

# 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.

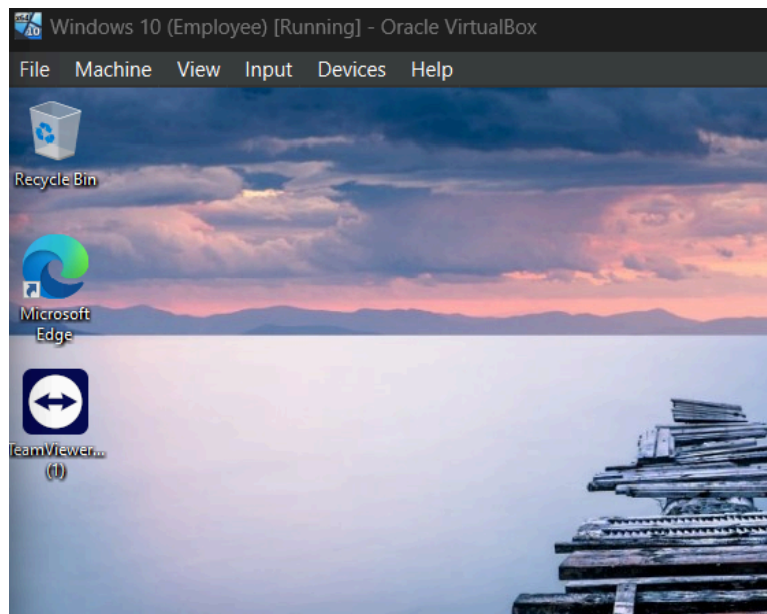
The goal of this exercise is to practice:

- 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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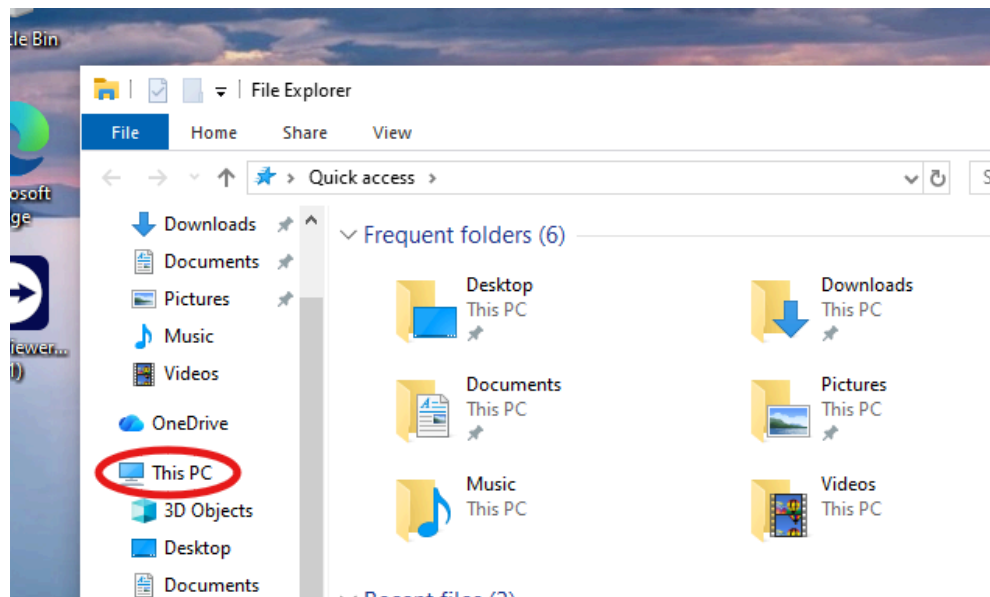
# Step 1: Simulate the Issue

