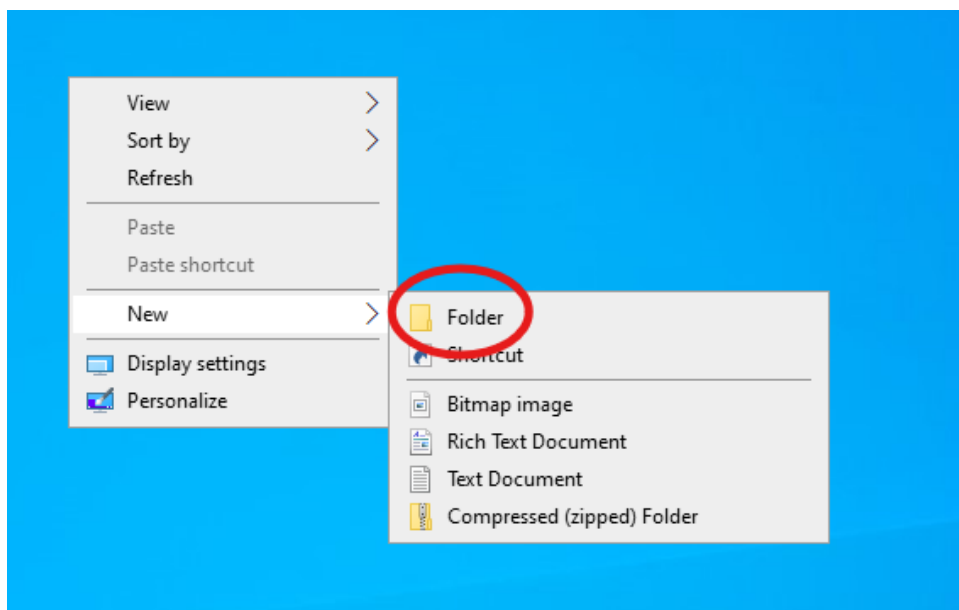# Shared Folder Permissions Issue - Help Desk Simulation

This walkthrough demonstrates how to simulate and resolve a common help desk issue: a user being unable to access a shared network folder due to incorrect permissions.

The goal of this exercise is to practice:

- Creating a shared folder with proper Share and NTFS permissions
- Simulating a permission failure (Access Denied) from a domain workstation
- Restoring correct folder permissions on the server
- Verifying the user can access, create, modify, and delete files
- Writing professional help desk ticket notes
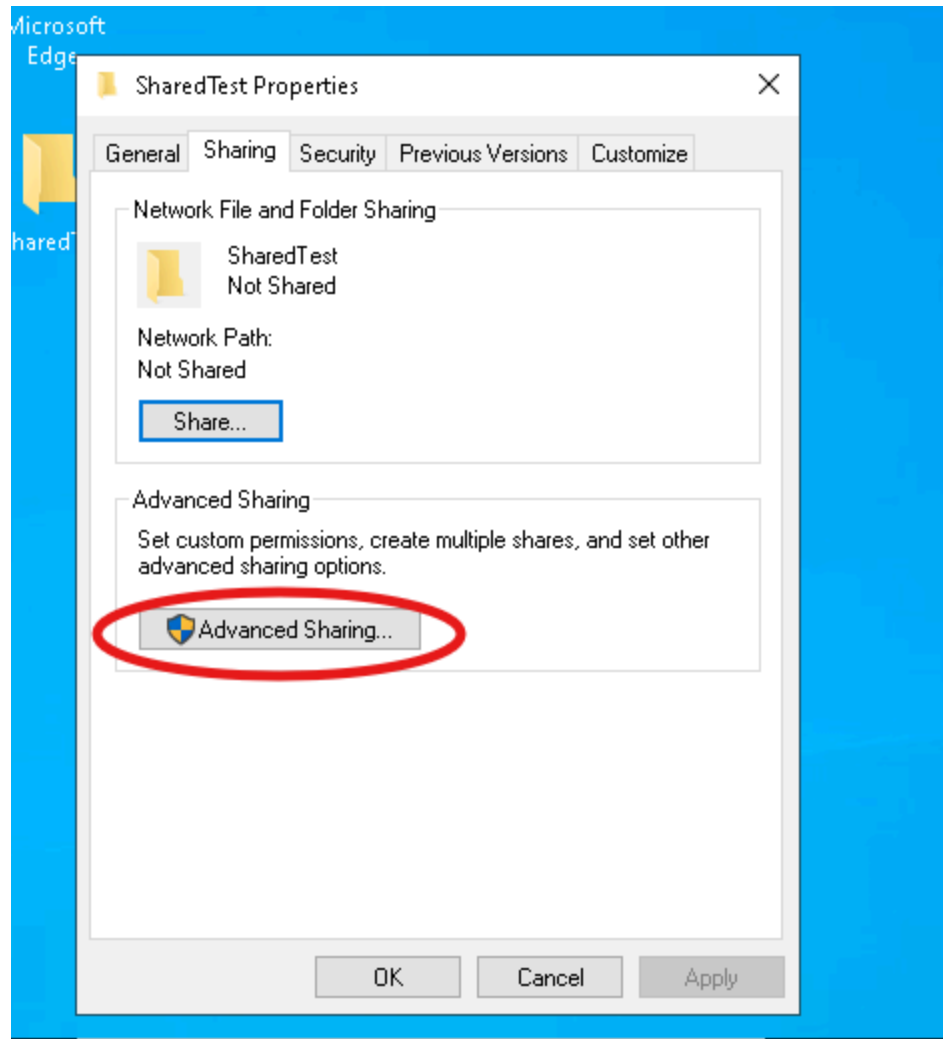
Step 1: Create a Shared Folder and Set Permissions

