
Question

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background processes cannot access network shares

version cache for windows, 2017.2.1 build 8013 - windows 10

I had this system set up for 3+ years now, and background tasks such as converting emails, have always worked, suddenly it's stopped working and I've tracked it down to any network references.

reading the emails, I look for any attachment files, and save them to a network drive before processing them within a class method,

I've been testing it by sending exactly the same email repeatedly and checking the saving of the attached file in both the background and in the terminal.

within the email fetch, if I say "save the attached file to //10.0.0.25/my-directory/newfileName.doc" it fails IN THE BACKGROUND TASK

If I then run the same class method IN THE TERMINAL, it will happily save to the //10.0.0.25/location.

If I change the location to a local file ie "d:/my-directory/newfileName.doc" IT WORKS IN THE BACKGROUND AND TERMINAL

I've checked the cache.exe in services and I've logged in using exactly the same user account (my name)

I've tested the cache service logging in as a different user, nothing.

I've rebooted the Cache machine and I've rebooted the 10.0.0.25 machine

I've checked the user access rights as the interactive user within win10 and the access rights within the remote server, Both are correctly set

we are on the latest update of win10

question: which user does the Cache-terminal login as, is this different to the win10-services cache.exe settings.

anybody got any ideas what else I can check please

kev

[#Terminal](#) [#Caché](#)

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