## Simulate on the workstation

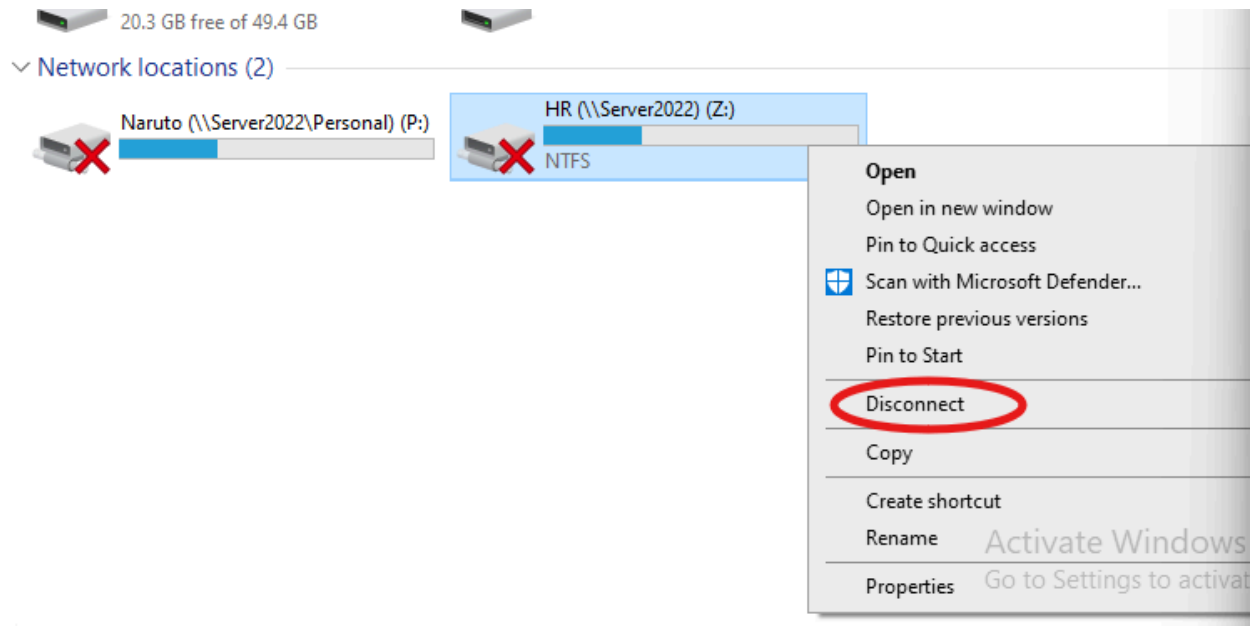
1. Log into the domain-joined Windows 10 workstation as the test user.



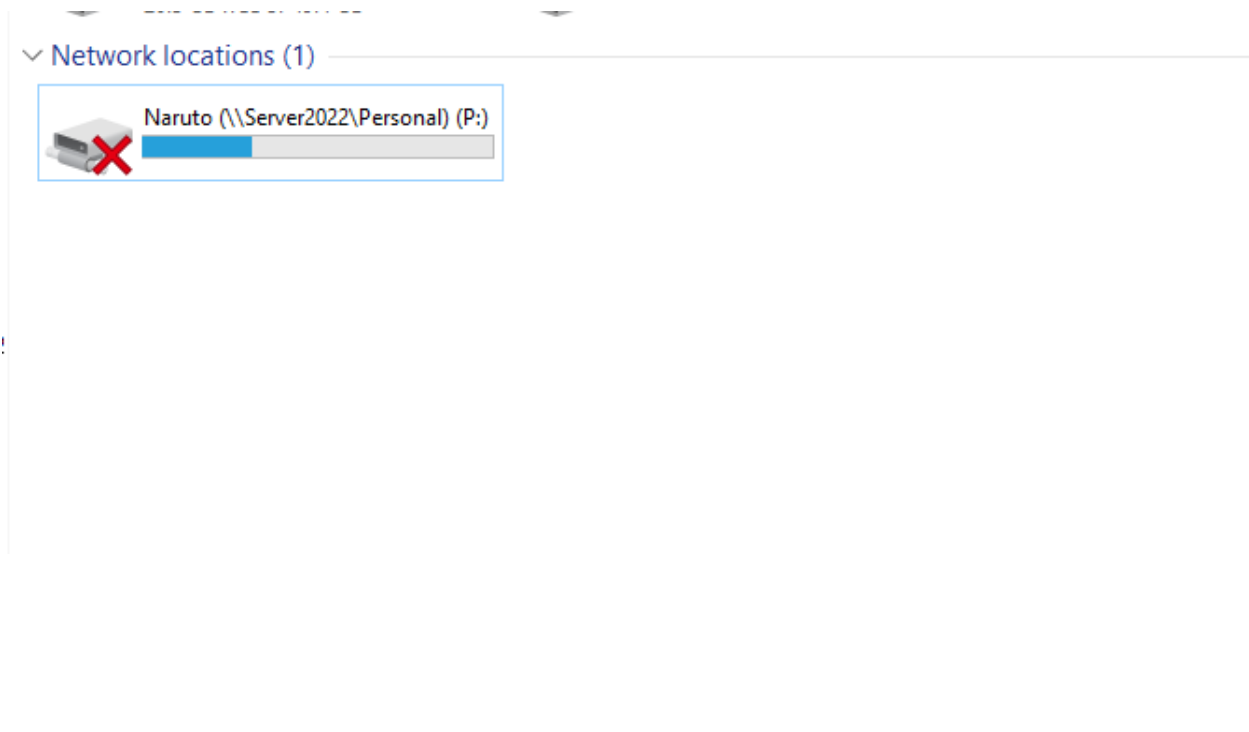
2. Open **File Explorer** → **This PC**.



