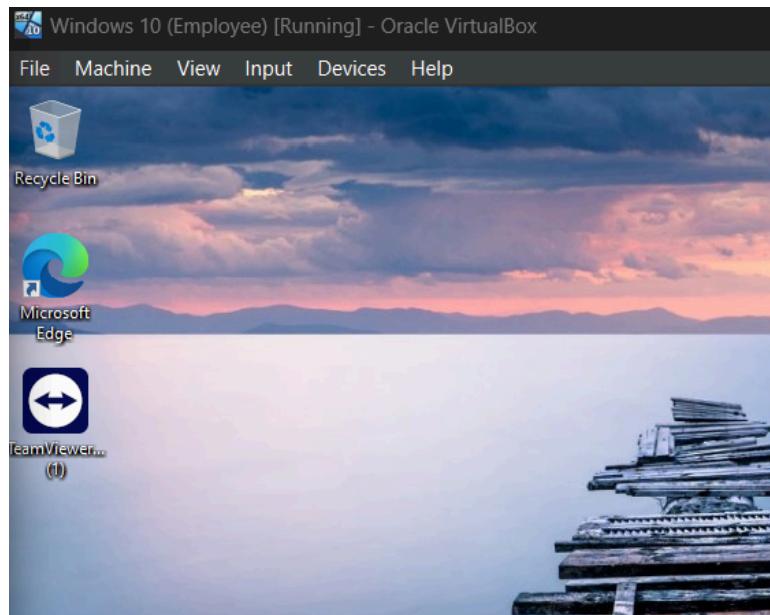
The goal of this exercise is to practice:

- Identifying a mapped drive
 - Simulating a missing network drive
 - Testing UNC paths (\Server\Share)
 - Running gpupdate /force
 - Manually remapping a drive
 - Writing professional help desk ticket notes
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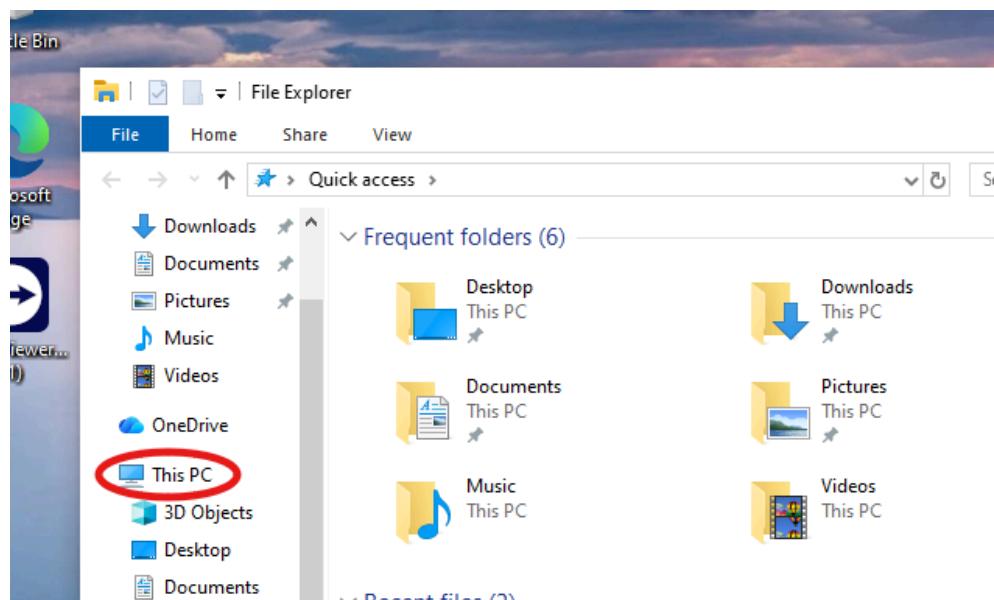
Step 1: Simulate the Issue