1. On the **server**:
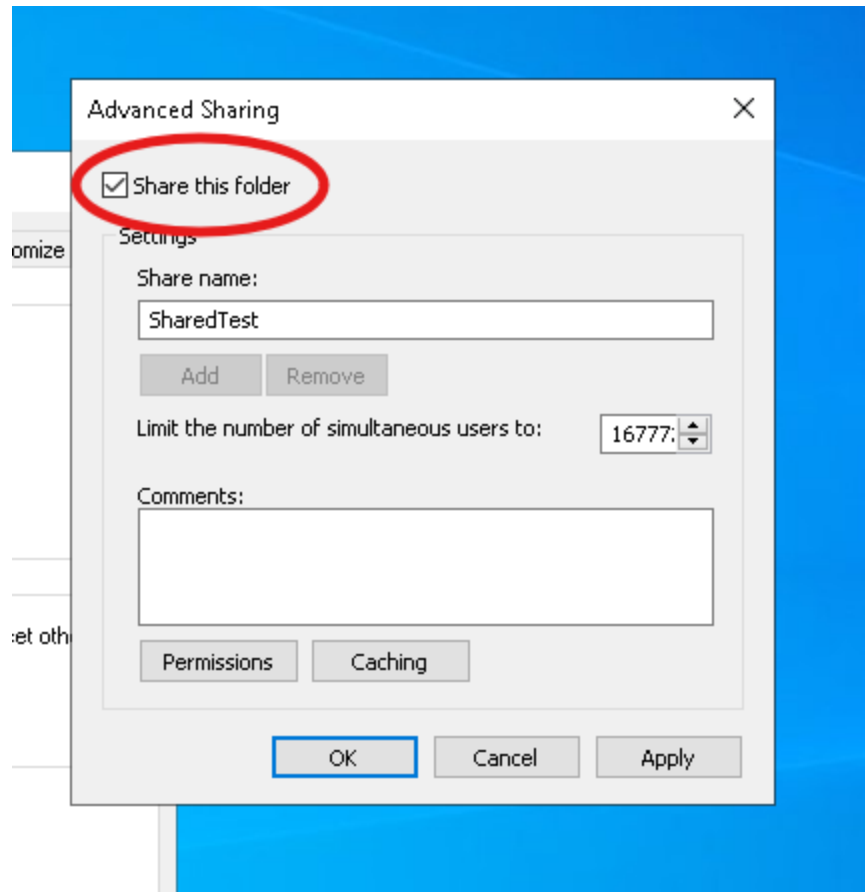   Right-click desktop → **New** → **Folder**
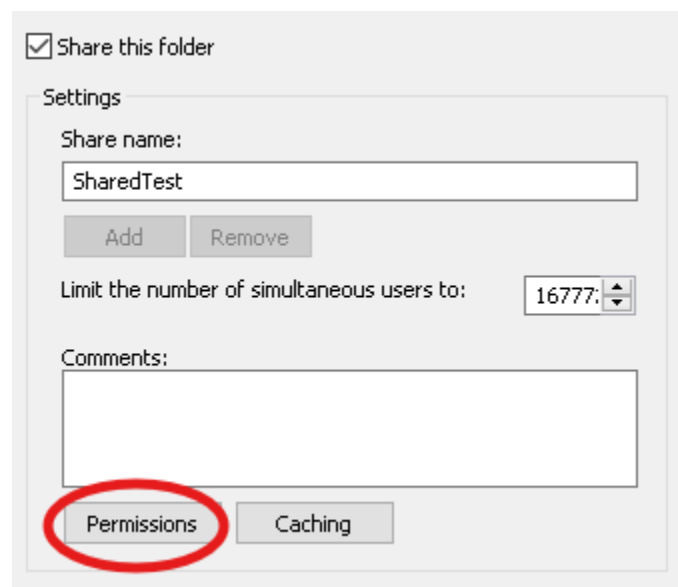