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



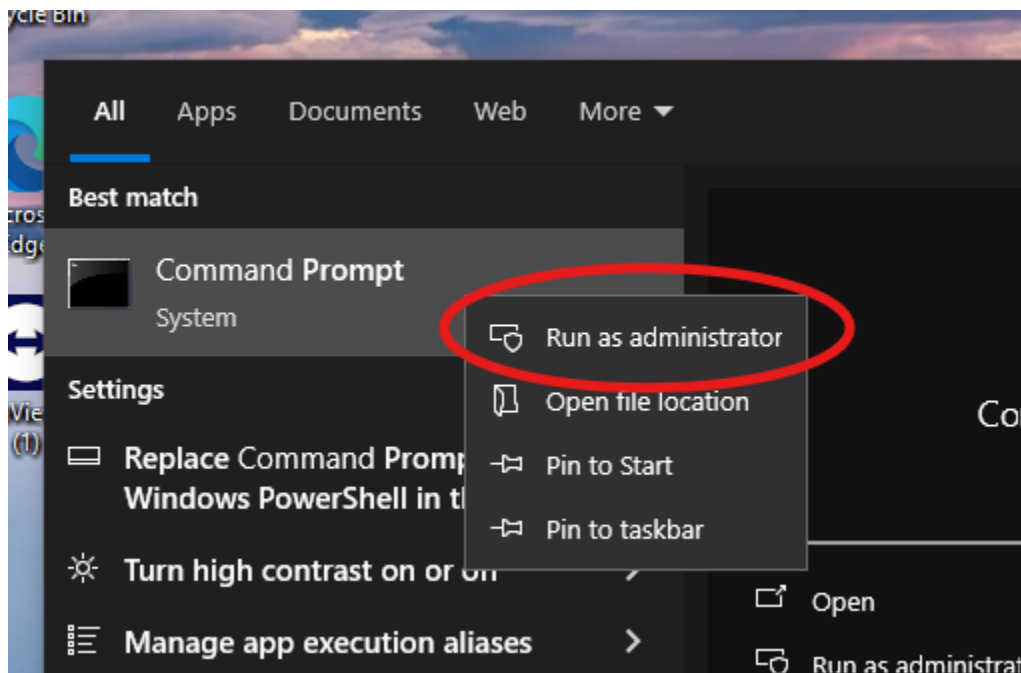
4. Confirm the mapped drive is no longer visible.