Simulate on the workstation

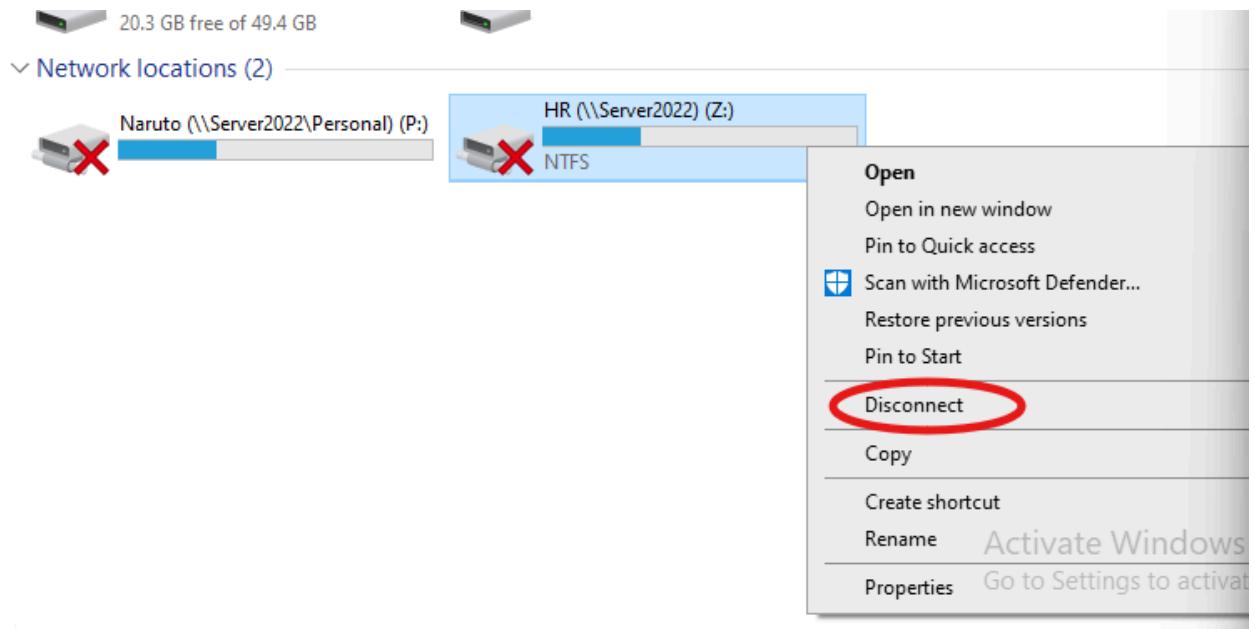
1. Log into the domain-joined Windows 10 workstation as the test user.



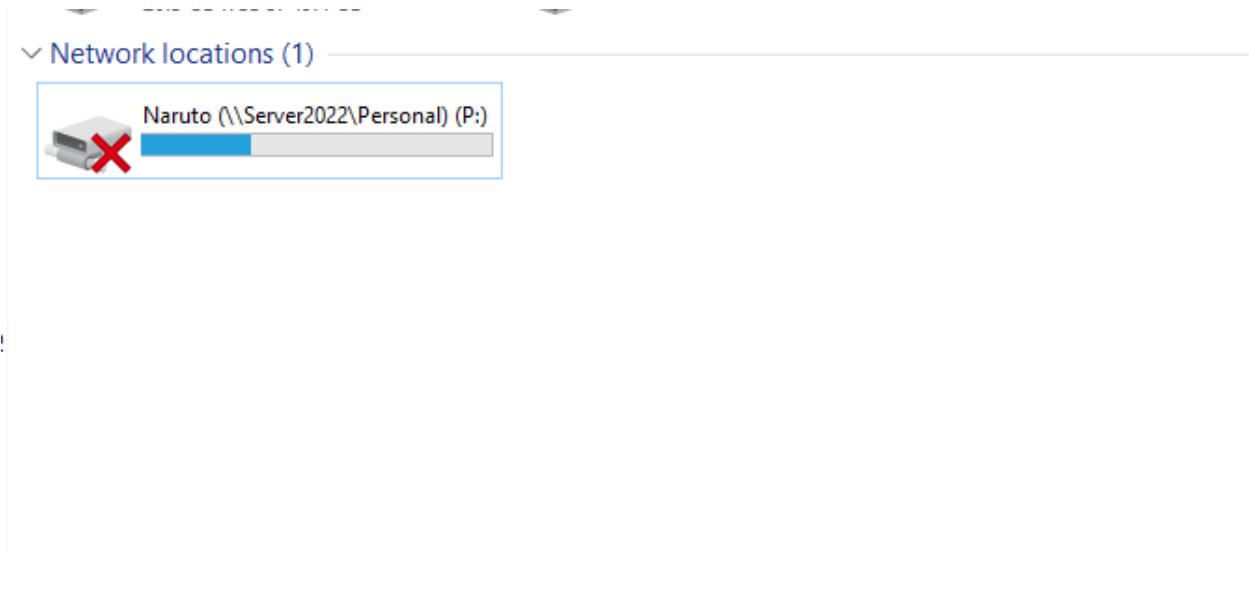
2. Open File Explorer → This PC.