2. Name it:
   SharedTest

3. Right-click the folder → **Properties**
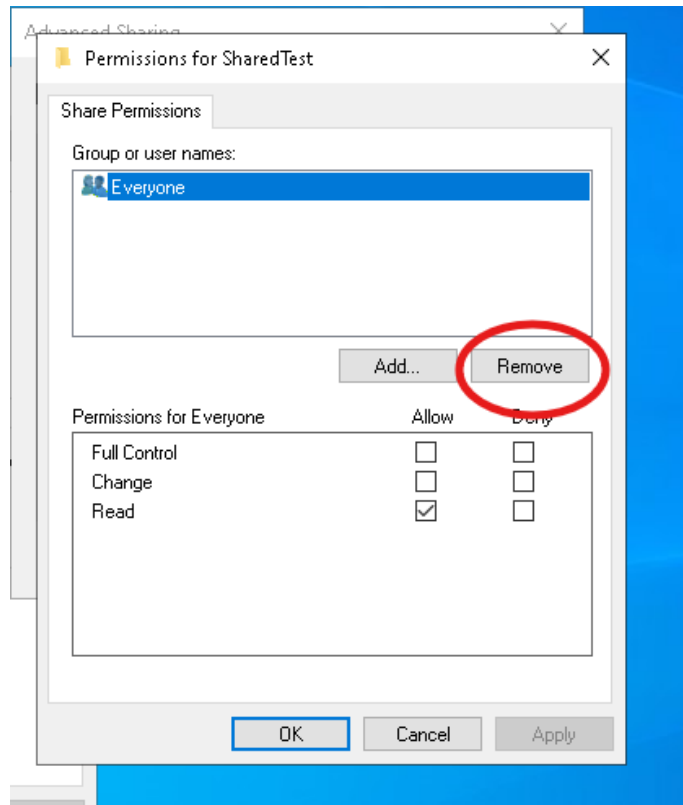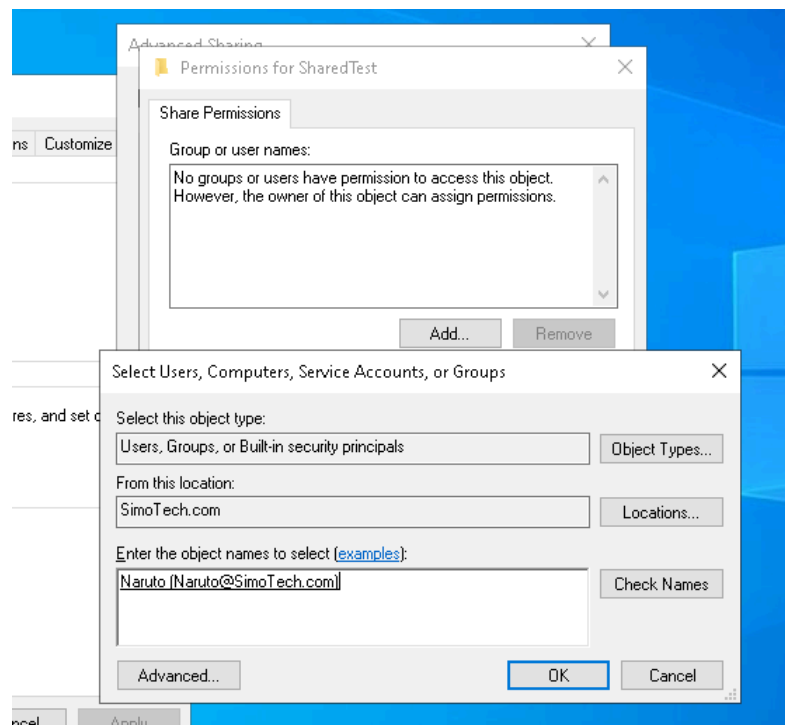4. Go to **Sharing** tab → **Advanced Sharing**
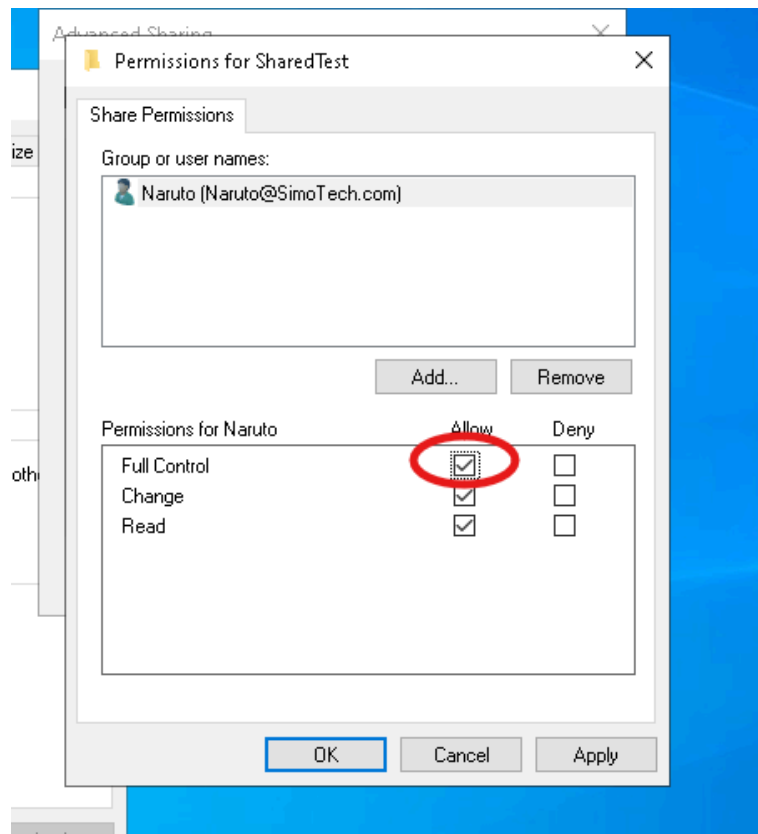
5. Check **Share this folder**

6. Click **Permissions**

7. Remove **Everyone**

8. Add a specific user
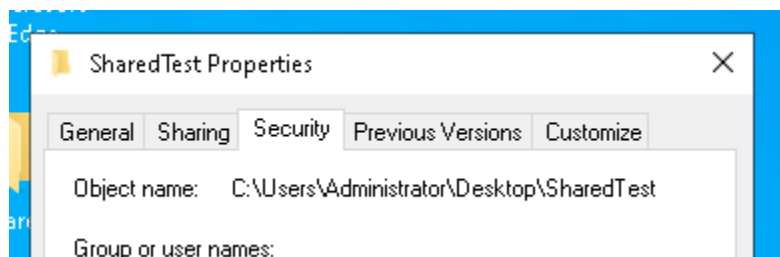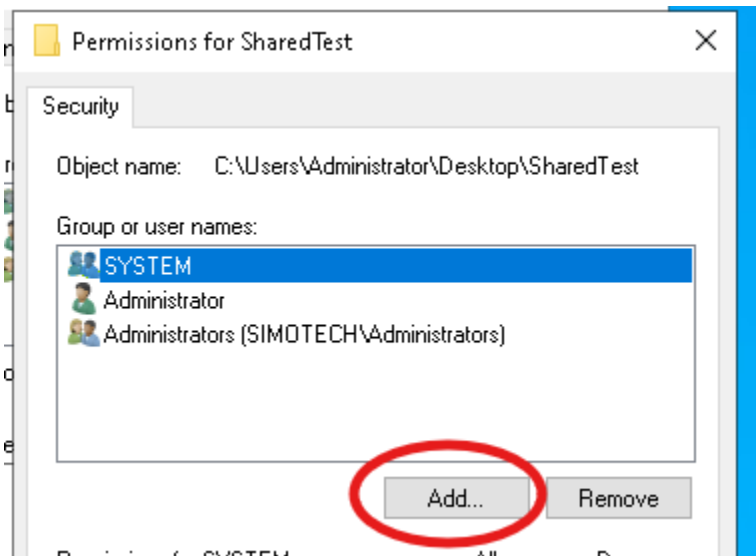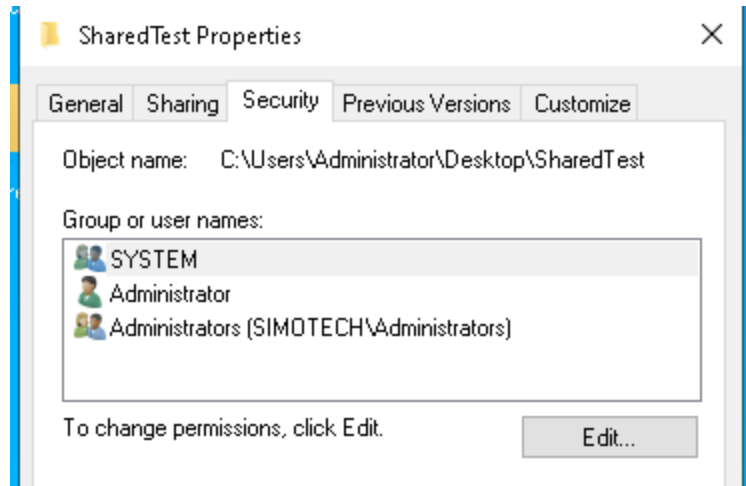
9. Give them **Full Control**