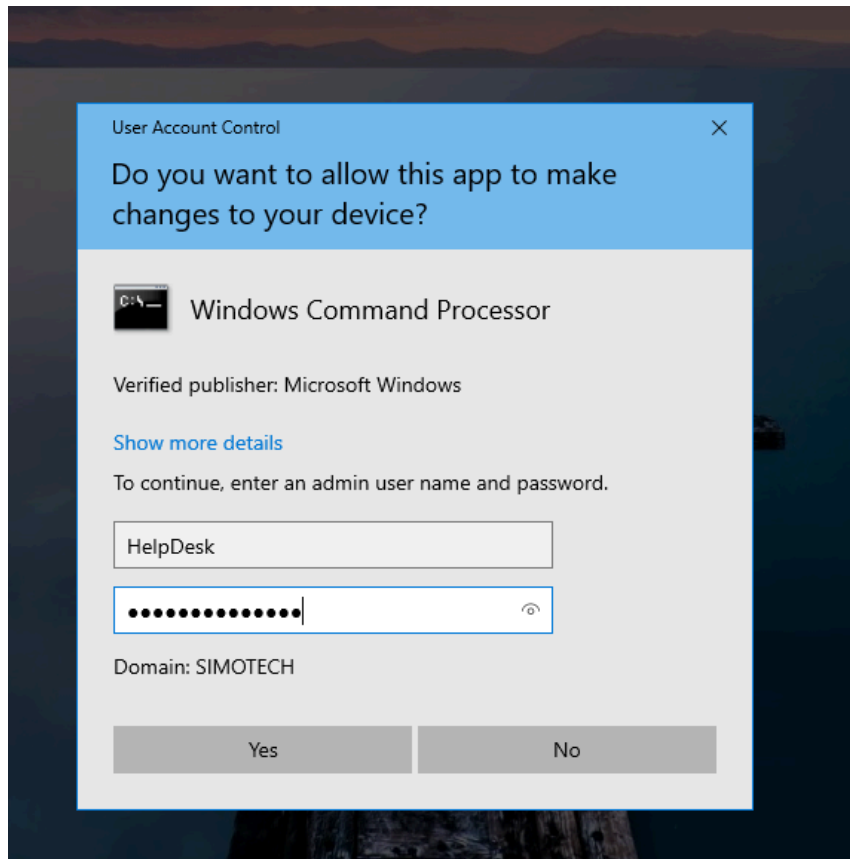


## Step 2: Fix the Issue

### Run gpupdate /force

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





3. Run: `gpupdate /force`

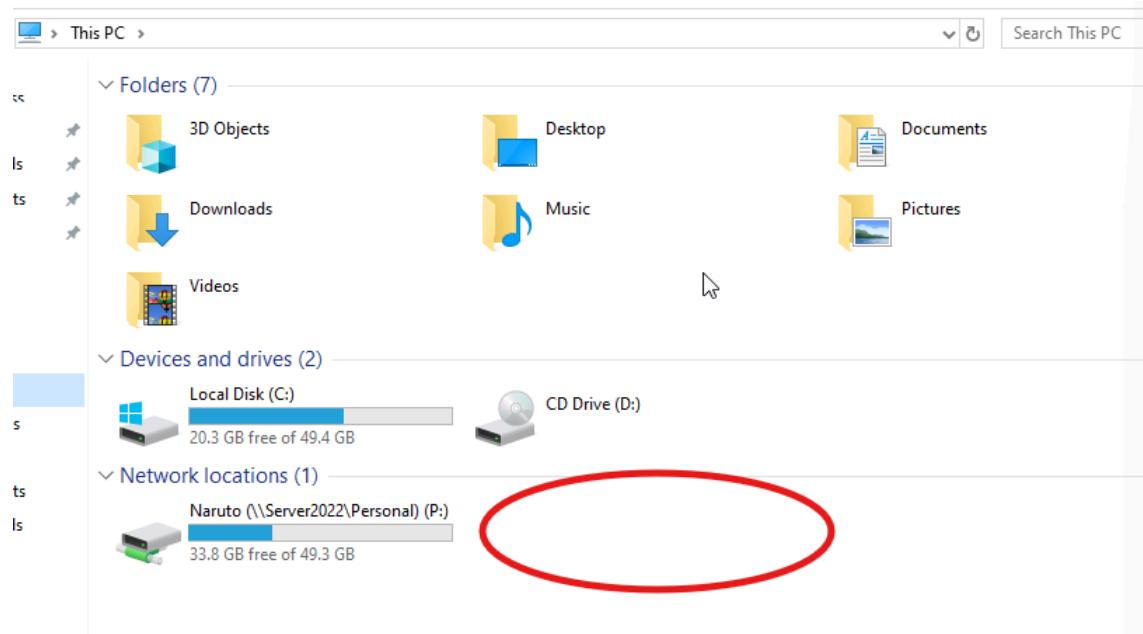
```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19045.6456]
(c) Microsoft Corporation. All rights reserved.

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

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

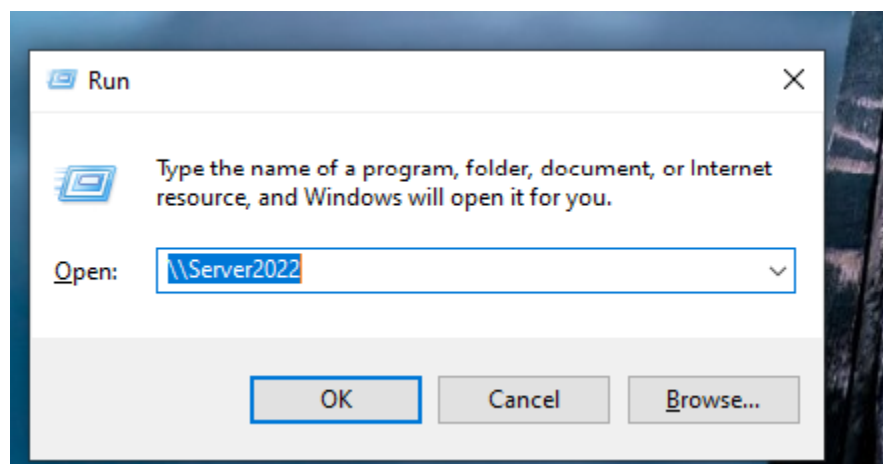
C:\Windows\system32>
```

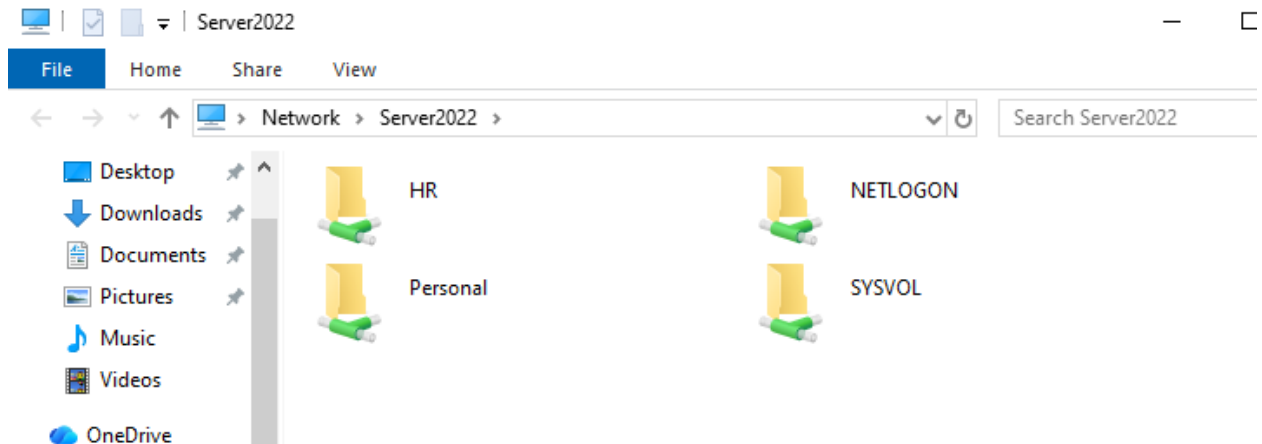
4. When completed, check **This PC** again.  
If the drive returns automatically, the GPO mapping is working.