3. Right-click the mapped network drive, in this case **HR (\Server2022)** (Z:) → **Disconnect**.



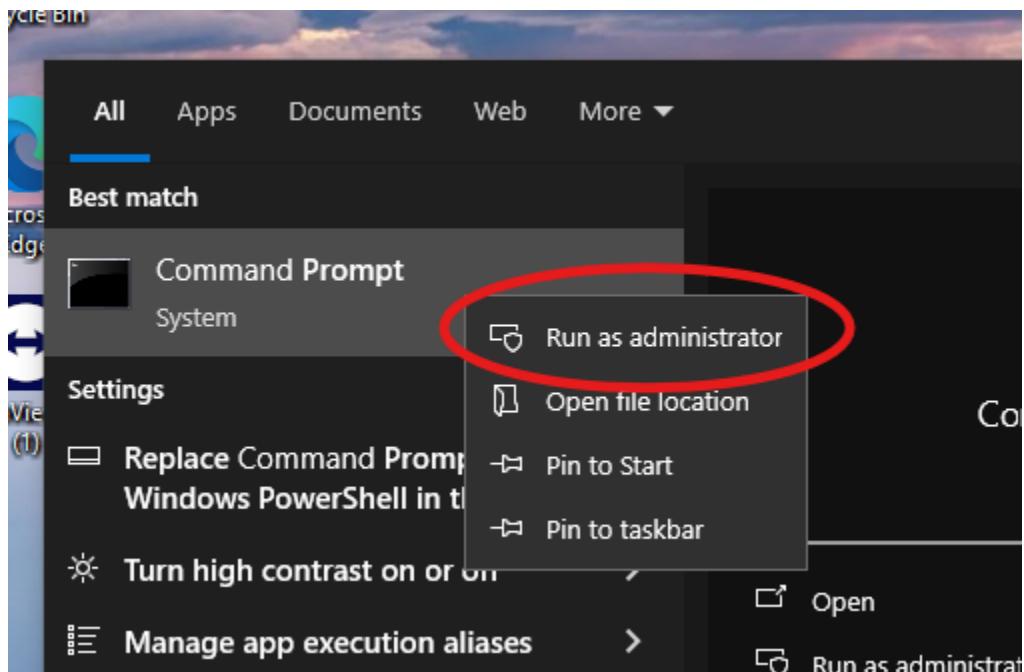
4. Confirm the mapped drive is no longer visible.

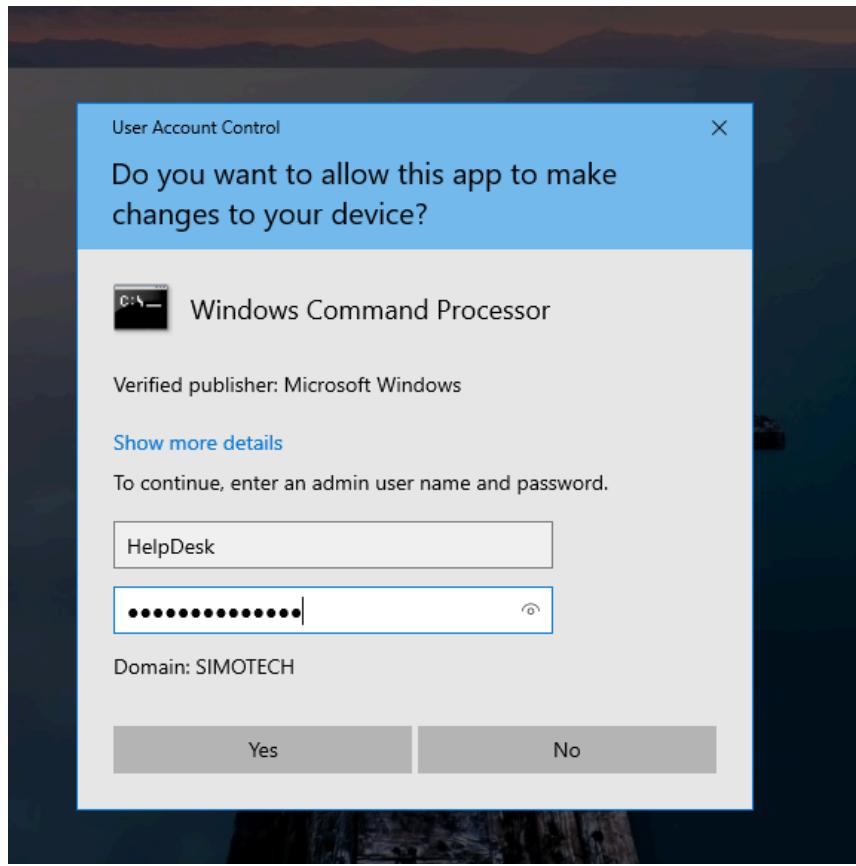


Step 2: Fix the Issue

Run gpupdate /force

1. Go to the Task Bar Search
2. Type **Command Prompt** → Right Click → Click **Run as administrator**





3. Run: `gpupdate /force`

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19045.6456]
(c) Microsoft Corporation. All rights reserved.

