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**Adagio** Specialists

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**Adagio that is intermittently freezing or closing on Windows 10 Pro workstations**

What would be a good way to gather data on network drives that periodically disconnect for users?
We have a gpo that maps the drives but the setting is set to "replace" instead of "update" when it runs.
I thought of doing a ping -t to the gateway and writing to a mapped network drive txt folder, but even then there are no timestamps within the ping.txt.

The "Replace" GPP option was absolutely 100% for sure disconnecting and reconnecting the drive on background refreshes. It was happening instantly, so nothing the users would see, but it would show up in the event log, and the user sessions would reset in fsmgmt.msc.

a) If you see your mapped drives disappear you may have a Group Policy that maps your network shares using the REPLACE feature.   Another symptom I noticed occurs if you remote (RDP) to a different PC and leave it for a few days, multiple mappings for the same letter will appear.

b) The simple fix is to set the Drive Map GPO to use the Action UPDATE.

c) To stop your mapped drives disappearing or automatically closing:
1. Launch Group Policy Management\
2. Find your drive mapping GPO, right click on it and select EDIT
3. Expand **USER CONFIGURATION > PREFERENCES > WINDOWS SETTINGS > DRIVE MAPS**
4. Double click on the drive map that is automatically closing
5. Change the ACTION drop down from REPLACE to **UPDATE**

I found this problem occurs on Windows 10, but others have found it on many older operating systems.

Maybe if you've got it set to Replace, on a GP refresh, it's deleting and re-creating their mapped drive and causing a temporary disconnect? If that's the case, Update might work better for you.
- **Replace** – Recreate a mapped drive. If it doesn't exist, it will create it. Otherwise, it will overwrite the existing drive mapping.
- **Update** – Modify an existing mapped drive or create it. The difference between Replace and Update is that it only updates the settings defined within the preference item. All other settings remain as configured on the mapped drive.
- **Delete** – Removes a mapped drive

The best option is to use **Update** when creating the mappings. This way you are always sure that the user will have the correct drive mapping. The potential problem with Replace is that it may disconnect the drive briefly every 90 mins during the GPUpdate cycle. This can cause problems with specific applications.

1) I have 1 client that has several people complaining that mapped drives disappear randomly. Not everyone has the problem in fact only a handful have actually complained about it. What appears to happen is the File Explorer window just closes and the drive is no longer mapped.
2) Once they reboot the mapping is re-established. I am mapping drives through GPO. Has anyone else experienced this or have an idea what is causing it?
3) Can you go into more detail? What CRUD action are you using?
   If you are using replace it will delete and remap the drive Everytime policy applies.
4) Do you have the action for the mapped drive set to "update"
5) Odds are that the mapping action is set to REPLACE, which is what causes this.
6) If by this you mean that if the user leaves open a windows explorer view of the mapped drive it then randomly will close, then the issue is due to the automatic refresh of GPO's. We noticed this back when we first moved to using a GPO to set the mapped drives. Windows refreshes and re-applies GPO's by using a random offset inside of a 90 minute window. When that happens, this causes the GPO for the mapped drives to reapply, as it is doing so, that temporarily causes the drive to not exist on the machine for long enough that windows detects it and closes the windows explorer open to it. We have not found a fix for it. It appears to just be a quirk of how Windows 10 processes GPO's in a domain environment.

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**Issue with Windows 10 Pro workstations that may cause Adagio to freeze. Group Policy Object (GPO) settings.**
(Note: The following is derived from information provided by Howard at Micro Management Associates)

## PROBLEM
One of our clients had an issue with Adagio on a Windows Server network after they started switching their workstations to Windows 10.

The issue seems to be that if the workstation user has Adagio open and leaves it idling in the background while they do other tasks on their computer, Adagio would freeze. Other Adagio users have seen Adagio error messages saying that Adagio could no longer access tables on the server.

Apparently this only affects computers starting with Windows 8. It also seems to only involve domain servers and servers using Active Directory.

## The issue seems to be as follows:
Windows Server runs a Group Policy update periodically during the day, usually every 90 minutes. As one of the elements of this process, it can refresh the drive mappings on the local computers every 90 minutes. If the process recreates the drive mappings (i.e. un-maps and then re-maps or 'refreshes') while Adagio is open, Adagio's connection to the Adagio database on the server through the mapped drive is lost. This would be the same as pulling the network wire out from the workstation while the Adagio program is open. This would cause the user to have to use Task Manager to force-close Adagio and may cause Adagio data integrity problems. This refresh process takes just a fraction of a second but that's enough to cause a problem with Adagio. Other applications aren't as affected because they either don't use mapped drives or they read/write only occasionally (like Excel or Word).

We did some research on this and found that this is a known Windows 10 issue due to a setting on the server on how it refreshes drive letters on a schedule during the day. The setting needs to be changed in the Group Policy Object (GPO).

## POSSIBLE SOLUTIONS
· Remove the user completely from the GPO and map the Adagio drive manually on the workstation.

· Change the setting on the server for the mapped drives. If the group policy is set to "recreate", Windows 8 and 10 runs group policy updates in the background and disconnects/reconnects the drive to recreate it. If the setting is changed to "update" the issue should be resolved.

· Check to make sure the network card properties are not set to "allow the computer to turn off this device to save power"

· Create GPO on server and enforce on affected computers:
1. Computer Configuration > Policies > Administrative Templates > System > Group Policy > Configure Drive Maps preference extension policy processing: Allow
2. Processing across a slow network connection: Enabled
3. Process even if Group Policy objects have not changed: Disabled
4. Background priority: Idle
5. Disable the GPO that creates a persistent/automatic mapped drive for Adagio.

## OTHER TIPS
· Be sure to be using the Pro Version of Windows 10. Adagio is not supported on Windows Home or other version of Windows.