



General Troubleshooting

This section includes the following topics:

- [Accessing Network Shares, page 12-1](#)

Accessing Network Shares

By default, the Folder Attendant Windows service is installed to log on and run as a Local System Account. In order for the service to access network share directories, it must be configured to log on and run as an account that has access to read and write the appropriate network share directories.

If the Cisco MXE 3500 UI returns an error when trying to access a file or directory, check the IIS impersonation account permissions. Assuming the user is starting with the default configuration, check the following two accounts:

IUSER_[your machine_name] and ASPNET

Depending on how the application tries to access the file, either one may be used. Try these steps for ASPNET. If it still does not work, try the other:

If the file is local to the machine that IIS is running on, then check the permissions on the directory and ensure the IIS account has the minimum permissions necessary. For input files this is just read, for profiles this is read/write/modify (full control can be used if necessary).

If the file is not local to the machine that IIS is running on, or if you would like more information, see:

<http://support.microsoft.com/kb/891031>

Send document feedback to mxe-doc@cisco.com.