## Test UNC Path to Server

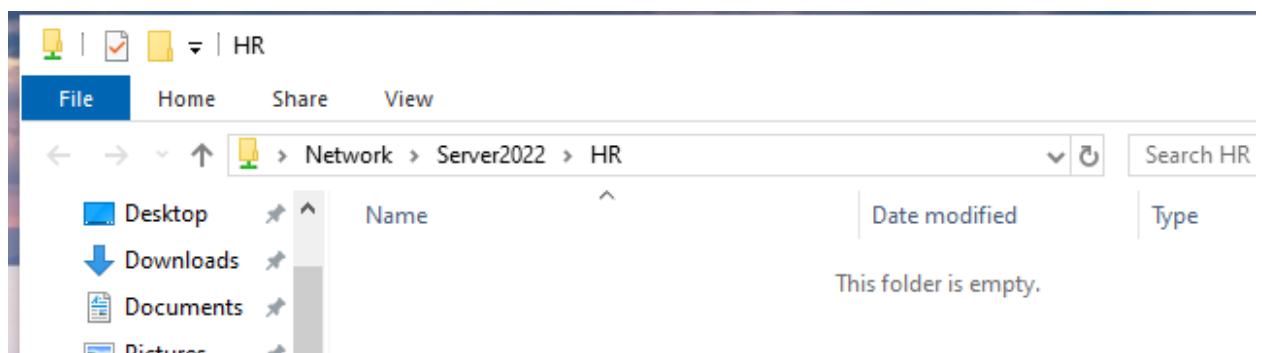
1. Press **Windows + R**
2. Type: `\\Server2022`





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

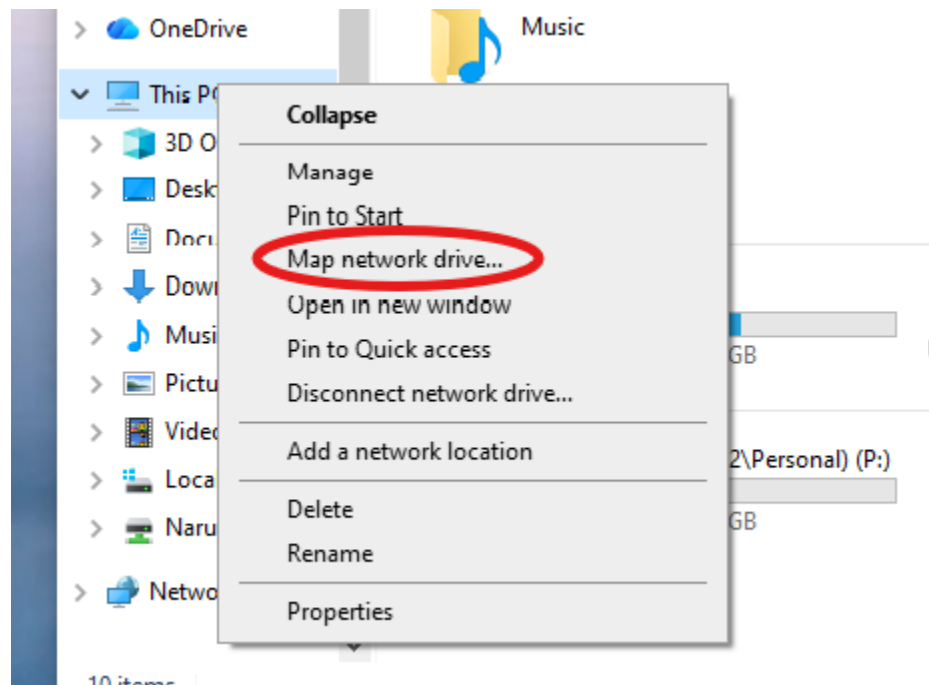
The issue is strictly the **mapping**, not the server.