10. Click **Apply→ OK**
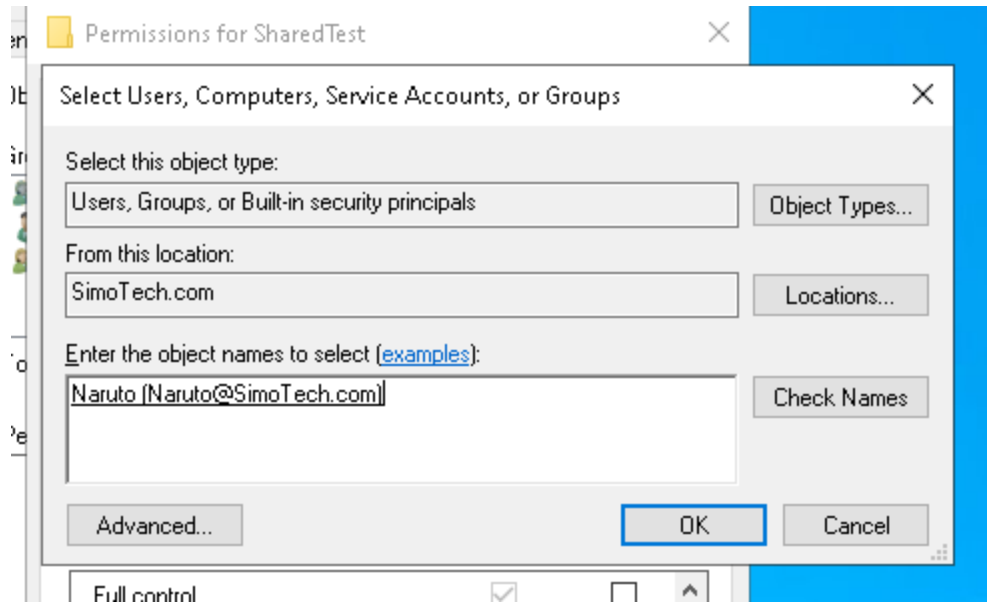11. Now set the **Security** permissions: Still in **Properties**, go to the **Security** tab
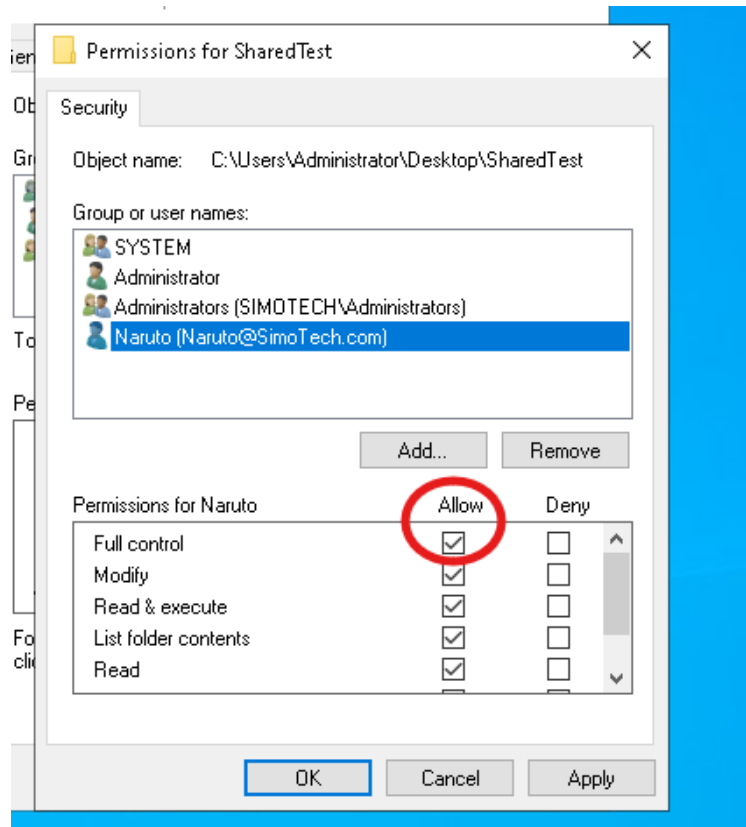

