

[V7] ISSUE: Cannot add a network drive as AhsayCBS User Home on Windows platforms

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Product Version:

AhsayCBS: 7.7.0.0 to 7.x

OS: Windows

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Problem Description

When adding a network drive as user home via the AhsayCBS console, the following error message is displayed:

The file/folder '\\' does not exist.



Cause

This issue is related to the default log on setting of the AhsayCBS service on Windows, which is started using a Local System account. This account does not have permission to access network shares.

Resolution

To resolve the issue, enable the 'Password protected network drive' option.

Enter the login credentials of an account with sufficient permission to access the password protect network drive:

User Home

Home Directory

☒ Password protected network drive

Login Name

Password

Maximum QPS Ratio

Important:
Use an UNC path (e.g. \\hostname\user_home) instead of a mapped drive letter.

Keywords

add, create, user, account, mapped, userhome, network, shared

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