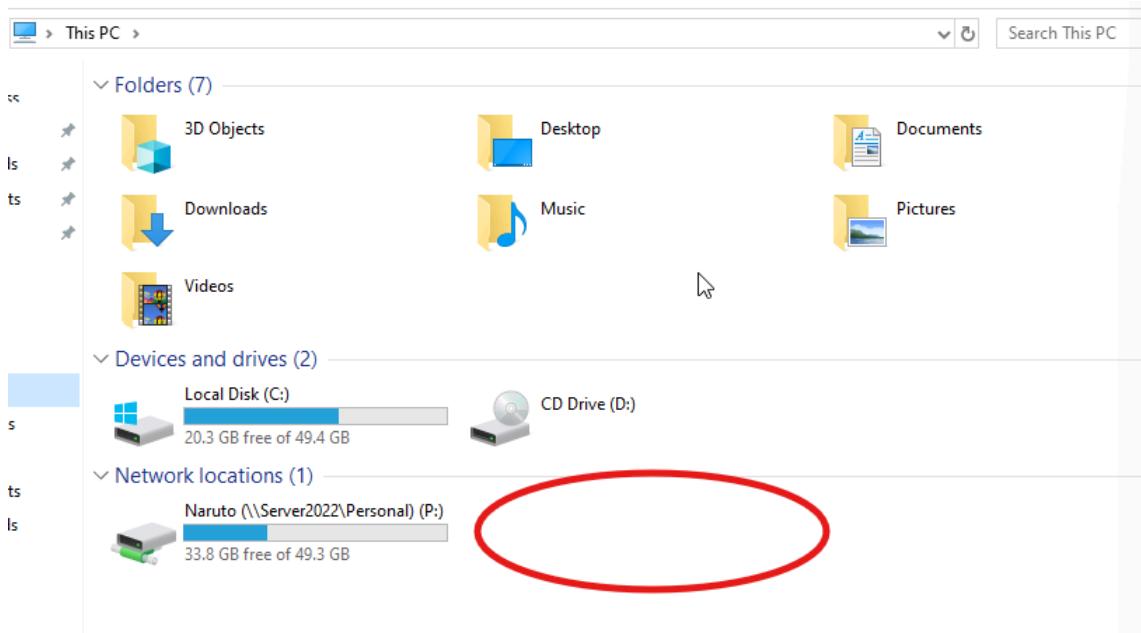
C:\Windows\system32>gpupdate /force
Updating policy...

Computer Policy update has completed successfully.
User Policy update has completed successfully.