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## Manually Remap the Network Drive

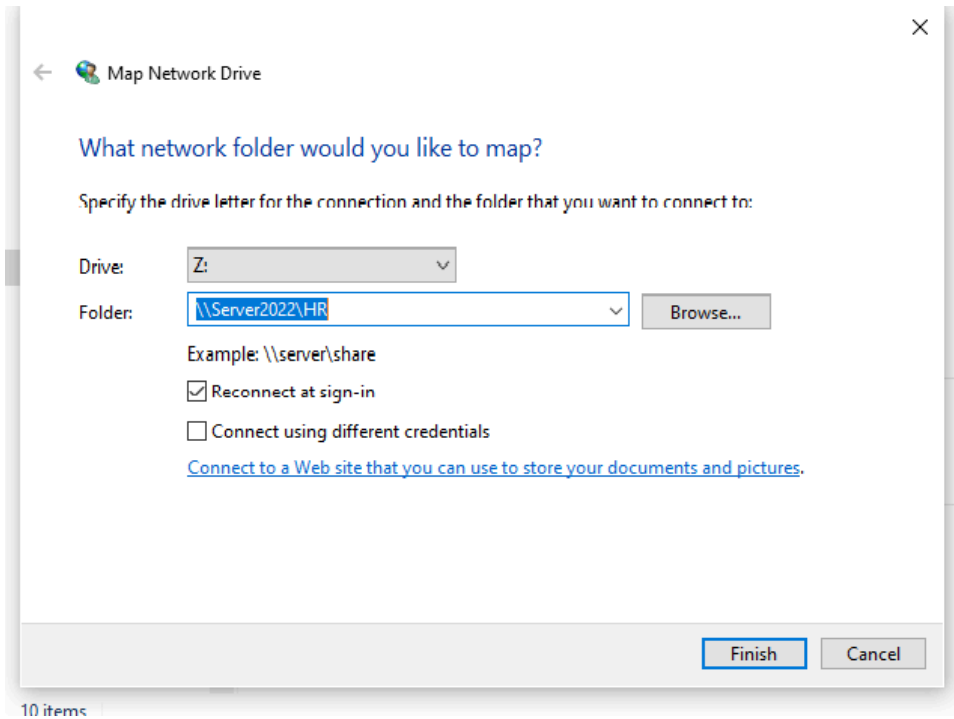
If the drive didn't auto-return after running `gpupdate /force`:

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**





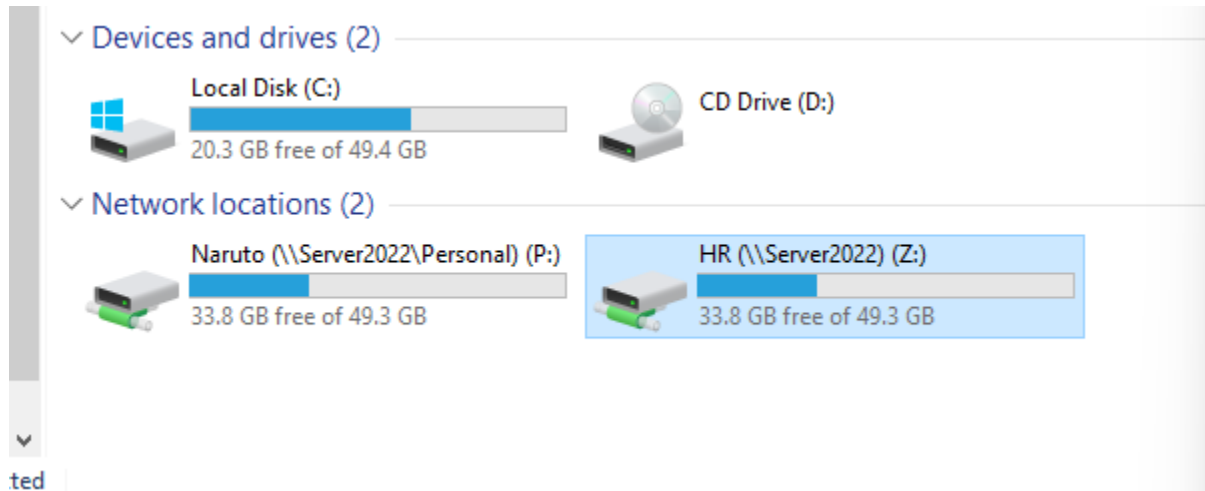
#### 4. Click **Finish**

Drive should now reappear.