12. Click **Edit → Add**

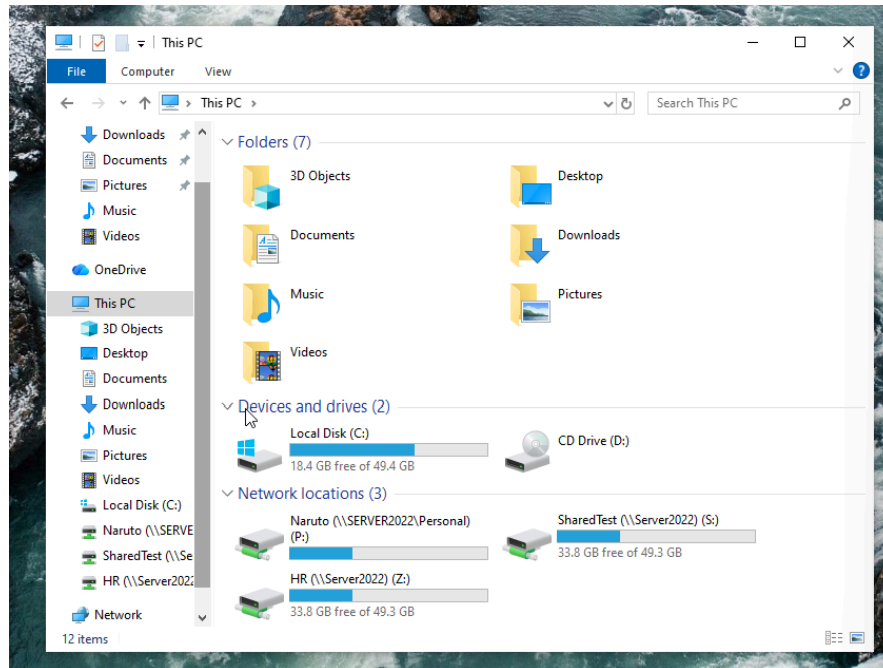13. Type the user's name**,** click **Check Names,** then **OK**
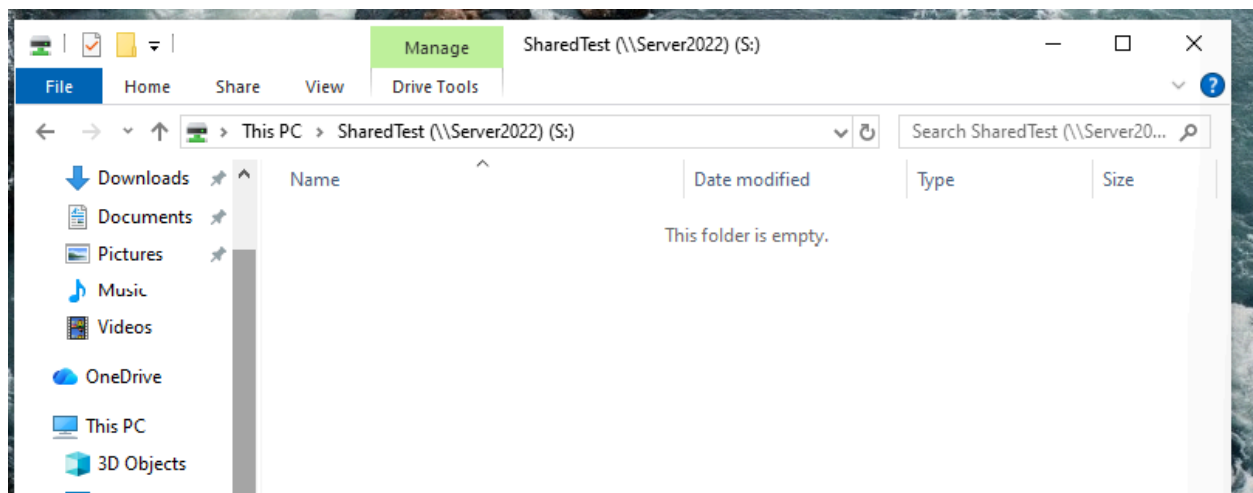
14.   Give **Full Control**

15.   Click **Apply → OK**

16. Now go to the user's machine and go to **This PC**

17. If you haven't already done **Map network drive** for the new test folder do that first and then click on it, now the user should be able to access it
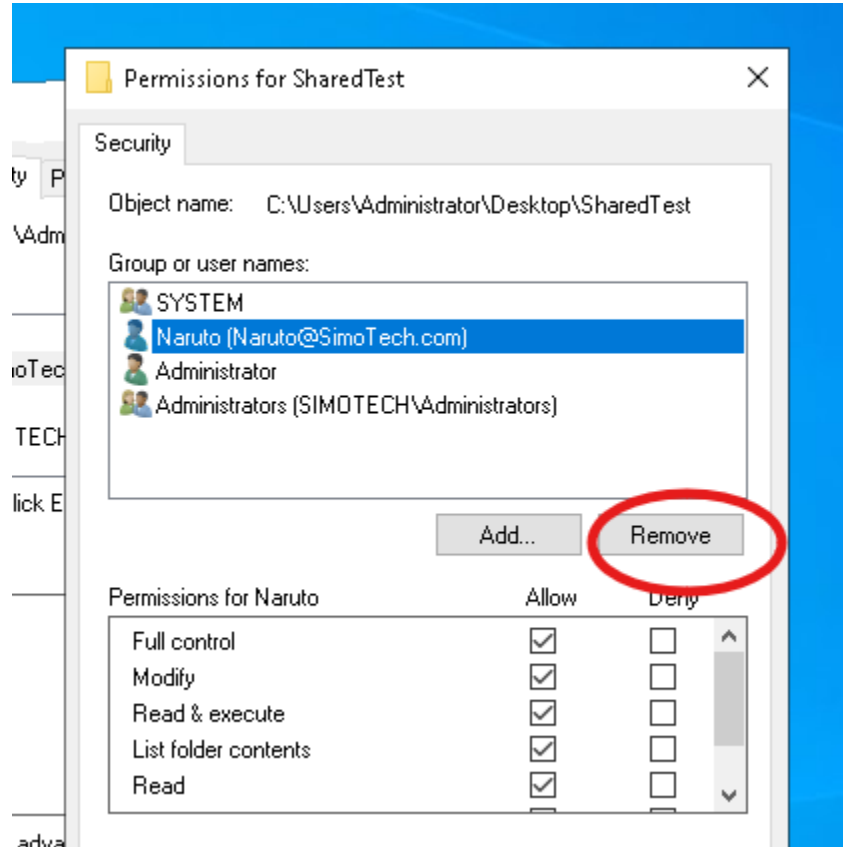

