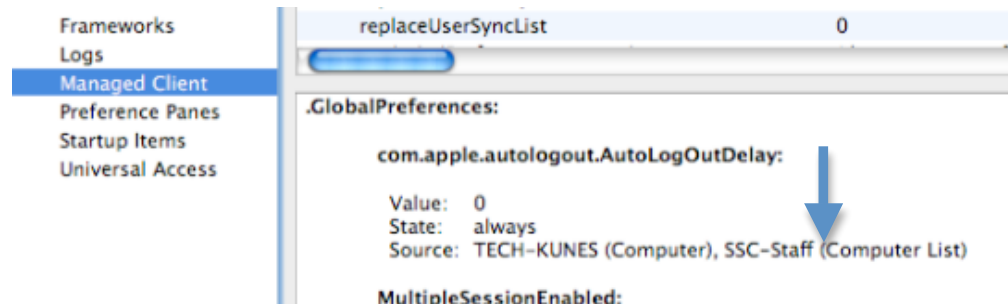


Troubleshooting Portable Home Directories

Upon login the login window isn't prompting to create mobile home:

- Run the command `rm -rf /Library/Preferences/com.apple.MCX.plist`
 - More than likely someone has logged into the account already and selected the "do not ask to create mobile home again." Deleting this plist file will allow a mobile home to be created again.
- Verify the computer is in the proper computer list in wgm.
 - On the computer in question, launch System Profiler from the Applications/Utilities folder.
 - Under the section Managed Client on the left, under Source on the right, it should state the computer list the computer is associated with on the server.



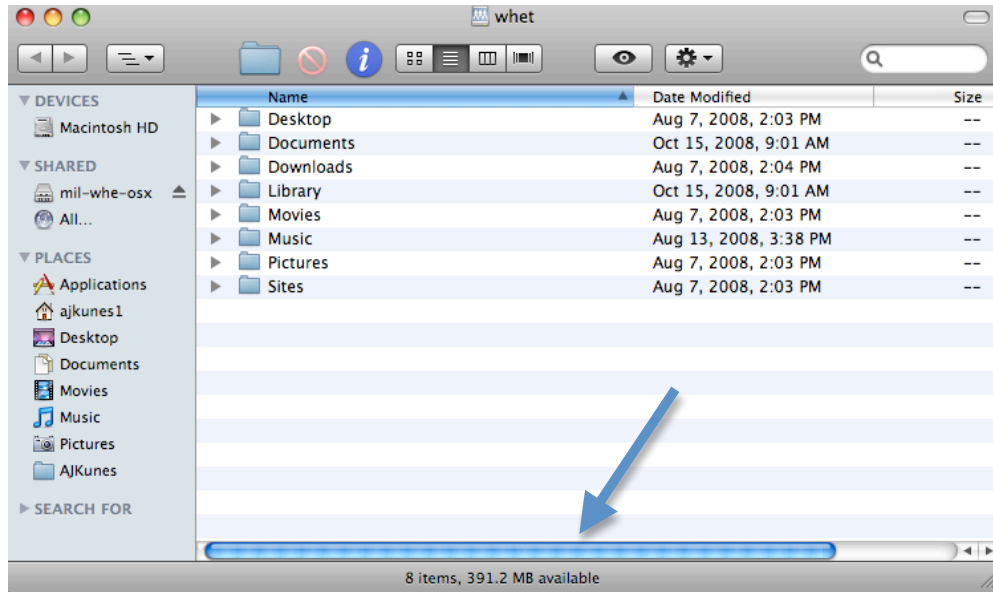
- If this appropriate computer list does not show up, then launch WGM and add the computer into the appropriate computer list.
- Remove the server under Directory Utility, restart the computer, then add the server back under Directory Utility. Always use the DNS name of the server rather than the IP number.

The Mobile account won't let the user login or when they are logged in, their home directory doesn't look right. They can login at work but not at home.

- Run the command `rm -rf cd /var/db/dslocal/nodes/Default/users/ajkunes*` where ajkunes would be the username of the account you are working with.
 - The next time you login, the computer should prompt you to create a mobile home.
 - The mobile home isn't actually being created, the plist file is being re-created because somehow it has been corrupted causing the problem in the first place.

The Mobile account doesn't want to sync.

- More than likely the user is out of space on the server.
- When you are logged into the user's account on their laptop, go to the Go menu, select Connect to Server, enter the user's server, mount their home directory on the desktop.
 - When you open their mounted server home directory, at the bottom of the window, notice how much space they have left on the server.



- If they are low, verify they don't have anything in Music, Movies, or Pictures.
- If they do, using ARD, navigate out to the server and throw the contents of those folders away. Very sensitive, don't mess it up!
- Make sure the user's account is syncing correctly by adding a few folders on their desktop and syncing.
- Then open their home directory that is still mounted to the desktop and verify those folders have synced.
- Throw the folders away and re-sync.