C:\Windows\system32>
```

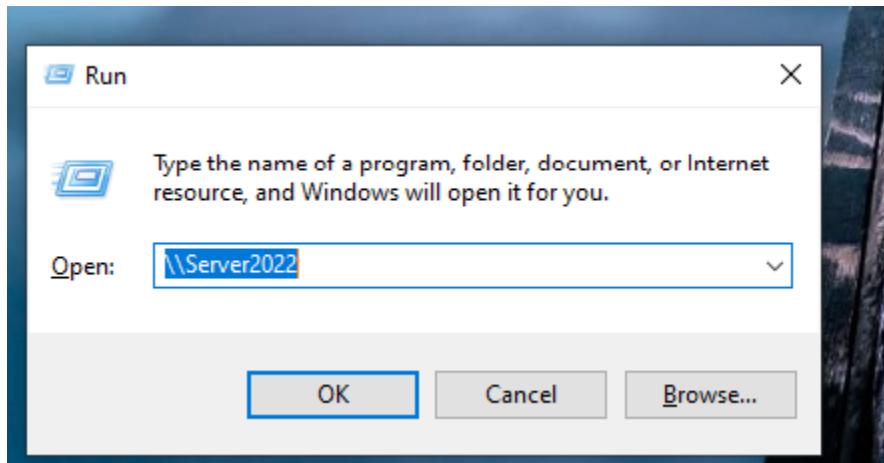
4. When completed, check **This PC** again.

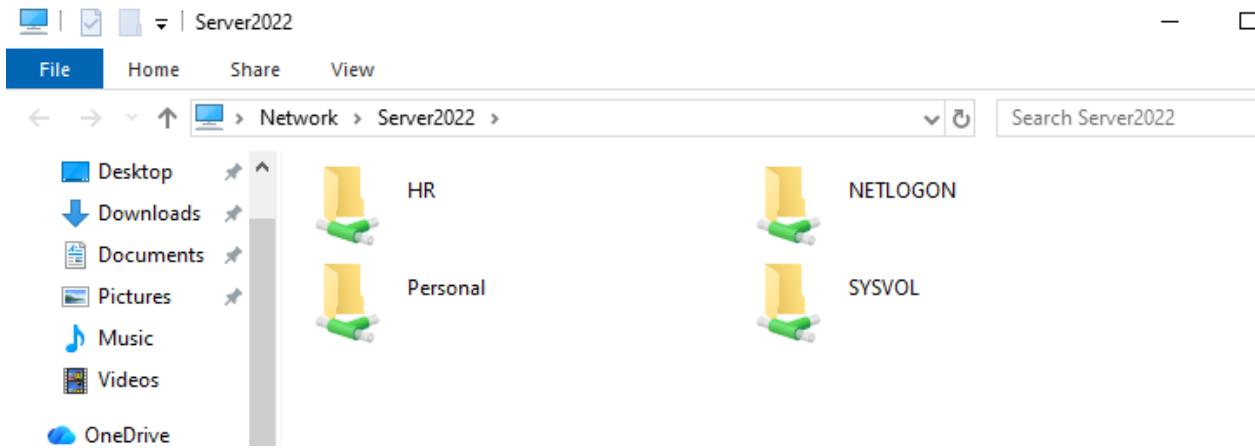
If the drive returns automatically, the GPO mapping is working.



Test UNC Path to Server

1. Press **Windows + R**
2. Type: **\Server2022**





This verifies the workstation can still see the server.

3. Then test the specific share: \\Server2022\HR



If it opens:

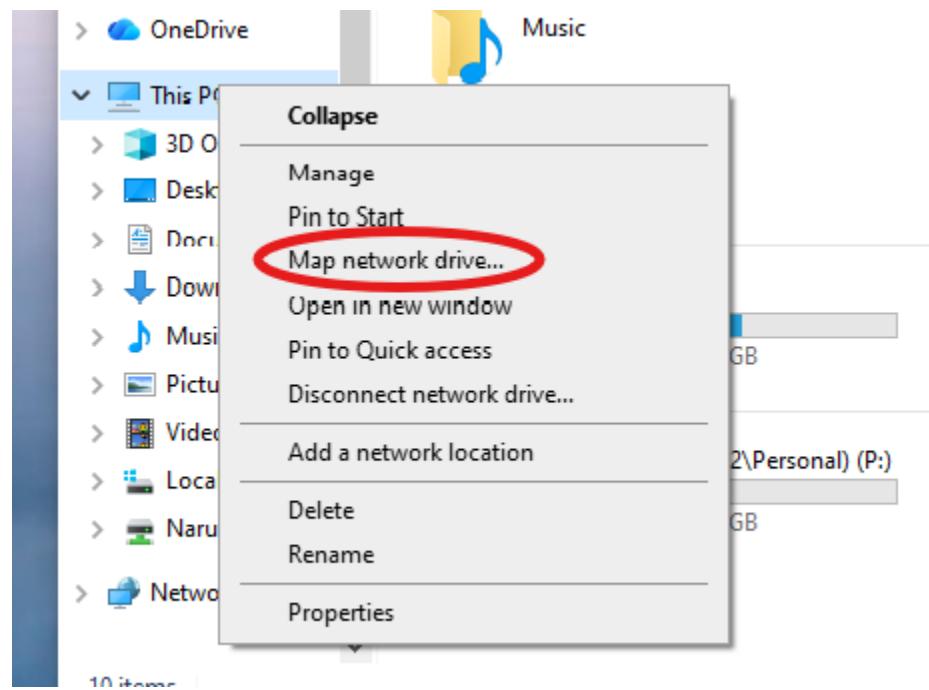
