

## Policies not propagating to Client – AD and WinSuite AD

### List of points to check in order to deduce the problem

- Are they logging on as a user in the same group as the policy?
- If it is a computer configuration setting is the computer in the correct group?
- Is the user/computer definitely part of that Domain?
- Is the server the ONLY Domain Controller?
- With computer configuration settings they sometimes need the client machine to reboot at least once, as AD uses asynchronous logins (which means updates from AD are done as and when rather than at login). Try doing **gpupdate** (WIN 2003) or **secedit /refreshpolicy machine\_policy /enforce** or **secedit /refreshpolicy user\_policy /enforce** (WIN 2000).
- Is DNS set up on the Server? Go to Start Menu\ Programs \Administration Tools\ DNS and check the correct domain is listed under Forward Lookup Zones and also that the client is listed underneath that.
- Is the client's DNS setup so that its preferred DNS server is the Domain server that it is a member of?
- Can the client machine ping the server?
- At the client machine go to the command prompt and type nslookup. At the next prompt type **set type=all** [ENTER], then type any website in (ie [www.bbc.co.uk](http://www.bbc.co.uk)) and see what messages you get. If there is a DNS problem you will get errors. You can then try typing in another machine on their network and finally their own machine.