

FAQ: Troubleshooting backup problem with inaccessible network drive

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Product Version:

AhsayACB / AhsayOBM: 8.1 or above

OS: Windows

Description

When performing backup for a mapped network drive, the following warning message is displayed:

No.	Type	Timestamp	Log
*
*	warn	YYYY/MM/DD hh:mm:ss	Backup source "\\server\share" does not exist !
*	warn	YYYY/MM/DD hh:mm:ss	Skip backing up "\\server\share\file" (network drive is not accessible)
*

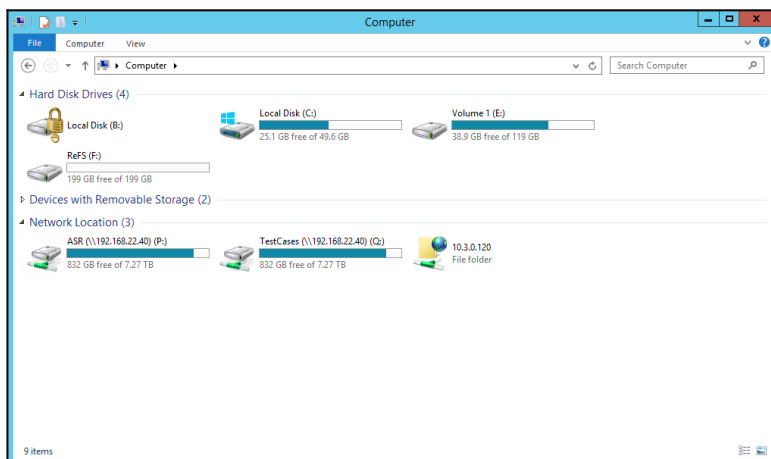
The message suggests that the corresponding network drive cannot be accessed by the backup process. Please refer to the following guideline on how to troubleshoot on the warning.

Steps

The following are some steps to follow for troubleshooting errors related to Volume Shadow Copy (these steps may vary depending on the operating system):

- Network drive accessibility
Have you tried accessing the mapped drive recently?

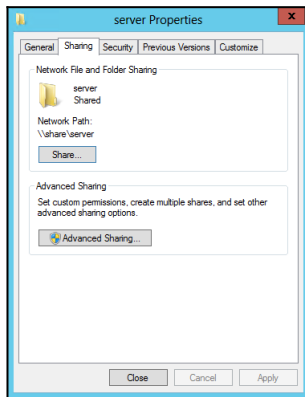
Try to access the mapped drive and then add / delete a file in the drive to confirm if the mapped drive is in fact accessible.



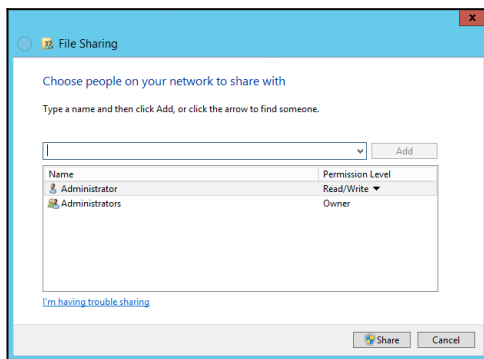
- File sharing permission

Did you change the file sharing permission setting recently?

- Right click on the corresponding shared folder.
- Click on the **Share...** button.



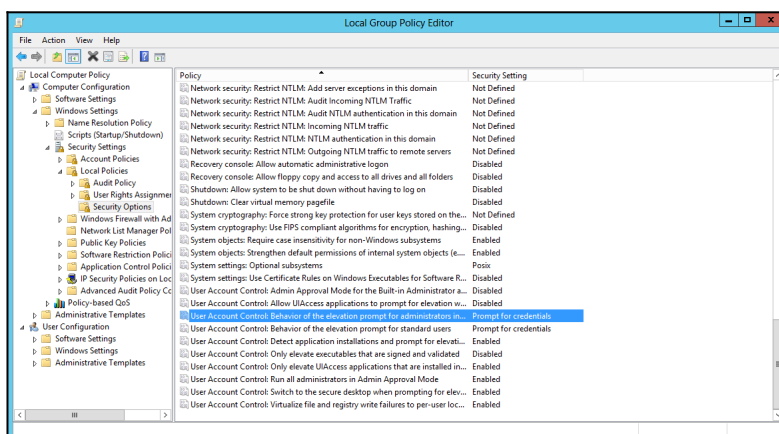
- Check if the file sharing permission setting is correct.



- **User Account Control (UAC) setting**

Is the **User Account Control: Behaviour of the elevation prompt for administrators in Admin Approval Mode** policy setting is configured to **Prompt for credentials**?

- Open the Local Group Policy Editor (gpedit.msc).
- Check under Computer Configure > Windows Settings > Security Settings > Local Policies > Security Option:



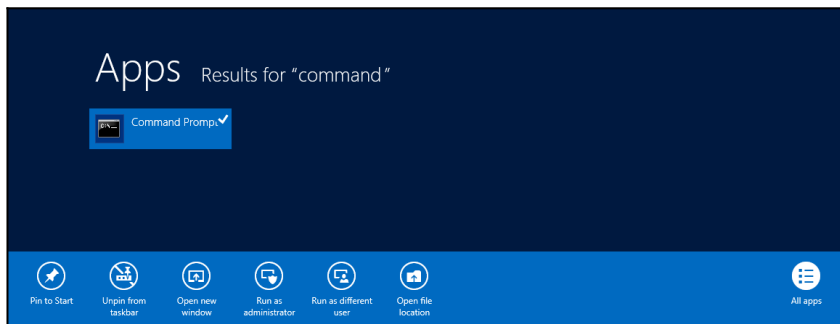
- If the setting is configured to **Prompt for credentials**, refer to the following article from Microsoft for workaround:

<https://support.microsoft.com/en-hk/help/3035277/mapped-drives-are-not-available-from-an-elevated-prompt-when-uac-is-co>

- Re-map the network drive

Ensure that the network drive was correctly mapped, try re-mapping the network drive:

- Right click on the command prompt icon, select **Run as administrator**.



- Enter the following command:

```
>net use e: \\server\share_name /user:username password
```

[Click Here](#) for syntax of the net use command.

Keywords

network, drive, map, mapped, share, shared, accessible, inaccessible

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