- Server is reachable
- Share exists
- Permissions are correct

The issue is strictly the **mapping**, not the server.

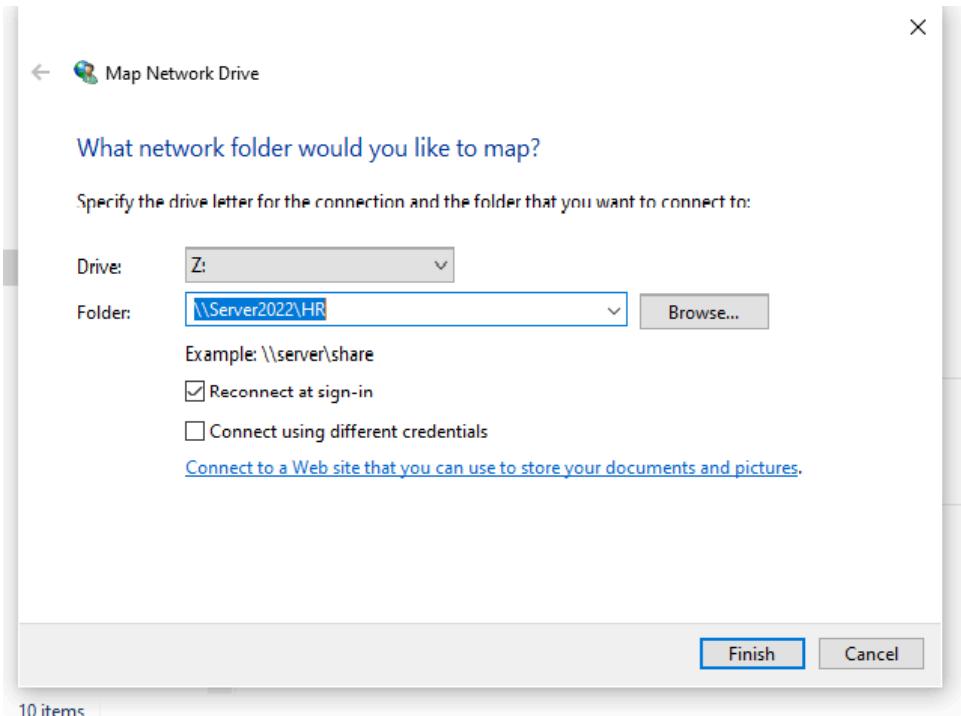
Manually Remap the Network Drive

If the drive didn't auto-return after running `gpupdate /force`:

1. Open **File Explorer** → Right-click **This PC** → Select **Map network drive**



2. We are remaking the missing mapped drive, so for the letter choose Z:
and for the folder choose \\Server2022\HR
3. Check **Reconnect at sign-in**