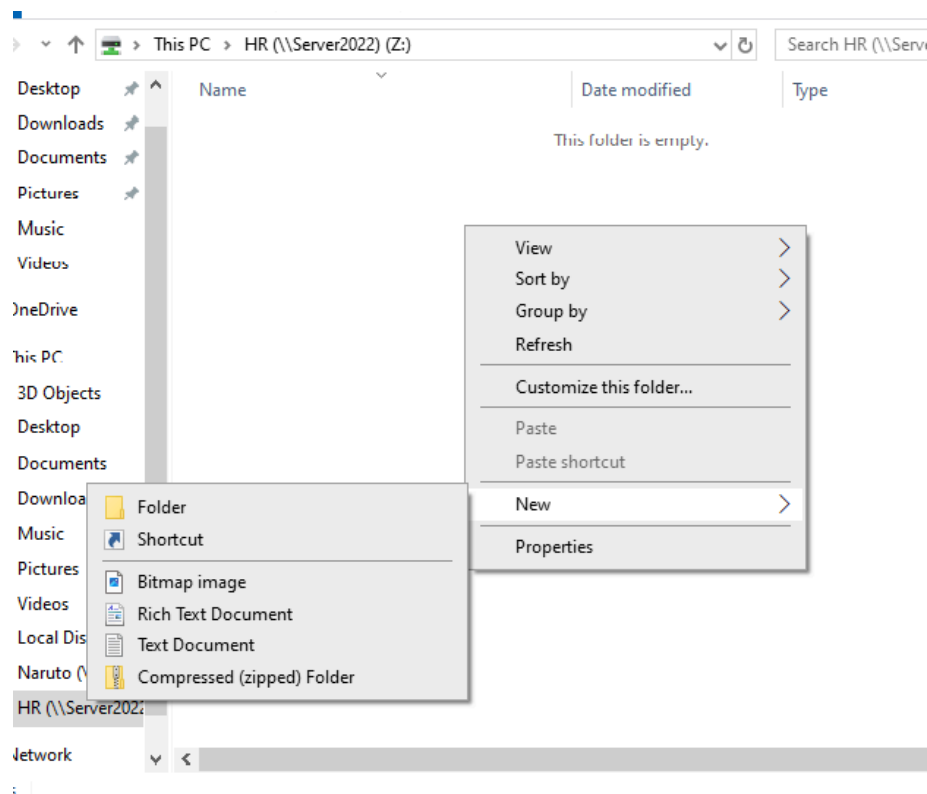
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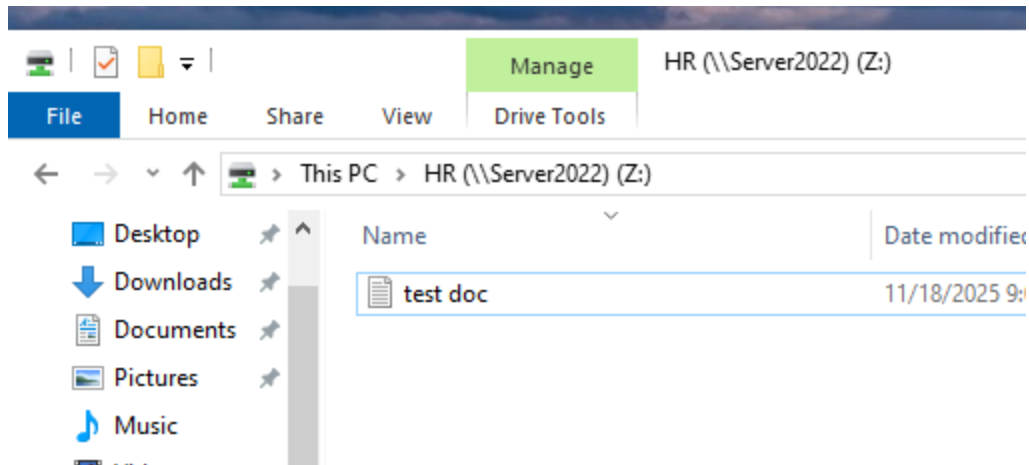
## Step 3: Test