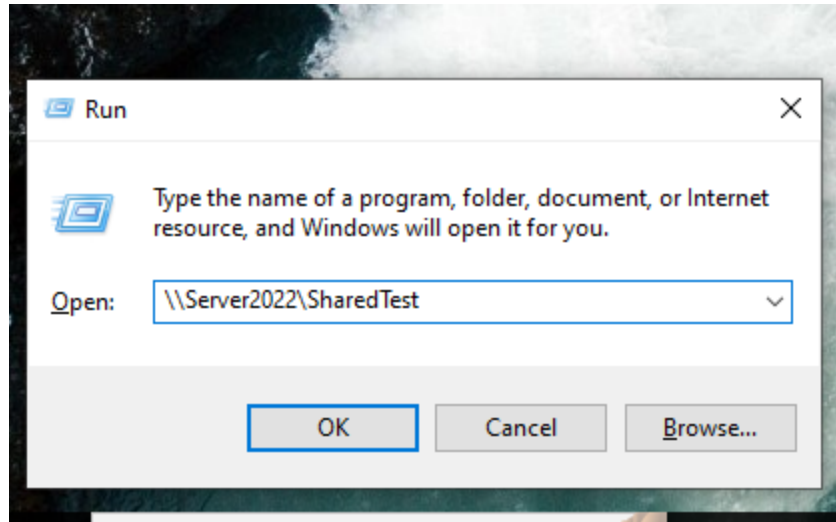Now you have a shared folder with controlled access.

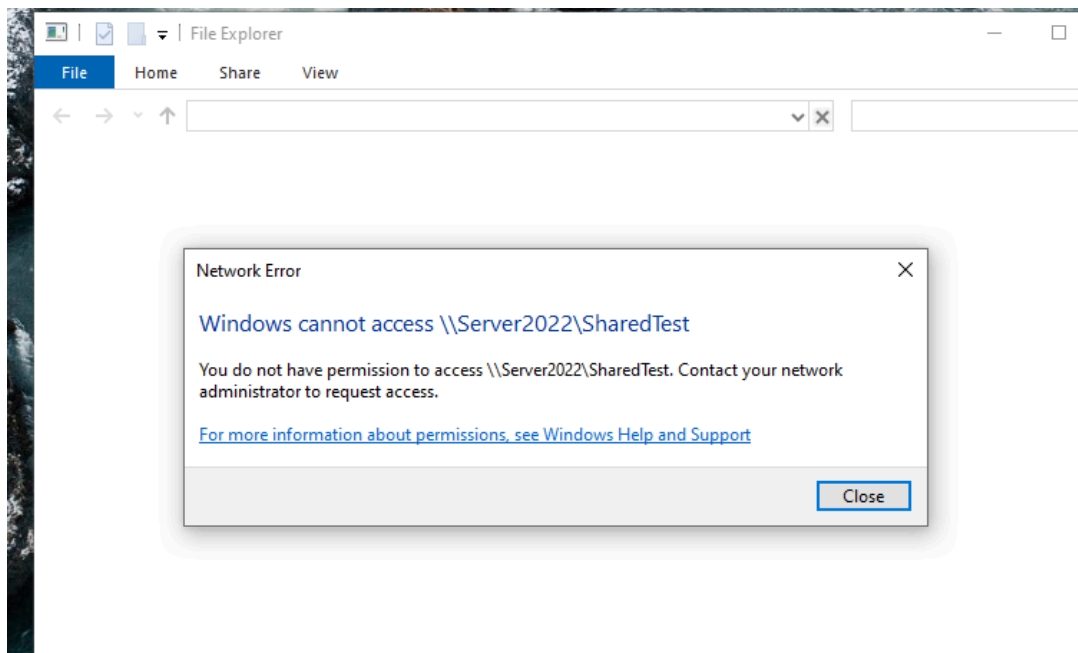# Step 2: Simulate the Issue

We will break permissions on purpose.

1. Go back to the **Permissions** under the **Security** tab
2. Remove the user's permissions completely

3. Click **Apply** → **OK**
4. Now, from the **workstation**, try to open the share:
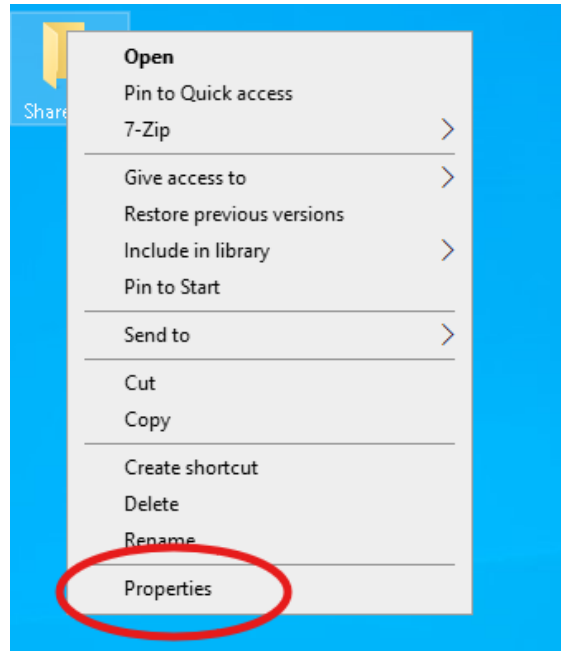   Press **Windows + R** → type " \\Server2022\SharedTest"