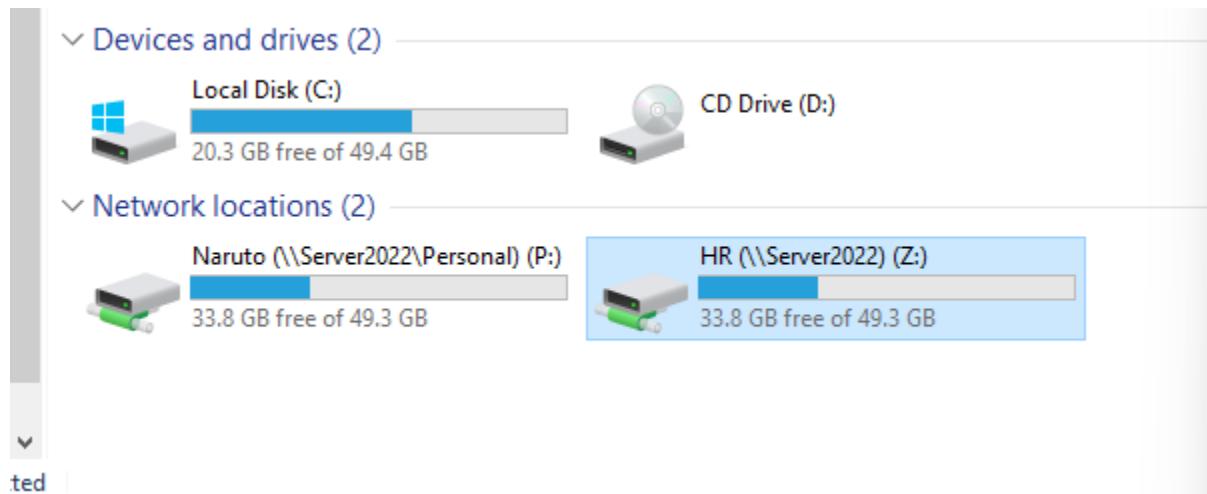


4. Click **Finish**

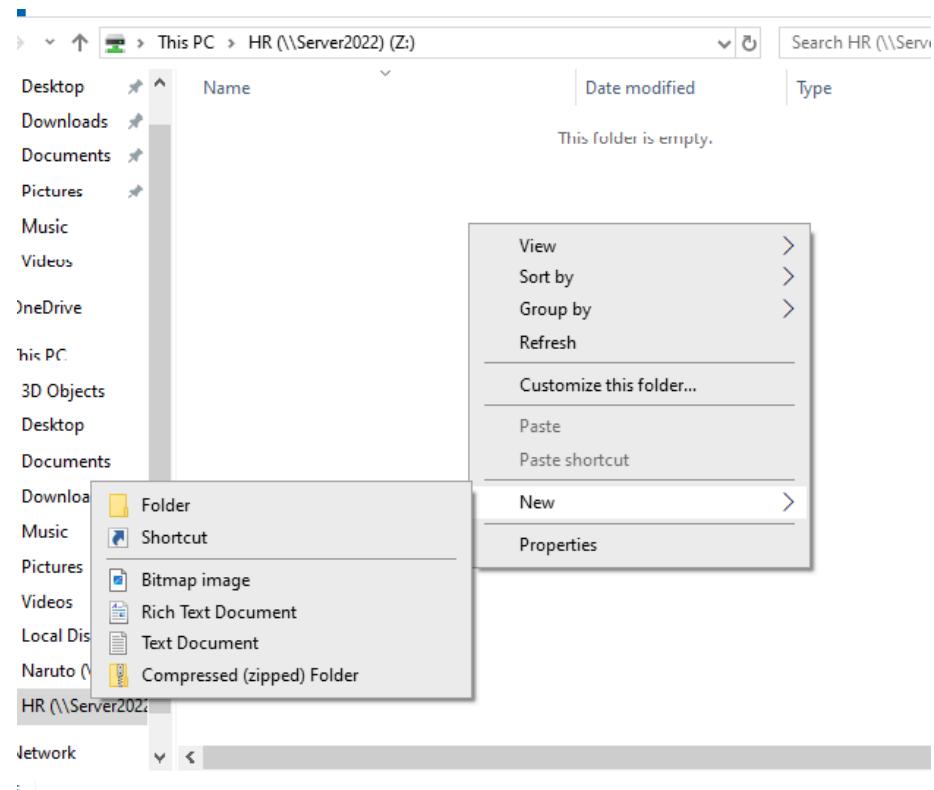
Drive should now reappear.

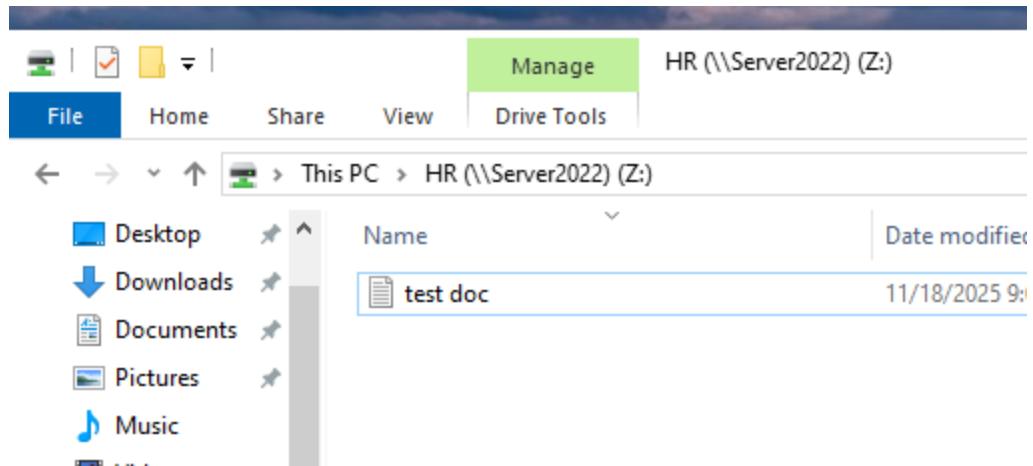
Step 3: Test

1. Open the newly mapped drive

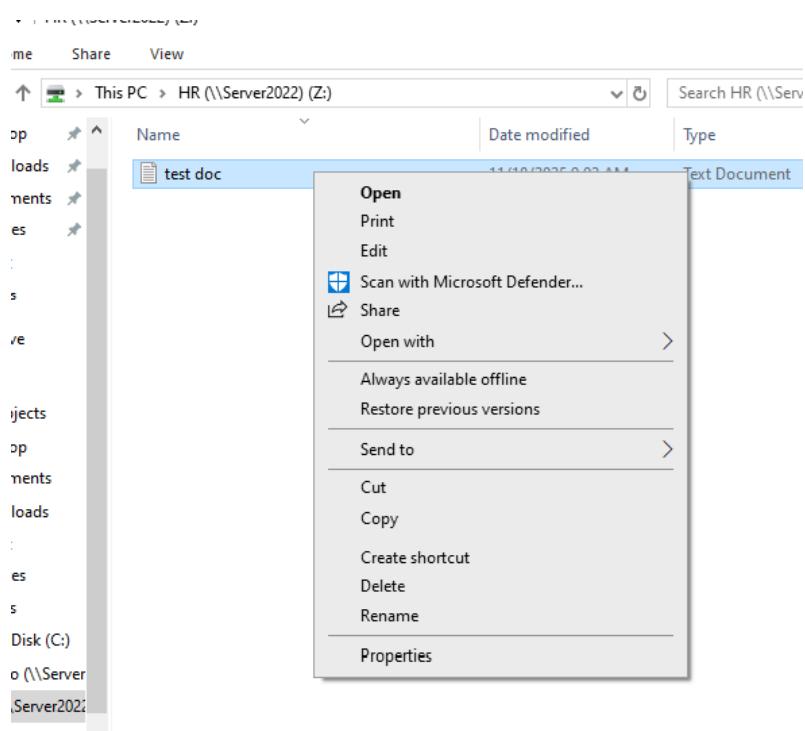


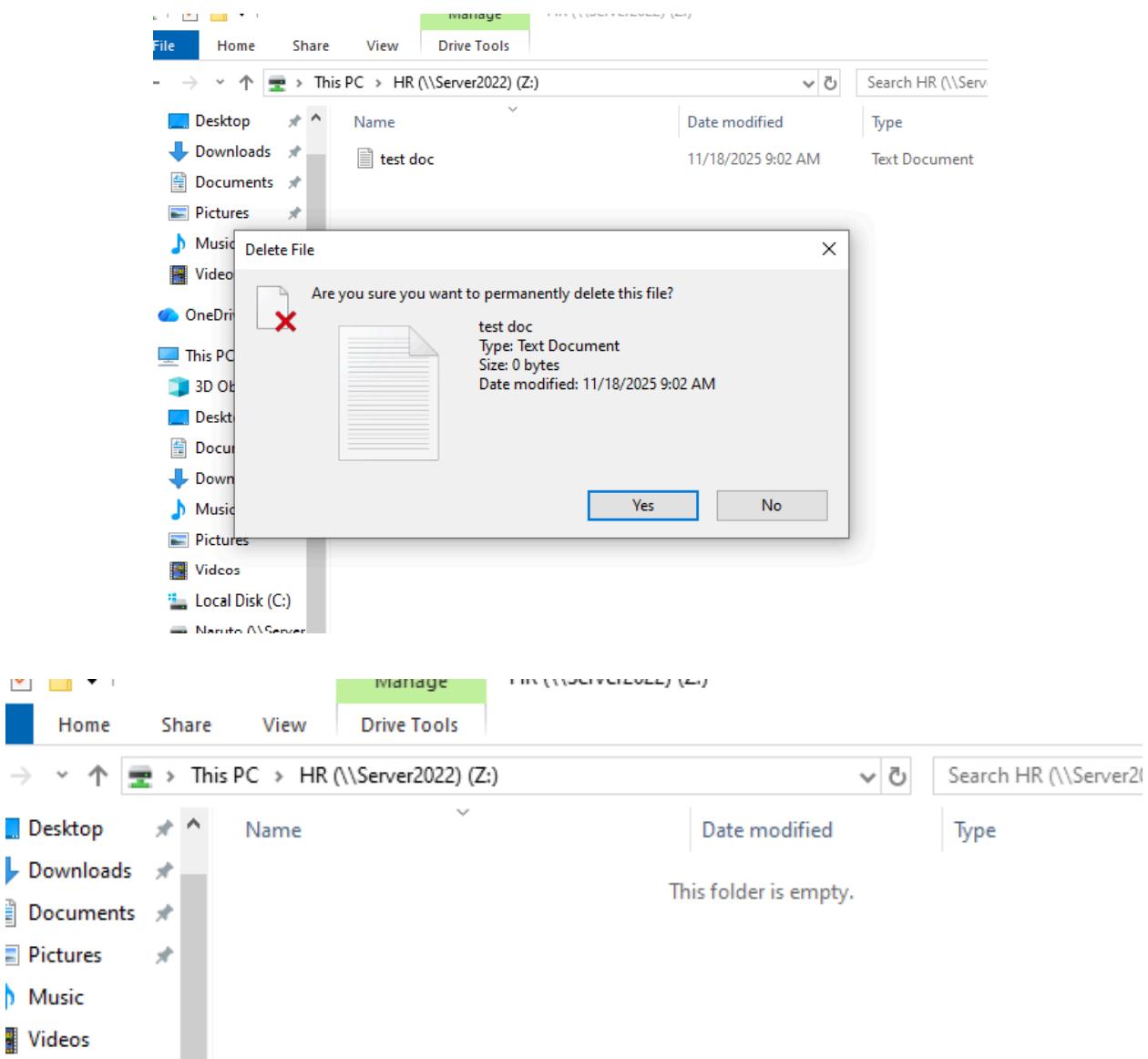
2. Create a test file. Right-click → New → Text Document





3. Delete the file





Drive access is confirmed working.

Step 4: Document for Ticket Notes

Ticket ID: #2025-1118-001

User: Naruto Employee

Issue: Mapped network drive missing (Z:)

Steps Taken:

1. Confirmed user reported missing mapped drive.
2. Verified workstation could reach server using UNC path (\Server2022 and \Server2022\HR).
2. Ran *gpupdate /force* to refresh GPO.
4. Drive did not auto-restore, so manually mapped Z: to \Server2022\HR.
5. Tested access and confirmed ability to create/delete files.

Result: Drive restored successfully — ticket resolved.