1. Open the newly mapped drive

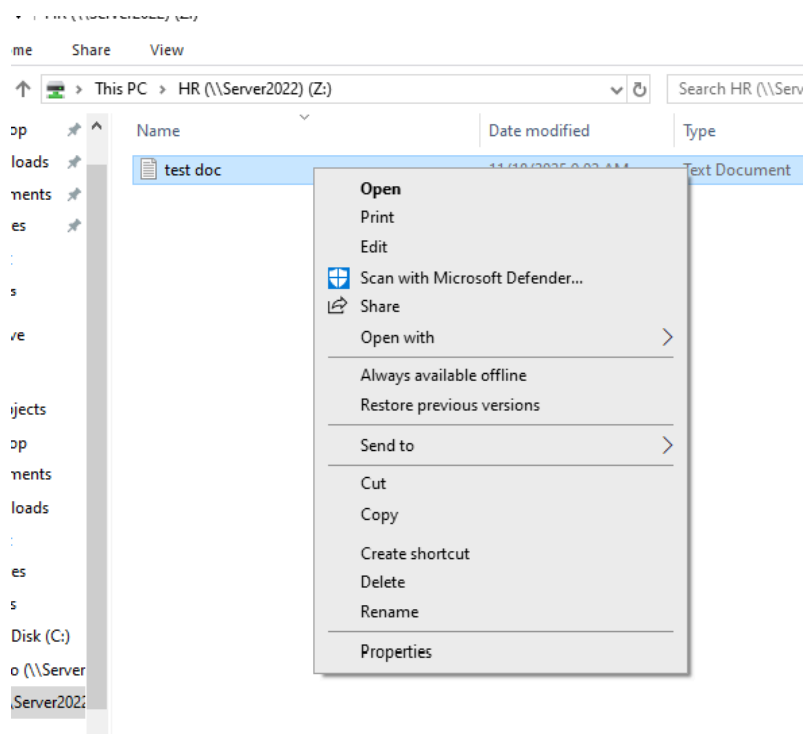


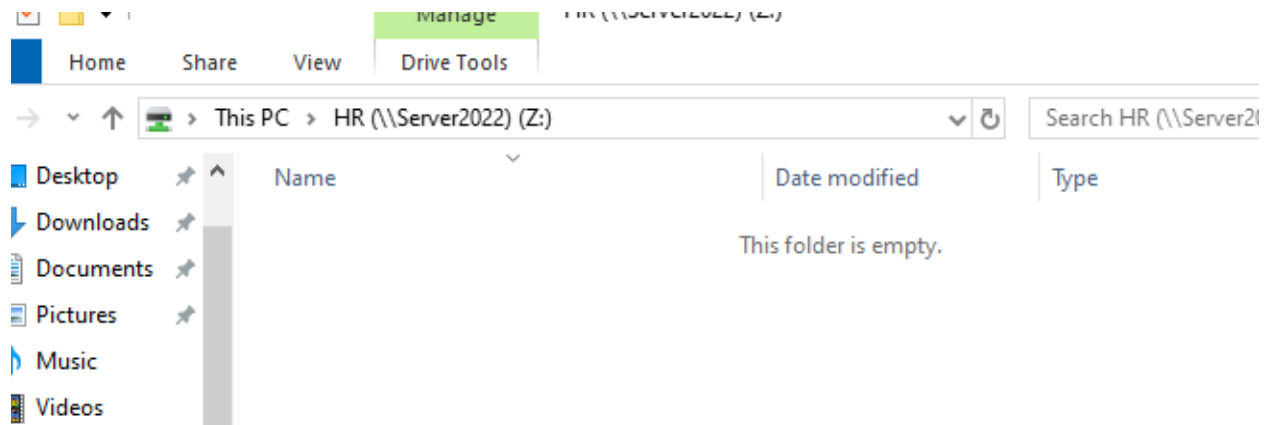
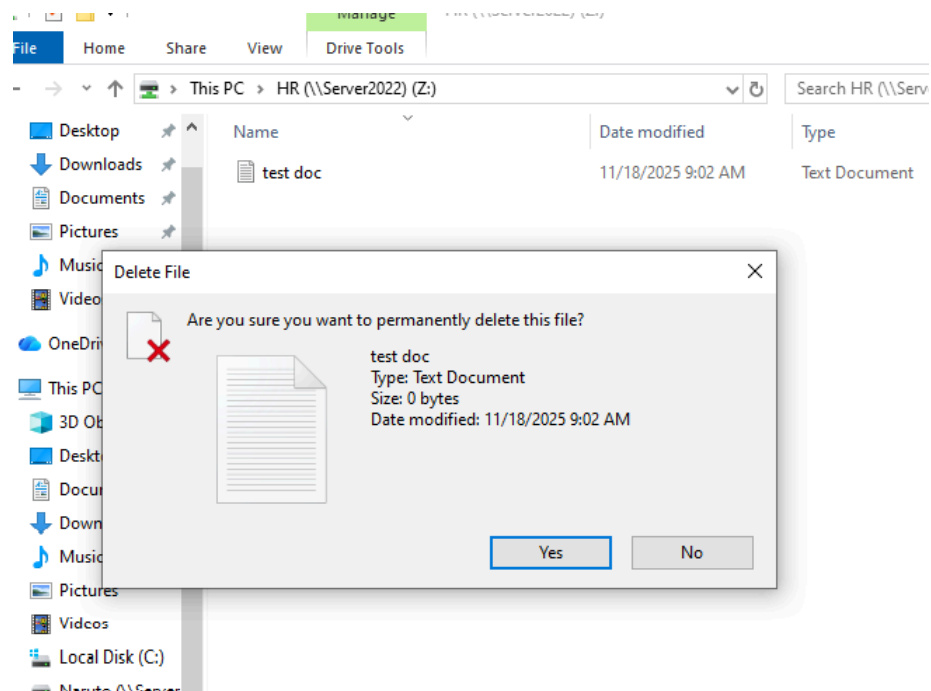
2. Create a test file. Right-click → **New** → **Text Document**





### 3. Delete the file





Drive access is confirmed working.

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## 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.