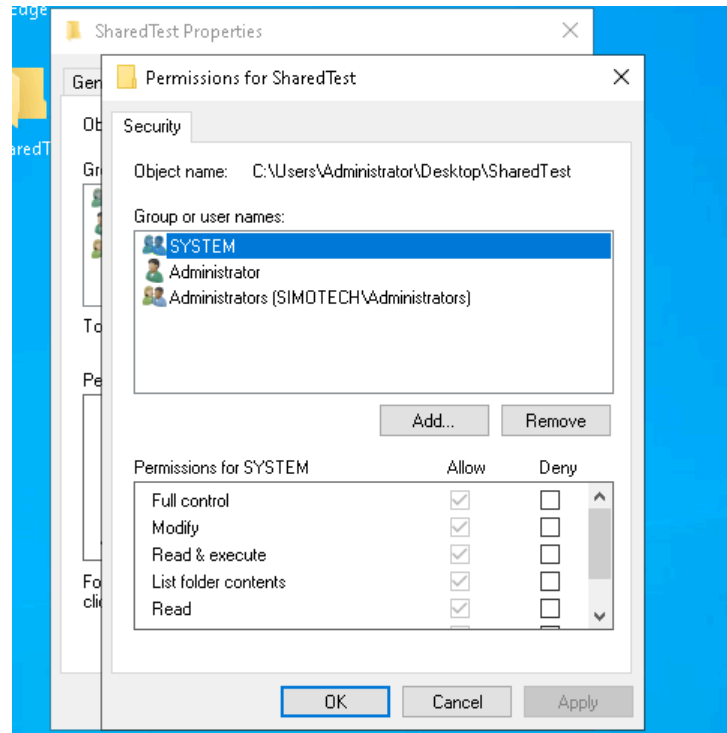5. Expected: You get **"Access Denied"** or **credentials prompt**

Simulation successful

Step 3: Fix the Issue (Help Desk Style)

1. Go back to the server
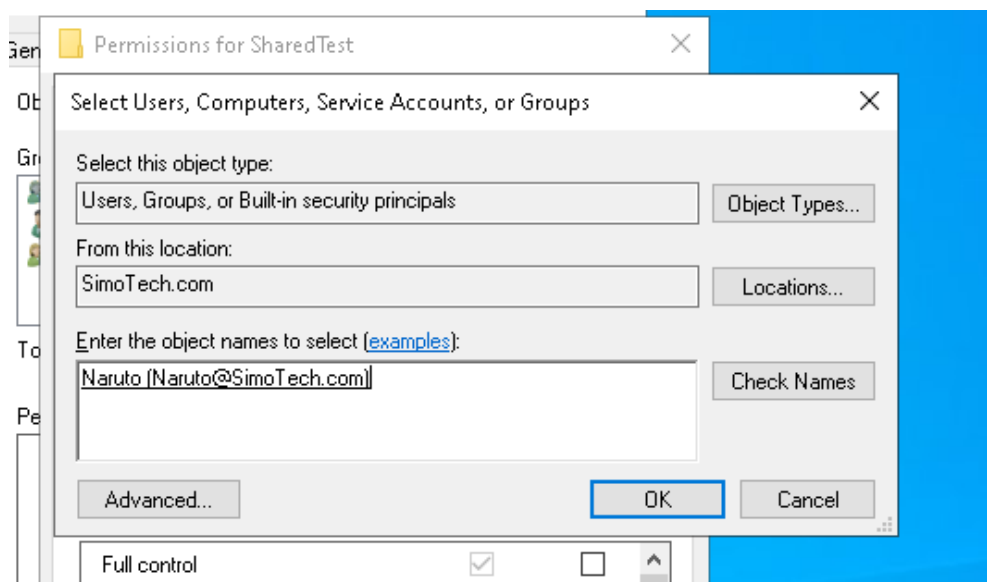2. Right-click the folder → **Properties**

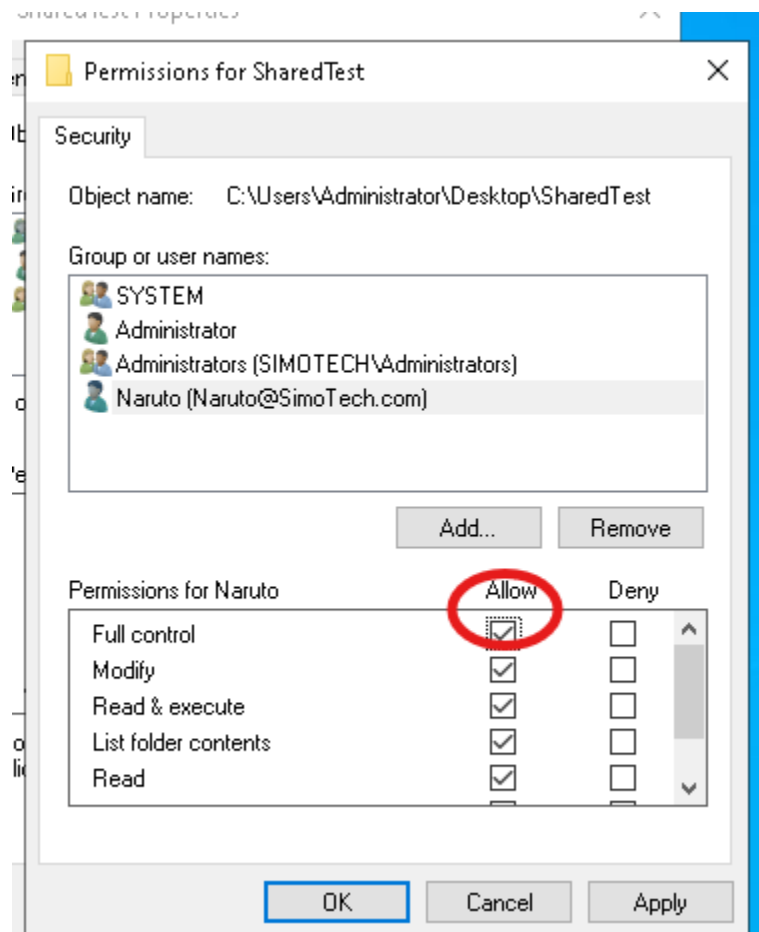3. Go to: **Security**→ **Edit**→ **Permissions** (Set NTFS Permissions)

4. Re-add the user:

   ○ Click **Add**
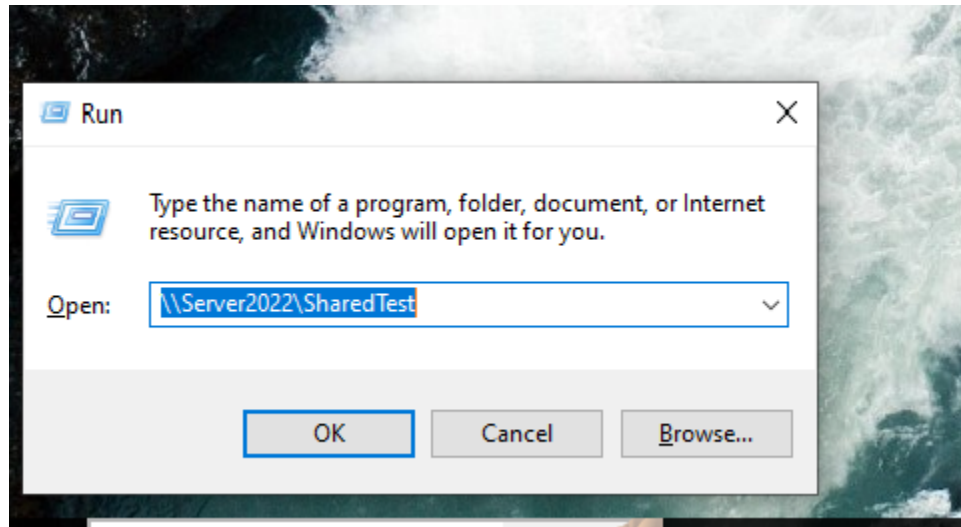   ○ Enter the username

○ Give **Full Control**
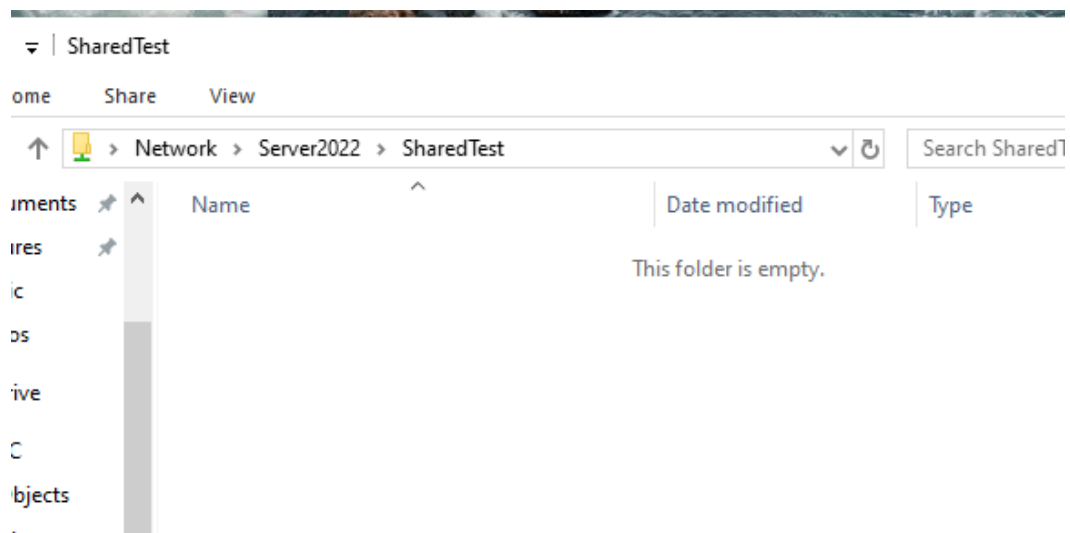

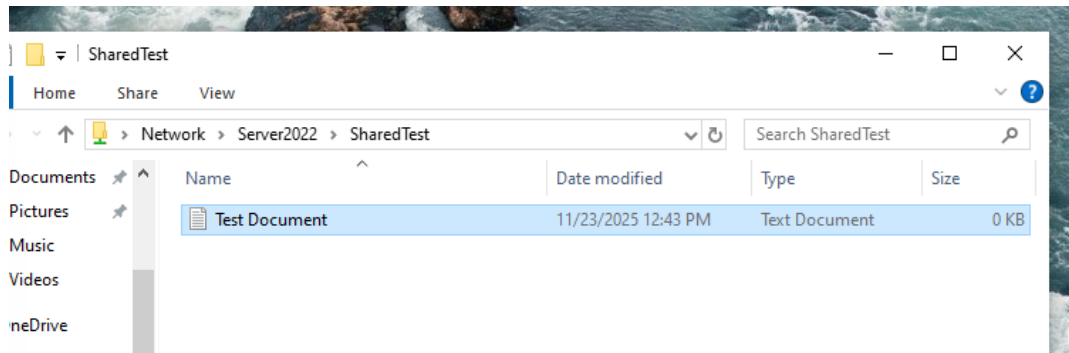5. **Apply** the changes

Step 4: Test the Fix

From the workstation:

1. Press **Win + R** and type " \\Server2022\SharedTest"

2. Try to open the folder

3. Try to create a new file inside (**right-click → New → Text Document**)

Expected result:

- Folder opens
- No permission error
- You can create, edit, delete a file

Step 5: Ticket Notes

Ticket ID: #2025-1123-001
 User: Naruto
 Issue: Unable to access shared folder \\Server2022\SharedTest (Access Denied)
Steps Taken:
1. Verified user unable to open shared folder from workstation.
2. Checked folder share and security permissions on Server2022.
3. Found user missing from security permissions.
4. Re-added user with Full Control permissions.
5. User tested access—able to open folder and create/delete files successfully.

Result: Ticket resolved.